



**Crystal Stairs:
Improving the Lives of Families through
Child Care Services, Research, and Advocacy**



OUR CORE VALUES

*Excellence * Relationships * Integrity
Empowerment*

Crystal Stairs is one of the largest private non-profit child development corporations in the State of California. We help families locate affordable and appropriate childcare through a variety of services, working with childcare providers, educators, advocates, and community members to positively impact the lives of over 25,000 children per year.

As an Employer-of-Choice, Crystal Stairs is proud of our cordial, collegial work culture. We are committed to creating a family-friendly environment and encouraging employees to achieve work-life balance. You'll receive 2 weeks paid vacation to start, 3 weeks after 3 years, and 4 weeks annual vacation after 5 years. You'll also receive 8 holidays, and a paid holiday break between Christmas and New Year's which serves as an extra, "mini vacation".

Our outstanding benefits include excellent health and dental plans, as well as vision and employee assistance plans. We offer employer-paid life insurance and optional supplemental life/dependent life insurance, as well as flexible spending accounts for health care and dependent care expenses. We also offer a 401k with 100% vesting after just four years.

If you're ready for an enriching career, one with meaning and challenge, then Crystal Stairs is for you. Our mission— to Make Crystal Stairs the Premiere Child Care and Child Development Agency in California— is not an easy one. Yet, within it you will find significant achievement, satisfaction and reward. Ready to make a difference? Join us!

BILINGUAL PROGRAM SPECIALIST – RESOURCE & REFERRAL

What We're Looking For:

We seek an effective Bilingual Program Specialist for our Resource & Referral Department to act as a resource and referral counselor to parents, providers and the community. In this important role, you will perform telephone counseling with parents on choosing quality child care and on child development issues. You'll provide parents with referrals to licensed child care programs and a range of social services issues relevant to child care and child development.

On an ongoing basis you will update computerized provider child care records, keep abreast of legislative issues and regulatory changes affecting child care providers and attend workshops, trainings, and community meetings as requested.

You will assist the department with various events and special projects and functions, such as oversee the Complaint project, handle departmental e-blasts and robo calls, respond to internet requests, assist with our Resource Library and provider trainings.

EXPERIENCE, KNOWLEDGE, SKILLS AND ABILITIES YOU SHOULD POSSESS:

- Minimum two years relevant work experience in the field of early childhood education or child development preferred or case management in a human services environment
 - B.A. or A.A. degree in Early Childhood Education, Child Development, or related field (i.e. Psychology, Sociology, Human Development) from an accredited college or university preferred
 - Strong time management and organizational skills; Ability to prioritize work
 - Excellent written and oral communications skills; requires excellent presentation skills
 - Excellent customer service skills and experience with a diverse client base
 - Intermediate to proficient computer skills
 - Ability to handle multiple projects and meet deadlines
 - strong attention to detail and ability to multi-task
 - Ability to apply program guidelines and follow procedures
 - Ability to maintain confidentiality
 - Ability to take initiative on projects and work independently with minimal supervision
 - Ability to work evenings and weekends as needed
- Reliable transportation; Valid California Drivers License in good standing with DMV required; current liability insurance.
- Bilingual English/Spanish

Crystal Stairs is committed to building and sustaining a diverse workforce and culture. As part of this commitment, Crystal Stairs provides equal opportunity in all of our employment practices, including selection, hiring, promotion, transfer, and compensation, to all qualified applicants and employees without regard to race, color, medical condition as defined by state law, ancestry, religion, sex, national origin, age, marital status, sexual orientation, gender, gender identity, ethnic group identification, mental or physical disability, pregnancy, childbirth and related medical conditions, or any other legally protected status.