



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.

Receptionist/Administrative Assistant Status: Hourly (35 hrs./wk.) Rate: \$37,492

Child Care Connection, a non-profit, child care resource and referral agency, seeks an experienced customer service candidate to manage the front desk, greet and assist customers, and cover the central telephone line. Responsibilities include ensuring visitors are acknowledged promptly and efficiently, referring customers to the appropriate individual or department for assistance, and helping to maintain security policies and procedures. The receptionist will answer, screen, and route calls to the department or extension to best address caller's stated request.

Duties:

- Providing administrative assistance to managers, departments, and directors, as assigned.
- Assisting with administrative tasks, such as copying, collating, and distributing mail.
- Providing high-quality customer service to customers seeking guidance with the CCAP application.
- Building knowledge of agency operations to provide general information about the services offered.
- Working with diverse needs and being adaptable with work assignments.
- Experience with a high volume of incoming phone calls; entering data; and distributing, organizing, recording, and processing information.
- Ability to appropriately handle incoming calls while assisting walk-in customers.

Valuable Skills:

- Excellent customer service, time management, clerical, and telephone skills.
- Strong interpersonal skills, team focus, ability to maintain security and confidentiality guidelines.
- Strong written and oral communication skills.
- Dependable and able to work under pressure.
- Bilingual in Spanish a plus.

Requirements:

- High school diploma or GED; associate's degree in related field preferred.
- Prior experience in customer service or related field involving a high level of interpersonal interaction and consumer engagement.
- Competency in Microsoft applications (*Word, Excel, Outlook*)
- Working knowledge of security guidelines, reception procedures, and appropriate practices.

Benefits:

- Ample Paid Time Off (PTO)/Holiday time, Medical/Dental/Vision Insurance, Life Insurance, Long-Term Disability Insurance, Retirement Plan (403(b)), Employee Assistance Program (EAP), professional development opportunities

Contact: John Colon hr@ccc-nj.org