



***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. That's why we offer your choice of flexible work schedules, *with a paid lunch break*: four 10-hour day workweeks, four 9-hour days, and one 4-hour day, or a five 8-hour day workweek.

You'll enjoy 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, and a paid holiday break between Christmas and New Year's which serves as an extra, "mini vacation".

Our outstanding benefits include excellent HMO and PPO health and dental plans, as well as vision and employee assistance plans. We also offer employer-paid life insurance, optional supplemental life/dependant life insurance, and flexible spending accounts for health care and dependent care expenses. We provide 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 work embodies our core values each and every day: excellence, relationships, integrity, and empowerment. Within this work you can find significant achievement, satisfaction and reward. Ready to make a difference? Join us!

**FAMILY SERVICES SPECIALIST - CDE**

**What We're Looking For:**

Crystal Stairs is seeking to fill our case management specialist position. Persons in this position determine family eligibility and help parents eligible under the California subsidized child care programs gain access to child care programs and services. This vital position maintains a caseload of approximately 150 files, certifying and re-certifying family eligibility. In this role you will maintain accurate and complete files for on-going documentation and record keeping of client activities and changes. You'll schedule and conduct recertification interviews in order to certify and authorize care hours, update family information, approve changes, and issue family referrals as needed.

Other key duties include on-going review of cases to identify discrepancies for possible fraud issues. Provide quality customer service for all clients and internal support departments and ensure the accurate and timely entry of data to meet state and federal program requirements.

**EXPERIENCE, KNOWLEDGE, SKILLS AND ABILITIES YOU SHOULD POSSESS:**

- B.A. or B.S. degree from an accredited four-year university preferred; experience in case management or client/vendor management in a human services, accounting, or child development environment
- Two years experience working with families receiving subsidized childcare or other social support services.

- Strong time management and organizational skills
- Ability to prioritize work
- Excellent written and oral communications skills
- Excellent customer service skills and experience with a diverse client base
- Ability to handle multiple projects and meet deadlines
- Ability to apply program guidelines and follow procedures
- Able to work with minimal supervision
- Ability to maintain confidentiality
- Ability to work independently with minimal supervision
- Strong attention to detail and ability to multi-task

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.

Please log onto our website to learn more about who we are and the work that we do at:  
[www.crystalstairs.org](http://www.crystalstairs.org)