

If you're interested in applying for this position please email your cover letter, resume, and references to:

Marcial Rosado Human Resources Director
Marcialr@springfieldpartnersinc.com



JOB DESCRIPTION

Job Title: Family Services Intake Specialist
Division: New Beginnings Child Care
Effective Date: February 2021
Exemption Status: Non-Exempt; F/T @ 37.5 hours/week

Position Summary:

The Family Services Intake Specialist is responsible for planning, organization, and controlling the clerical aspect of the organization, including the preparation, communication, coordination and storage of data to support production and other important operations for New Beginnings Childcare.

Authority:

The Family Services Intake Specialist is selected and placed into the position by the Director of New Beginnings.

RESPONSIBILITIES:

- Answer telephones, intercoms, check voice mail, take messages & respond to inquiries.
- Greet visitors, conduct Center tours as needed, provide programming information to visitors, callers.
- Reinforce client policies & procedures.
- Support closing of the office at the ending of each day; prep communications/reports for 6:30a.m opening.
- Scheduling, assigning and/or conducting intake interviews.
- Receive and enter all data related to a child's enrollment.
- Verify start date and inform appropriate program staff.
- Create children files and ensure all appropriate paperwork is at the center on or before the enrollment date.
- Ensure all data and documentation related to the enrollment of children adheres to guidelines set by funding sources.
- Ensure continuous compliance with all funding source regulations and revisions.
- Coordinate data for the "Waitlist" as specified under the EEC contract.
- Coordinate information for a roster of all enrollments and terminations to ensure full contract utilization
- Determine parent's fees and assisting in the collection of fees as requested. Give receipts & document fees collected.
- Provide data-entry, retrieval and compilation of reports.
- Respond to requests for information relative to intakes, enrollments, terminations, and enrollment statistics.
- Respond to inquiries from agencies and individuals regarding programmatic services.
- Support and work cooperatively with parents to secure appropriate documentation related to enrollment and reassessments of children.
- Coordinate enrollments/terminations slots with Fiscal Department to ensure accurate data is completed and used effectively.



- Inform Director of termination notice status and actual terminations.
- Maintain office supplies/inventory
- Represent Springfield Partners at promotional events, trade shows, community fairs/outreach efforts if requested.
- Other duties as assigned.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- Associates Degree in Business or related field of study with two (2) years of successful experience or High School Diploma and five (5) years successful experience in a customer service setting.
- Ability to multitask, strong attention to detail and organization; ability to prioritize and complete tasks prior to deadlines.
- Ability to work cooperatively and as a member of a team with parents, staff, and the community-at-large. Conduct yourself and appearance in a professional manner at all times.
- Demonstrated understanding of applicable standards and regulations relative to funding sources such as EEC and NEFW contracts as they relate to the enrollment of children in the center.
- Demonstrated initiative to identify projects, tasks, or other activities that will further the organization's goals, obtain an appropriate level of support and complete the activity in a timely manner.
- Willingness to initiate improvement and expansion of existing systems.
- Experience working with lower income and diverse populations.
- Must possess exceptional organizational skills with great attention to detail.
- Sensitivity and ability to maintain confidential information.
- Experience working in deadline-driven environments.
- Detail oriented, able to handle multiple tasks simultaneously; handle a fast pace and full workload with minimal supervision.
- Must work collaboratively with others, modeling our work place values, creating a great place to work and being a role model for others.
- Excellent computer skills (Word, Excel, Access, Power point, Outlook, etc.).
- Excellent organizational, analytical and interpersonal skills.
- Attend required in service training as determined by MA Law.
- Possession of a valid driver's license & reliable transportation required.
- Employment is contingent on the results from BRC (CORI, DCF, Fingerprint) check.

LANGUAGE SKILLS

- Ability to speak multiple languages desired. English/Spanish required.
- Excellent and demonstrated writing and excellent verbal communication skills.
- Ability to effectively present information and respond to questions from all levels of employees & clients.



- Attentive to detail; ability to proofread and edit documents, and ensure that all products are professional.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

-
- While performing the duties of this job, the employee is regularly required to walk and talk or hear.
- The employee frequently is required to use hands to type, finger, handle, or feel; reach with hands and arms.
- The employee is frequently required to stand and sit.
- The employee must occasionally lift and/or move up to 20 pounds.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Employee will be regularly working in an office environment and occasionally outside at events.
- While performing the duties of this job, the employee is regularly exposed to inside weather temperatures and conditions. Occasionally the employee is exposed to outside variable weather temperatures and conditions.

The above statements are intended to describe the general nature and level of the work being performed by people assigned to this work. This is not an exhaustive list of all duties and responsibilities associated with it. Springfield Partners for Community Action, Inc. management reserves the right to amend and change responsibilities to meet business and organizational needs.