



## POSITION DESCRIPTION

**Position Title:** Child Care Resource and Referral Specialist

**Serving:** ☒ Citrus County ☐ Tri-County ☐ Sumter County  
(Check applicable office location)

**Responsible to:** Child Care Resource and Referral Manager

**Basic Function:** This position assists the Eligibility Department staff with a variety of Child Care Resource and Referral reporting, data management, and day to day support of the Client Services Department and the CCR&R Coordinator. Attention to detail and a high degree of organization are required. Data input capabilities are required for the online registration of clients.

**Employment Status:** This position is classified as non-exempt status from the basic requirements stipulated by the Fair Labor Standards Act as provided by Section 13(a)(1) of the FLSA as defined by Regulations, 29 CFR Part 541

### PRINCIPAL DUTIES AND RESPONSIBILITIES

- Acts as receptionist
- Provides information and appropriate forms to clients.
- Collects incoming paperwork from clients, makes copies of client's original documents (SS Card, Driver's License, pay stubs, etc.) for Eligibility Analysts as needed.
- Assists with intake of child care authorizations and initial contact with clients, as directed.
- Assists with data entry of client information into the EFS MOD system (SSO).
- Assists with the update and maintenance of data records for parents, children, and providers in the EFS MOD system.
- Ensures that all information of confidential nature is held in a secure and confidential method.
- Provide support to clients registering for School Readiness and Voluntary Pre-Kindergarten via EFS MOD's Family Portal (SSO).
- Generate childcare listings for clients and any requested community resources for call-in & walk-in clients.
- Performs other duties as assigned.

### EXPERIENCE/PERFORMANCE REQUIREMENTS: (Knowledge, Skills, and Abilities)

- Must be highly flexible and adaptive to change.
- Must achieve passing score of the CCR&R Specialist evaluation.
- Must be able to handle sensitive, confidential information in a mature manner.
- Must have administrative abilities, knowledge of office procedures and equipment.
- Must be detail oriented.
- Must possess highly developed verbal and written communication skills.
- Must be able to interpret, adapt and apply guidelines/laws and procedures.
- Must be able to utilize initiative and be organized and meet deadlines.
- Must work to continue personal competency through education, outside literature, seminars, etc.
- Must have computer experience in a Windows environment, Microsoft Office (Excel, WORD), ability to learn and utilize other software programs.
- Must have the ability to establish and maintain effective working relationships with the general public, co-workers, and members of diverse cultures and linguistic backgrounds regardless of race, religion, age, gender or disability.
- Must meet ELCNC employment requirements including clearance of background screening.
- Must possess a conviction about the capacity of people to grow and change.
- Must be able to forge mutually respectful partnerships with persons served.
- Must be able to maintain a professional appearance and behavior.
- Must be able to research and analyze.
- Must be able to maintain confidentiality.
- Must be able to maintain a positive attitude.

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- Must be willing to carry out the mission of the ELCNC and its programs.
- Must be able to work independently and as a team member.
- Must adhere to drug free workplace policy and all ELCNC policies.
- Must be able to effectively and creatively solve problems.

#### **LANGUAGE SKILLS:**

- Ability to respond to questions from the Director of Eligibility, clients, and the general public.
- Ability to communicate oral and written ideas.

#### **TYPICAL PHYSICAL DEMANDS**

- Requires individual to perform a broad range of activities including all of the above.
- While performing the duties of this job, the employee is regularly required to sit and talk and hear.
- Requires full range of motion, including manual and finger dexterity, and hand and eye coordination.
- Requires corrected vision, speech and hearing to normal range, or special accommodations made of sufficient nature for completion of assigned tasks.
- Requires seated work at a desk, including use of a computer.
- Ability to lift 30 pounds.
- Ability to drive. Requires some automobile travel.
- Position requirements call for both indoor and outdoor settings: therefore applicants must be able to acclimate to changing temperatures easily.
- Occasionally requires working under stressful conditions or working irregular hours.

#### **TYPICAL WORKING CONDITIONS**

- Primarily office atmosphere.

#### **QUALIFICATIONS:**

- High School Diploma or equivalent, preferably supplemented with courses that will enhance office and administrative performances.
- Preferably one-year office experience.

#### **COMPENSATION:**

- Based on experience and credentials
- \$38,733– \$56,425 annually plus benefits

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I have accepted the above-described position and acknowledge that this job description is not intended to be a contract for employment, and that the Early Learning Coalition of the Nature Coast reserves the right to make any necessary revisions to the job description at any time without notice. Further I acknowledge and accept that my abilities to perform the tasks listed in this description are a condition of my employment.

\_\_\_\_\_  
**Employee Signature**

\_\_\_\_\_  
**Date**

Reviewed by \_\_\_\_\_

Date \_\_\_\_\_