



## 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 primary contact person for designated participant families; and performs related duties as assigned.

### DISTINGUISHING CHARACTERISTICS

Family Services Technicians perform difficult and responsible work involved with applying, interpreting, and explaining subsidized child care/alternative payment program requirements, policies, procedures, and processes administered through OCDE, as well as related federal and state laws, rules, and regulations. Incumbents perform activities in support of enrolling and verifying continuing eligibility of participant families. Work requires a 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

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.*

1. In compliance with applicable state and federal laws, codes, regulations, and funding terms and conditions, as well as program and OCDE requirements, performs routine to difficult technical and administrative support duties in the provision of program services.
2. Schedules and interviews program participants to determine program eligibility/re-certification status, as well as specific child care schedules/needs; determines eligibility status of, enrolls, certifies, re-certifies, and/or terminates families/participants in subsidized child care services program; based on established eligibility criteria and specific participant conditions; reviews and approves child care hours/schedules; and ascertains/determines correct rates, participant co-pays and fees, if applicable; sets-up and verifies proper program funding for participants, dependent on eligibility criteria.

---

## **ESSENTIAL DUTIES AND RESPONSIBILITIES (cont.)**

3. In compliance with established requirements and applicable federal and state laws, codes, rules, and regulations, organizes, maintains, prepares, and updates assigned family files and/or accesses and utilizes specialized program databases and software and performs data entry to update computer records related to areas of assignment; gathers, processes, reviews, maintains, and files applicable forms, reports, sheets, contracts, and other required documentation, including multiple forms/documentation in one or more of the following areas: enrollment, certification, re-certification, attendance, transfers, leaves of absences, sibling enrollments, and changes in schedules; reviews and verifies a wide variety of information and data, some of which may be of a sensitive or confidential nature; identifies missing, unsubstantiated, or conflicting information and provides appropriate follow-up notification and/or rectifies issues/errors, as appropriate; updates and makes changes/revisions/additions to files in compliance with established requirements; refers issues outside of authority or knowledge level to supervisor.
4. Compiles information for, processes, prepares, generates, updates, revises, assembles, and/or distributes within established time frames, via US mail or other designated means, 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; as appropriate, follows-up to ensure completion and return.
5. Serves as technical resource person for participant families, as well as associated internal and external contacts; provides 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; responds to routine to non-routine inquiries, complaints, and concerns from participants, and/or representatives from other agencies, if outside scope of authority and knowledge level; refers participants to supervisor or other appropriate OCDE resource or community agency; regularly confers 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.
6. Conducts one-on-one, small, or large group pre-screening, enrollment, and/or orientation sessions for prospective/new participants; assists in planning, organization, and coordination of large-scale pre-screening/enrollment/orientation sessions; conducts formal and/or informal presentations to introduce, explain, and ensure understanding of program requirements and expectations, by participants.

## **OTHER DUTIES**

1. Attends a variety of meetings, conferences, workshops, seminars, and training sessions, as required.
2. Provides back-up switchboard support, as assigned.

---

## QUALIFICATIONS

### Knowledge of:

1. Child Care 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 child care service providers.
5. Organization, structure, and processes of state and local agencies and organizations that affect participant population.
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 record keeping and filing practices and procedures.

### Ability 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 scope of authority.
3. Review, evaluate and process data, information and documentation related to areas of responsibility.
4. Organize and maintain extensive confidential files and records.
5. Understand, interpret, and respond to internal and external customer needs and expectations.
6. Interact effectively with families and participants from a diverse cultural, ethnic, and economic community.
7. Prepare clear, concise correspondence and other documents.
8. Operate a computer and other standard office equipment.
9. Communicate clearly and effectively, both orally and in writing, in English and a designated second language, as required.
10. Understand and follow written and oral instructions.
11. Deal with sensitive and difficult situations.
12. Establish and maintain effective working relationships with program participants, child care providers, OCDE staff and administrators, representatives of other agencies, the public, and others encountered in the course of work.
13. 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 high school equivalency test, and three 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**

While performing the duties of this job, employees are regularly required to sit, walk, and stand; talk or hear, both in person and by telephone; use hands repetitively to finger, handle, feel, or operate computers and standard office equipment; reach with hands and arms from the waist to at or above shoulder level; bend, stoop, push, pull, grasp, squat, kneel, and twist to open file cabinet drawers, and lift up to 25 pounds from ground, waist, and chest level. Travel over uneven terrain that may include gravel or dirt; carry materials on stairs; some locations may have stairs and will not have elevators.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Mental Demands**

While performing the duties of this class, incumbents are regularly required to use written and oral communication skills; read and understand documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information and skills; use basic math; perform highly detailed work with frequent interruptions; work under intensive and changing deadlines; and interact with OCDE management, staff, program participants, child care providers, other agency representatives, and others encountered in the course of work, some of whom may be angry, upset, and emotional.

**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 the essential functions. Employees work under typical office conditions and the noise level is usually quiet.