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|  | <b>Position: Subsidy Program Support</b>                               |                           |
|   | <b>Department: Supporting Early Education &amp; Development (SEED)</b> |                           |
|   | <b>Rate of Pay: \$17.00</b>  | <b>Status: Non-Exempt</b> |
|   | <b>Last Revised: 05/2023</b>   |                           |

### Definition

The Program Support will provide support services for the child care subsidy and resource and referral programs. The position will be responsible for fielding phone calls, record maintenance, accepting subsidy applications, subsidy prescreening, filing, and clerical duties. This position is located at the Carson office.

### Distinguishing Characteristics

This position has frequent public contact and need for excellent customer service skills.

### Supervision Exercised

None.

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### Duties

- Assist families seeking Child Care and Resource and Referral (CCR&R) services by providing basic program information and directing them to the appropriate program staffs.
- Prescreen families for subsidy services through NCCS system.
- Direct Resource and Referral calls to CCR&R staff (800 number rings at this desk)
- Provide on-going clerical support to subsidy staff as needed.
- File all provider and client files, active and termed as well as all provider reimbursements.
- Responsible to package updated clients files and assist Program Support Supervisor with transporting files to storage.
- Coordinate the distribution of provider and client packets as needed by Case Managers.
- Coordinate the inventory and ordering of program supplies ensuring there are adequate supplies at all times.
- May assist with office errands to include mail, picking up supplies, Costco shopping etc.
- May be required to travel to other offices for coverage as needed.
- Keeps the office well organized and clean.
- Responsible to disinfect toys available to children in office.
- Performs other tasks as assigned.

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### Minimum Qualifications

#### Knowledge of

- Human Services practice.
- Customer service skills.

#### Ability to

- Use various types of computer applications.
- Organize large amounts of information.
- Handle multiple tasks in a busy office environment.
- Alpha filing
- Use office equipment (phones, fax, copier, mail meter, etc.)

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**Special Requirements**

- Be physically capable of performing all job duties. This may include lifting and carrying up to 40 lbs.
- Bilingual (English/Spanish) preferred.
- Must have reliable transportation to get to and from work.
- Must possess a valid Nevada Driver's License, and proof of insurance if utilizing a personal vehicle for company business.
- Able to pass complete background check.

**Benefits**

- Eligible to receive Cabinet benefits for full-time staff.

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