



*Our Mission is to provide access to quality child care and early education in Sonoma County through advocacy, direct service, and empowerment.*

## **4Cs Now Hiring: Case Manager**

*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 outstanding individuals to join the Early Care and Education Services (ECES) team! Case Managers meet with families to determine eligibility and need for services in the 4Cs subsidized child care programs. Case Managers must stay up-to-date and comply with program regulations, maintain complete family and provider files and perform all related duties associated with the daily operations of the 4Cs subsidized child care programs. Eligible candidates must be highly organized, detail-oriented, and offer exceptional customer service.

### **Primary Duties and Responsibilities:**

- Maintain complete and organized files for families and child care providers on assigned caseload
- Maintain department paperwork, data entry and program systems including monthly attendance screening, ECES databases, mailings, filing, and other clerical tasks as needed
- Work with Resource Specialists to ensure timely completion of the TrustLine registry process
- Provide parent and provider support services in accessing community resources, choosing child care, and completing program requirements in collaboration with other agency departments
- Assist with annual department requirements including centralized eligibility list updates, parent and provider evaluations, audit, and Contract Monitoring Review preparation
- 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 of the call, and maintaining positive interactions with others

### **Skills and Qualifications:**

- Minimum two years related work experience with increased responsibility
- Required: Effective verbal and written communication skills in English (required) and Spanish (desired)
- Demonstrated knowledge of Microsoft Office programs, e-mail and internet; basic knowledge of office equipment
- Strong attention to detail and a demonstrated accuracy with calculating figures and record-keeping
- Ability to work in fast-paced environment
- Excellent customer services skills
- Ability to work well with people from various social, cultural, economic, and educational backgrounds
- Experience working with low-income families from culturally and linguistically diverse backgrounds
- Valid California Driver's License and insured vehicle

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

**Pay rate: \$20 per hour**