



Orange County Department of Education
Human Resources Department
Classified Class Specification

Class Code: 5102
Date Adopted: 7/1/2024

FLSA Status: Nonexempt
Union Representation: Represented

Family Services Technician

GENERAL PURPOSE

Under general supervision, performs difficult and responsible technical, clerical, and administrative support duties in support of the state-subsidized child care/alternative payment program administered by OCDE; organizes, maintains, prepares, and updates assigned family files and records; processes, prepares, and/or distributes a variety of contracts, requests, notices, and/or correspondence; serves as the primary contact person for designated participant families; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Family Services Technicians performs activities in support of enrolling and verifying the continuing eligibility of participant families. Work requires high attention to detail, decision-making, and well-developed organizational and administrative skills. Additionally, incumbents must demonstrate proficient active listening and interviewing skills and techniques and be able to interact with program participants from diverse socio-economic and cultural backgrounds.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This position description is intended to describe the general nature and level of work being performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

1. In compliance with applicable state and federal laws, codes, regulations, and funding terms and conditions, as well as program and OCDE requirements, perform routine to difficult technical and administrative support duties in the provision of program services.
2. Schedule and interview program participants to determine program eligibility and re-certification status, as well as specific child care schedules and needs; and determine the eligibility status of, enroll, certify, re-certify, and/or terminate participants in subsidized child care services program based on established eligibility criteria and specific participant conditions; review and approve child care hours and schedules; and effectively manage workload during periods of fluctuating volume, including times of increased demand.
3. Determine the correct rates, participant co-pays, and fees, if applicable and set up and verify proper program funding for participants, dependent on eligibility criteria.
4. In compliance with established requirements and applicable federal and state laws, codes, rules, and regulations, organize, maintain, prepare, and update assigned family files and/or access and utilize specialized program databases and software and perform data entry to update computer records related to areas of assignment.

5. Gather, process, review, maintain, and file applicable forms, reports, sheets, contracts, and other required documentation, including multiple forms and documentation in one or more of the following areas: enrollment, certification, re-certification, attendance, transfers, leaves of absences, sibling enrollments, and changes in schedules; and review and verify a wide variety of information and data, some of which may be of a sensitive or confidential nature.
6. Identify missing, unsubstantiated, or conflicting information and provide appropriate follow up notification and/or rectify issues and errors, as appropriate; update and make changes, revisions, or additions to files in compliance with established requirements; and refer issues outside of authority or knowledge level to supervisor.
7. Compile information for processes; prepare, generate, update, revise, assemble, and/or distribute within established time frames, a variety of contracts, requests, notices, and correspondence, such as child care certificates, notices of action, requests for updated information, re-certification packets, or other contracts; and follow up to ensure completion and return as needed.
8. Serve as technical resource person for participant families, as well as associated internal and external contacts; provide technical and specialized information, support, and assistance to program participants by telephone and in-person, which may involve lengthy, confidential, and difficult or intense interactions; and respond to routine to non-routine inquiries, complaints, and concerns from participants, and/or representatives from other agencies.
9. When outside scope of authority and knowledge level, refer participants to supervisor or other appropriate OCDE resource or community agency; and regularly confer with and/or responds to inquiries from pertinent program or other OCDE department staff to ensure complete and correct compliance with specific federal, state, and program requirements and corresponding funding terms and conditions while carrying out day-to-day duties and responsibilities.
10. Conduct one-on-one, small, or large group pre-screening, enrollment, and/or orientation sessions for prospective or new participants; and assist in the planning, organization, and coordination of large-scale pre-screening, enrollment, and orientation sessions; and conduct formal and/or informal presentations to introduce, explain, and ensure understanding of program requirements and expectations by participants.

OTHER DUTIES

1. Attend a variety of meetings, conferences, workshops, seminars, and training sessions, as required.
2. Provide back-up and coverage reception area and front desk, as needed.

QUALIFICATIONS

Knowledge of:

1. Childcare Services administration practices and procedures applicable to area(s) of responsibility.
2. OCDE policies and procedures related to areas of assigned responsibility.
3. Federal, state, and local laws, regulations, and court decisions applicable to assigned areas of responsibility.
4. OCDE and community childcare service providers.
5. Organization, structure, and processes of state and local agencies and organizations that affect the participant population.

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6. Principles and practices of sound business communication.
 7. Unique needs of the target population.
 8. Correct English usage, including spelling, grammar, and punctuation.
 9. Administrative practices and procedures, including recordkeeping and filing practices and procedures.

Ability and Skill to:

1. Interpret, apply, explain, and reach sound decisions in accordance with program requirements and related federal, state, and OCDE laws, codes, regulations, policies, and procedures.
2. Organize, set priorities, take initiative, and exercise sound independent judgment within established guidelines and the scope of authority.
3. Review, evaluate, and process data, information, and documentation related to areas of responsibility.
4. Understand, interpret, and respond to internal and external customer needs and expectations; interact effectively with families and participants from diverse cultural, ethnic, and economic communities.
5. Communicate clearly and effectively, both orally and in writing; prepare clear, concise, and comprehensive correspondence, reports, and other written materials.
6. Operate a computer and other standard office equipment.
7. Organize and maintain extensive confidential files and records and handle sensitive and difficult situations.
8. Establish and maintain effective working relationships with program participants, childcare providers, OCDE staff and administrators, representatives of other agencies, the public, and others encountered in the course of work.
9. Demonstrate attendance sufficient to complete the duties of the position as required.

Education, Training, and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is graduation from high school or a high school equivalency test and three (3) years of increasingly responsible program administrative support experience; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

An ability to communicate in a designated second language may also be required dependent on assignment.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class.

Physical Demands

Employees must be able to perform the essential functions of the position with or without accommodation. Employees in this classification perform deskwork for extended periods; read written and electronic materials; communicate clearly with those contacted through the course of work (typically

in person, on the phone, and via email); and access and operate all required equipment for job duties. The position may include occasional need to traverse uneven surfaces. May move items weighing up to 25 pounds.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve administrative problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform detailed work; work on multiple, concurrent tasks often with frequent interruptions; work under deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Employees work under typical office conditions, and the noise level is usually quiet.