



Work where your work matters. Work at CCRC.

CCRC prides itself as a workplace of choice for passionate talent, driven by our mission to cultivate child, family and community well-being. Whether the position works directly with the public or supports our programs, every position is vital to our mission's success and reputation as a leader. We are not your typical non-profit. We are 900+ people strong and growing!

You could play a key role supporting the **Child Care Financial Assistance** Division! Go to our job board to apply:

[job board](#)

The Program Assistant job at a glance

General Summary

Under general supervision of the Child Care Financial Assistance Manager, the Program Assistant is responsible for providing administrative and program support for the Case Management Department.

Core Benefits!

- **Competitive Compensation** Package
- **Robust benefit offerings** -Medical, Dental, Vision, and Voluntary Life Insurance!
 - CCRC ***covers approximately 90-100% of employee and dependent*** medical and dental coverage, and ***90%*** vision coverage!
 - There are a variety of medical and dental plans offered, including 5 medical plans of Kaiser HMO, 3 different Blue Shield HMOs, and a PPO, and Dental HMO or PPO
- **Basic Life Insurance and Long-Term Disability** paid for by CCRC
- **Flexible Spending Account** participation offered
- Employer Contribution and Employer Match in the **403(b) Retirement Savings Plan** with 100% vesting!
 - Upon meeting eligibility, employees receive a ***5% contribution*** and may participate in the ***match of 50% up to the 1st 7% of deferrals***
- **Generous Time Off Policy** with vacation and Sick Time, Holidays, and Paid Winter Break
- Opportunities **for learning and professional development**, such as education reimbursement and mastering skills for career progression
- **Culture:** Mission-driven, passionate, and inclusive
- **Employee Assistance and Wellness Programs**
- **501(c) (3) designation**-You can apply for Public Service Loan Forgiveness!

The Details of the Job:

Essential Duties And Responsibilities

Within the team structure, provide administrative support services to case specialist and teams for families enrolled in subsidized child care programs, which include the following responsibilities:

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- Receive and process mail, log documentation into NOHO in a timely manner according to program regulations and guidelines. Review submitted documentation to assure completion; follow-up on missing documentation. 25%
- Support Subsidy tasks including, but not limited to: filing, typing, sending/receiving/logging subsidized mailings; preparing enrollment and provider packets; sending copies of Notice of Action to parents and/or DPSS, and clerical support with photocopying, filing, faxing, typing, mail processing. 20%
- Answer telephones, assist callers or transfer calls needing attention. Provide phone call follow-up as needed. Log into NOHO as necessary. 15%
- Enter data in NoHo and do searches in response to inquiries. 15%
- Provide daily communication and support as required to the Subsidy and CSI teams. 10%
- Assist in assembly and maintenance of accurate and complete program modules to ensure contract compliance. 5%
- Offer technical support and assistance as needed to provide for a smooth department process. 5%
- Develop and maintain knowledge of program regulations, guidelines and funding terms and conditions necessary for performance of responsibilities. 5%

Non-Essential Duties And Responsibilities

These duties include tasks that are required, but currently comprise of less than 5% of the daily workflow for this job:

- Participate in meetings
- Prepare, send and receive courier mail (FEDEX/Certified Mail/ UPS, etc...).
- Provide support to Subsidized Program managers as needed.
- Participate in agency-sponsored workshops, conferences and events as needed
- All other duties that may be required, as part of the essential functions of the job, as assigned.

Job Specifications

- Associate's Degree in the field of Psychology, Sociology, Child Development, Social Work, Human Services, Family Studies, or related field (as approved) or 2 years equivalent related work experience. Bachelor's Degree preferred.
- Knowledge of Excel, Word and other Microsoft Office programs. Experience and training with the County GEARS system is a plus.
- Excellent verbal and written communication skills; discretion in handling confidential information, and ability to honor confidentiality and work sensitively and supportively with the public.
- Strong organizational skills and the ability to complete projects under tight deadlines, even when there are competing requirements and changes in assignments.
- Ability to converse, write and/or translate in Spanish, or Armenian, as well as English strongly preferred in order to convey program information in the native language of the family.

