



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.

Subsidy Specialist

Hours: 35 Salary: \$37,500 per year

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, a non-profit, child care resource and referral agency, has an opening for a detail-oriented customer service representative. The specialist reviews applications to determine eligibility for financial assistance for child care services in accordance with standard procedures established by the State of New Jersey and Mercer County. Successful job applicant must have the ability to maintain good relationships with customers via communications in person, by phone, and through written correspondence.

Benefits:

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

Duties:

- Review and process applications to determine eligibility for child care subsidy assistance
- Perform 10-day cursory review of all new CCAP applications
- Provide high-quality customer service to customers seeking guidance with the CCAP application process via phone, e-mail, or text
- Responsible for receptionist desk coverage when needed
- Other duties as assigned

Valuable Skills:

- Strong telephone skills for handling customer inquiries
- Excellent verbal and written communication skills
- Ability to handle varied tasks and resolve problems timely and efficiently
- Knowledge and experience with computers, Microsoft Office, and database applications
- Ability to enter data with high degree of accuracy
- Ability to handle fast-paced and high-volume workload
- Strong organizational and analytical skills
- Flexibility and time management

Requirements:

- High school diploma or GED; associate's degree preferred
- Minimum two years' customer service and data entry experience (typing 40 wpm)
- Fluent in English, bilingual in Spanish a plus

Contact: John Colon hr@ccc-nj.org