

JOB DESCRIPTION

PROGRAM: Early Learning Resource Center (ELRC)

JOB TITLE: ELRC Compliance/Intake Specialist

PAY GRADE: 5

JOB SUMMARY

Detail-oriented, public contact position provides front line information/referral to customers of the Early Learning Resource Center (ELRC) and offers intensive administrative support to the Program Director. Provides informational support to ELRC including collecting, entering, and maintaining relevant intake and client information in two complex coordinated data systems. Supports agency and program goals through full utilization of networked computer resources. Provides both receptionist and clerical support for the ELRC. This position involves operating a multi-line computer-assisted telecommunication system to relay incoming calls to appropriate persons, performing application/intake process, and collecting, tracking, and distributing all client eligibility materials and documentation.

Reviewing both electronic and paper files to assist the CCW staff in performing file compliance and accuracy. Assists the ELRC team with organization and maintenance of all files. Provides customers with resource and referral information to meet identified needs, when needed. Work also involves recording and processing data, maintaining customer files, and following up on incomplete information.

SUPERVISORY RELATIONSHIPS

SUPERVISES: Not Applicable

REPORTS TO: Eligibility Manager

ESSENTIAL QUALIFICATIONS

- High school diploma or GED certificate;
- One year of experience in office work;
- Strong communication skills including listening, understanding, informing, and speaking; amiable disposition and ability to remain professional when dealing with telephone callers or visitors;
- Detail-oriented with exceptional analytical, investigative, and organizational skills;
- Extensive knowledge of program regulations and governing laws;
- Experience with ensuring compliance and accuracy; and,
- Demonstrable experience with utilizing databases and/or spreadsheets, utilizing standardized formulas correctly, entering data accurately, and printing reports.

GENERAL REQUIREMENTS

- Valid driver's license and reliable daily transportation carrying adequate insurance;
- Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, FBI Clearance, and National Sex Offender Registry check current within 90 days of employment; and Motor Vehicle Record check;
- Recognizing and Reporting Child Abuse training completed within 30 days of hire;
- Computer experience with word processing, web browsing software, spreadsheet, and database programs; familiarity with data entry into databases and spreadsheets and their printing;
- Experience with ClientTrack, preferred;
- Physical ability to perform essential job functions with or without reasonable accommodations,

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including the ability to sit for long periods of time, stand, lift and carry up to twenty pounds, have unrestricted use of the upper body, corrected or uncorrected hearing and vision within normal ranges and a clear speaking voice; and,

- Participation in job-related training, as assigned.

SPECIFIC DUTIES

- ❖ Acts as a member of the ELRC team;
- ❖ Serves as a first point of contact for customer interactions and transactions including face-to-face, telephone, and electronic communications, as well as all incoming paper transactions;
- ❖ Enters select data accurately into multiple complex web-based data management systems, including but not limited to PELICAN and ClientTrack;
- ❖ Provides technical assistance to customers and STEP Inc. program staff;
- ❖ Responds to general public inquiries by answering telephone calls and emails, or receiving walk-ins; assesses expressed needs and responds appropriately with community resource information; enters interaction information into a database for tracking and reporting purposes;
- ❖ Determines if a customer need should be elevated to the Eligibility/R&R Specialists or the Eligibility Manager;
- ❖ Provides counseling to parents/caretakers with specialized needs regarding childcare options;
- ❖ Answers nontechnical questions regarding specific programs, services, and agency-related information, as directed;
- ❖ Operates a telecommunications system with heavy traffic to receive and relay calls to the proper destination;
- ❖ Provides detailed ELRC program information and general STEP Inc. program information, as needed;
- ❖ Uses a networked personal computer and appropriate software, creates, edits, updates, and/or completes a wide variety of documents, forms, letters, memos, spreadsheets, templates, reports, and other materials from basic information provided by the Program Director;
- ❖ Refers customers to other programs, as appropriate;
- ❖ Gathers and enters data and written materials into various program software; produces records, reports, labels, and information as requested or directed;
- ❖ Enters select data accurately into the web-enabled database;
- ❖ Assembles materials for file creation and data entry of family in ClientTrack before handing off application to Eligibility/R&R Specialists;
- ❖ Produces referral letter from ClientTrack if needs are indicated on CCW Application before handing off application to Eligibility Manager or Eligibility/R&R Specialists;
- ❖ Follows established DHS and agency procedures, as well as securing all required documentation from consumers;
- ❖ Utilizes existing File Compliance work sheets to ensure that all needed documents and verifications are in the parents file upon Eligibility/R&R Specialists completion of application or re-determination and organized correctly;
- ❖ Reviews uploads in PELICAN to determine if all required uploads are present;
- ❖ Monitors compliance and facilitates interventions to manage risks;
- ❖ Performs compliance review and compiles reports for Program Director's review;
- ❖ Documents compliance-related processes and maintaining records;
- ❖ Keeps up to date with regulatory changes;
- ❖ Ensures file compliance within databases and paper files for all files in conjunction with Information Technologies;
- ❖ Reviews documentation, processes, and practices;