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- Ability to maintain cooperative, diplomatic working relationships with co-workers, supervisors, and the public to work as part of a team, and collaborate with colleagues.
- Ability to maintain all assigned workflow and a high level of customer satisfaction in a fast paced working environment.
- Ability to make independent decisions; within parameters assigned by a supervisor, bases on information at hand.
- Ability to Work non-traditional work schedules, which may include evenings and Saturdays.
- Direct the flow of family and provider paperwork to the individuals and teams, as appropriate.

Physical Demands

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical Activity					
Activity List the number of hours spent performing the activity.	Hours Per Day				
	NA	1-2	3-4	5-6	7-8
Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces.	☒	☐	☐	☐	☐
Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, or other similar devices. Using feet and legs and/or hands and arms. Performing activities where body agility is emphasized.	☐	☒	☐	☐	☐
Crawling: Moving about on hands and knees.	☒	☐	☐	☐	☐
Crouching: Bending the body downward and forward by bending the leg and spine.	☐	☒	☐	☐	☐
Driving: A car, truck, forklift or other types of moving equipment.	☒	☐	☐	☐	☐
Feeling: Perceiving attributes of an object, such as its size, shape, temperature or texture by touching with skin, particularly that of the fingertips.	☐	☐	☒	☐	☐
Grasping: Applying pressure to an object with the fingers.	☐	☐	☒	☐	☐
Hearing: Perceiving the nature of sounds with no less than a 40db loss at 500Hz, 1000Hz and 2000Hz with or without correction. Ability to receive detailed information through oral communication, and make fine discrimination in sound, such as when making fine adjustments on a piece of equipment.	☐	☐	☐	☐	☒
Kneeling: Bending legs at the knee to rest the body on the knee or knees.	☐	☒	☐	☐	☐
Lifting: Raising objects from a lower to a higher location or moving objects horizontally from one location to another. Lifting a 50lb object to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.	☐	☒	☐	☐	☐
Pulling: Using upper extremities to exert force to draw, haul or lug objects in a sustained motion.	☐	☒	☐	☐	☐
Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.	☐	☒	☐	☐	☐
Reaching: Extending hand or hands and extending arm or arms in any direction.	☐	☒	☐	☐	☐
Repetitive motions: Substantial movements of the wrist, hands, and/or fingers, including keyboarding.	☐	☐	☐	☐	☒
Sitting: Particularly for long periods of time.	☐	☐	☐	☒	☐
Standing: Standing or staying on feet for sustained periods of time.	☐	☒	☐	☐	☐

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Physical Activity

Activity List the number of hours spent performing the activity.	Hours Per Day				
	NA	1-2	3-4	5-6	7-8
Stooping: Bending body downward and forward by bending the spine at the waist, requiring full use of the lower extremities and back muscle.	☐	☒	☐	☐	☐
Talking: Expressing or exchanging ideas by means of spoken words. Those activities in which detailed or important spoken instructions to co-workers are required. The instructions must be conveyed accurately, loudly, and/or quickly.	☐	☐	☐	☐	☒
Twisting: Turning from right to left at the waist.	☐	☒	☐	☐	☐
Viewing: The ability to distinguish colors, read a VDT or other needs for depth perception.	☐	☐	☐	☐	☒
Walking: Moving about on feet to accomplish tasks.	☐	☒	☐	☐	☐

Notices

Child Care Resource Center is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex including sexual orientation and gender identity, national origin, disability, protected Veteran Status, or any other characteristic protected by applicable federal, state, or local law.

The contractor will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information. 41 CFR 60-1.35(c)

Accommodations

If you are a qualified individual with a disability or a disabled veteran, you have the right to request an accommodation if you are unable or limited in your ability to use or access our career center as a result of your disability. To request an accommodation, contact a Human Resources Representative at (818) 717-1000 ext. 6599 or email them at Recruiting@ccrcca.org.

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