



*Improving the Lives of Families through
Child Care Services, Research, and Advocacy since 1980*

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 3 personal days per year, 8 holidays, several additional days off (based on the Departments' work load and availability) between Christmas and New Year's which serves as an extra, "mini vacation".

Our outstanding benefits include 100% employer-paid HMO health and dental plans, 80% employer-paid PPO health and dental plans, and 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 403b plan for new employees, and a 401k (with employer match & profit sharing), 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!

PROGRAM ASSISTANT – STAGE 1

What We're Looking For:

We are looking for a **Program Assistant** for our **Approval Unit in the Stage 1** department to review and process eligibility documentation of CalWorks parents. In this key role, you will serve as CalWORKs customer service liaison by **answering high volume incoming calls from the Department's Call Center via the Calling Queue and assisting walk in clients**. You will also be responsible for ensuring that provider and parent documents are accurate. In addition, you'll provide quality customer service to clients. You will also maintain child care documents for clients, handle photocopying and filing as needed and perform various other program duties as requested.

RESPONSIBILITIES:

- Create and maintain new parent or provider files, including filing required documentation.
- Review and ensure proper documentation is provided.
- Prepares forms, notices and correspondence regarding missing documentations, etc.
- Enter client information on GEARS and other internal database
- Make follow-up phone calls to providers regarding terminated parents
- Set up appointments for new enrollments/re-certifications and/or follow up on

rescheduled appointments and no-shows

- Send letters to parents of documentation needed for re-certification
- Maintain private agency waiting list by updating, editing and verifying info.
- Check for qualifying need, residence of families and child care needs within our service area
- Sort and distribute incoming mail
- Perform other duties as assigned

EXPERIENCE, KNOWLEDGE, SKILLS AND ABILITIES YOU SHOULD POSSESS:

- Some college preferred; High School graduate or equivalent required
- At least 1 year general office and customer service experience; experience working with parents receiving subsidized child care or social support services preferred
- Experience with MS Excel and Word
- Requires excellent verbal and written communication skills.
- Requires excellent problem solving skills and ability to handle challenging customer calls or requests
- Requires considerable accuracy and ability to produce under tight deadlines.
- Strong customer service skills
- Strong organizational and administrative skills.
- Ability to prioritize and handle multiple tasks
- Ability to work flexible hours as needed to complete required tasks in a timely manner.
- Ability to handle sensitive and confidential issues/matters
- Ability to work variable days and hours and site locations as needed for special projects
- Excellent work ethic, including attendance and punctuality

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, ethnic group identification, mental or physical disability, pregnancy, childbirth and related medical conditions, or any other legally protected status.