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- ❖ Returns files to CCW staff to complete compliance review and advise of any inconsistency found;
- ❖ Files forms, records, and reports and retrieves information from files; maintains filing system;
- ❖ Keeps inventory of office supplies and OCDEL materials;
- ❖ Operates computer hardware and other office machines;
- ❖ Monitors and resupplies ELRC specific forms and documents; and,
- ❖ Performs related work as requested.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- ❖ Knowledge of the following:
 - Effective customer service principles;
 - Community resources, service organizations, and service programs;
 - Microsoft Office Suite, including but not limited to Microsoft Word and Outlook components;
 - Geographic area served;
 - Standard office procedures, practices, conduct, and action necessary in maintaining harmonious working relationships;
 - English grammar, spelling, and punctuation; and,
 - Type, organization, and use of standard office files, logs, forms, and letter formats.
- ❖ Skill in the following:
 - Detail-oriented with analytical, investigative, and organizational skills as means to ensure accuracy and compliance with all programs within filing systems;
 - Extensive knowledge of program regulations and governing laws and staying abreast of regulatory changes to ensure compliance;
 - Communication to be able to interact with a variety of people such as customers, staff, community resource personnel, and the general public;
 - Interviewing to gather, record, and analyze facts and basic financial information;
 - Using a keyboard or typewriter to process information into written or electronic form;
 - Processing and organizing various types of data and information into both written and electronic formats;
 - Using and routing electronic mail and correspondence, using the Internet for information mining, and using various software within a personal computing environment; and,
 - Using Microsoft Office Suite, spreadsheet, and database software for document creation, and informational assistance and management.
- ❖ Ability to perform the following:
 - Efficiently answer a wide variety of questions from telephone inquiries or walk-in visitors, and deal with the public in an empathetic manner;
 - Daily record keeping functions and prepare required reports as requested;
 - Effectively utilize a computer to facilitate communication and track Program information;
 - Enter data into program software systems and produce reports requested or required;
 - Keep accurate customer records;
 - Understand and follow oral and/or written instructions, some of which may include multi-faceted procedures, and work independently of direct supervision;
 - Keep simple and complex clerical records accurately, and prepare accurate reports;
 - Proofread information for conformance with instructions or for compliance to specific administrative or procedural rules;
 - Simple and complex mathematical computations;

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- Organize and prioritize work, and develop effective work methods in an area which involves variable phases or different techniques and procedures;
- Collect, organize, and process information, as requested;
- Establish and maintain effective working relationships with staff, partnering agencies, businesses, customers, Early Care and Education Professionals, grantors, and the general public;
- Demonstrate respect for individuals and groups with varied cultural, racial, ethnic, religious, and linguistic identities or backgrounds;
- Understand problems of customers and the ability to exercise sound judgment in appraising needs of customers and directing them to appropriate service to meet their needs;
- Interact effectively with people from varied social, economic, and educational backgrounds;
- Project a positive and professional image; and,
- Maintain confidentiality at all times.