



## COMMUNITY CHILD CARE COUNCIL OF SONOMA COUNTY

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### 4Cs Now Hiring: Bilingual Resource & Referral Specialist

*Are you inspired by the mission of 4Cs?  
Want to make a powerful difference in the lives of families in Sonoma county?*

The Community Child Care Council is looking for an outstanding individual to join the Resource & Referral Department. The R&R Specialist is responsible for providing excellent customer service to clients, providers, and community members. In addition to answering department phone calls, the R&R Specialist is responsible for updating the Childcare Eligibility List (CEL). The Specialist will also provide administrative support to the Bridge Program and Child Care Initiative Project (CCIP) Program.

#### Primary Duties and Responsibilities:

- Provide information and referrals, primarily by phone, to persons seeking child care and related services
- Accurately add family information to the Childcare Eligibility List (CEL) and update as needed
- Maintain up to date information on family child care homes and centers in the 4Cs service area using the R&R database
- Provide training information and resources, primarily by phone, to child care providers
- Provide community resources information to clients, parents, providers, and staff
- Serve as back up for the Resource Library and Trustline Registry, and serve as back up to primary Trustline contact for Spanish speaking providers
- Prepare program reports monthly
- Provide administrative support to Bridge Program and CCIP Program staff, as needed
- Comply with all applicable program regulations and funding terms and conditions
- Provide excellent customer service, including but not limited to having a friendly and approachable tone of voice and body language, returning phone calls within twenty-four hours of receipt, and maintain positive interactions with others
- Participate at 4Cs community outreach events for a minimum of four hours per year

#### Skills and Qualifications:

- Demonstrated effective verbal and written communication skills in English and Spanish required
- Minimum 24 ECE units and/or 2 years of experience in a social service or child care agency
- Demonstrated proficiency in Microsoft Office programs, e-mail, and internet; basic knowledge of office equipment
- Strong attention to detail and a demonstrated accuracy with data input
- Excellent customer services skills
- Ability to work well as a member of a team and with people from various social, cultural, economic, and educational backgrounds
- Knowledge of current trends in child care and child development
- Valid California Driver's License and insured vehicle
- Available to work some evening and weekend hours as needed

**To apply please submit a cover letter and resume to 4Cs HR Department at  
[employment@sonoma4cs.org](mailto:employment@sonoma4cs.org)**

**Position can be part-time or full-time, 30-40 hours/week.**

**Pay rate: \$18 per hour**