



Child Care Connection

1001 Spruce Street, Suite 201, Trenton, NJ 08638



Mission: To provide the tools and education to give each child the very best start in life.

Referral Assistant

Hours: 35/week

Rate: \$35,000-36,500

Do you have a passion for helping families in your community? Do you want to be a part of helping families receive quality care for their young children? Come join us!

Child Care Connection has an opening for a detail-oriented administrative assistant in our Referral Department. This individual will provide administrative support to the dependent care specialists in the Referral Department and maintain a strong working relationship with the case managers at the One Stop Career Center to confirm and ensure accuracy in information submitted and received.

Benefits:

- Health, vision, dental, life insurance
- Employee Assistance Program
- Ample PTO and holiday time
- Professional development opportunities
- Retirement plan (403b)

Duties:

- Review referrals received from One Stop case managers, input information into required data systems, and assign to dependent care specialist
- Complete and process extension referrals and change of care requests as needed
- Provide high-quality customer service and technical assistance to customers via telephone and e-mail
- Provide short-term coverage at front desk when receptionist is out or on break
- Other duties as assigned

Valuable Skills:

- Excellent written and verbal communication skills
- Excellent time-management skills, flexibility, and ability to prioritize
- Active listening, strong customer service skills
- Knowledge and experience with computers, Microsoft Office, and database applications
- Bilingual in Spanish a plus

Requirements:

- High school diploma or GED required; Associate's Degree preferred
- Ability to type 40 wpm
- Customer service experience
- Use of own car for travel

Contact: John Colon hr@ccc-nj.org