



Subsidy Program Specialist I

Hours: 35/week**Rate: \$40,000-\$42,500**

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, 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 applicants 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
- PTO and holiday time
- Professional development opportunities
- Retirement plan (403b)

Duties:

- Review and process applications to determine eligibility for child care subsidy assistance.
- Assist customers throughout the application process.
- Provide high-quality customer service to customers seeking guidance with child care assistance programs.
- Provide reception desk coverage, when needed.
- Assist walk-in customers.
- 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 skills

Requirements:

- Knowledge of subsidy program regulations preferred
- High school diploma; associate's degree preferred
- Minimum two years' customer service and data entry experience required (typing 40 wpm)
- Fluent in English, bilingual in Spanish and/or Haitian Creole is a plus.