



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.

Intake Specialist

Hours: 35/week Rate: \$38,498 - 40,948

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 detail-oriented customer service representative in our referral department. This individual will review applications to assist in determining eligibility for financial assistance for child care services, and will be the main contact providing strong customer service to families submitting applications. Customer service will include providing appropriate child care options to families seeking information, linking families to community resources, and answering questions about the application process.

Benefits:

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

Duties:

- Provide community resource information and child care options as requested by families
- Collaborate with Dependent Care Specialists and/or Family Engagement Specialist per families' needs
- Process child care agreements for WFNJ families
- Perform 10-day cursory review of all new CCAP applications
- Provide high-quality customer service to customers seeking guidance with the CCAP application process
- Facilitate community visibility events representing Child Care Connection
- 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
- Minimum of two years experience in customer service and data entry (typing 40wpm)
- Use of own car for travel

Contact: John Colon hr@ccc-nj.org