

Solano Family & Children's Services

421 Executive Court North ♦ Fairfield, CA 94534 ♦ (707) 863-3950 option 7 ♦ Fax (707) 863-9772

Job Announcement/Description Clerical Assistant II – #23

Position Title:	Clerical Assistant II	Type of Position:	Full-Time
Work Days:	Monday – Friday	Open To:	Public
Hours:	8:30 AM – 5:30 PM	Open Until:	Filled
Department:	Subsidy	Management:	NO
Reports to:	Program Supervisor	Date Updated:	March 2021
Salary:	\$17.57	Position Status:	Non-Exempt

General Purpose of the Job:

- Provide clerical support to the Intake Process of the Subsidized Child Care Program, and maintenance of the Subsidy Eligibility Waiting List (SEL). These duties include telephone and in-person contact with families and community partners.
- Distribution of cases to Family Services Specialistst.
- General office support such as data entry, filing, copying, generating/printing documents and reports, processing mail and organizing files.

Minimum Requirements:

- At least two years clerical experience using a computer database program for heavy data entry
- Internet experience and working with the public, preferred
- High School diploma or G.E.D.

Knowledge, Skills and Abilities:

- Experience using computer programs including Microsoft Word, Excel and computer database systems
- Must have strong interpersonal and customer service skills
- Strong communication (verbal and written), organization, and multi-tasking skills
- Ability to prioritize assigned tasks, work well under pressure, and work well with other agencies and community partners.

Special Licenses or Certificates:

CA Driver License and dependable auto with appropriate insurance coverage

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Essential Functions	Description of Essential Functions
Assist with Parent Intakes	Receive calls/visits from potential clients; explain rules and regulations regarding program eligibility; determine initial program eligibility; create physical and database files to assign to the Family Services Specialists; follow-up and return client and community partner phone calls.
Maintain Subsidized Eligibility Waiting List (SEL)	<p>Assist families in applying to the SEL. Explain the SEL and how enrollment from the SEL works. Connect families to support and resources when challenges are addressed.</p> <p>Attend all SEL related meetings in the community and any regional or statewide meetings that are pertinent.</p>
Customer Service	Communicate professionally with families, employers, social workers, county workers, other community organizations, and co-workers. Demonstrate teamwork by assisting co-workers as needed, including those in other departments.
General Office Support	<p>Provide general office support such as:</p> <ul style="list-style-type: none"> • Data entry. • Filing. • Copying. • Generating/Printing required documents and reports. • Mailings, including heading up bulk mailings. • Maintaining centralized filing cabinets.
Community Outreach	Attend off-site outreach events to inform the community about our services.
Clerical Support Back-Up to Other Clerical Assistants and Receptionist	Back-Up these positions as described in their list of Job Duties – as assigned.
Physical Requirements	Ability to lift at least 25 lbs.: ability to bend, twist, stoop, and sit for 2-4 hours at a time.
Other Duties	Heavy use of computer for data entry, use of copy and fax machine; communicate clearly by phone and in-person; other duties as assigned.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Application Information: An agency application form must be completed and submitted to:

Solano Family & Children's Services – Attn: Human Resources

421 Executive Court North – Fairfield, CA 94534

Or emailed to kparkham@solanofamily.org

To obtain an application, you may:

- Visit our website at www.solanofamily.org
- Request via email at kparkham@solanofamily.org
- Call the Job Hotline at (707) 863-3950 option 7
- Visit out office at 421 Executive Court North, Fairfield, CA 94534

Additional Information:

- Only the candidates who meet the job requirements will be invited to test and interview
- Employment is conditional pending satisfactory results of all requirements
- The position requires a pre-employment (post-job-offer) agency-paid drug screen, TB clearance and criminal background check

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