Position: Family Services Specialist
Status: Non-Exempt
Salary Range: $31,000-$41,000
Reports to: Director of Family Services

POSITION SUMMARY
This position is responsible for maintaining accurate information about families in the statewide database system, screening applicants for financial assistance eligibility and remaining knowledgeable about current types of available funding and applicable eligibility requirements.

ESSENTIAL FUNCTIONS

- Conduct client interviews; screen and complete necessary paperwork accurately, in a timely fashion for determining and maintaining eligibility 40%
- Responds to requests for information from clients/providers timely and within client confidentiality guidelines; provider CCR&R services according to state guidelines; represent Coalition at external events to provide information on services 25%
- Maintain current and accurate information in the statewide database system. 25%
- Attends all meetings/in-service trainings, as requested or required, in a punctual, professional and contributory manner. 5%
- Perform other duties as assigned by supervisor. 5%

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

POSITION TYPE/EXPECTED HOURS OF WORK:
This is a full-time non-exempt position. The hours of operation of the Coalition are 7AM-6PM Monday through Thursday, and 8AM-12PM on Fridays. Occasional evening and weekend work may be required as job duties demand.

MINIMUM QUALIFICATIONS:
- High School Diploma, plus 3 years of related experience working with the public.
- Ability to work independently; plan, organize and coordinate work assignments.
- Proficient in the use of Microsoft Office, including Excel, Word, Outlook and PowerPoint.
- Strong organizational and record management skills.
- Excellent phone etiquette, customer service skills, written, and interpersonal communication skills.
- Ability to establish and maintain effective working relationships with others.
- Self-motivated and strong work ethic with a desire to advance professional skills.
- Maintain schedule flexibility for occasional evening and weekend activities.
- Maintain valid Florida driver’s license plus insurance as required by state.
- Adhere to all Early Learning Coalition of Manatee County policies and procedures.
- Deemed qualified for employment through Level II Background Screening process.