



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: Resource & Referral Specialist, Database Management

Full Time, Non-Exempt Position, Hourly Pay Rate: \$20-\$25/hour DOE

*Are you inspired by the mission of 4Cs?
Do you want to make a difference in the lives of children and 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, Database Management assists clients with connecting to child care and community resources and oversees all aspects of the R&R databases, works with staff to ensure proper training and adherence to policies and procedures, acts as R&R liaison to database organizations and the R&R network for database-related issues, provides user support, data and reporting.

Primary Duties and Responsibilities

R&R Specialist

- Assist caregivers with finding a child care/preschool program
 - Be knowledgeable about the process of finding quality care and help caregivers navigate the process while remaining neutral about specific programs
 - Utilize R&R provider database for list of providers matching caregiver's needs
- Add families to list waiting for subsidized funding
 - Be knowledgeable about subsidized child care/preschool programs in Sonoma County
 - Accurately input all relevant family information into database for subsidized child care funding
 - Communicate clearly and effectively about the process of waiting for subsidized care
 - Refer caregivers to other programs who do not utilize 4Cs' list
- Refer caregivers to other Sonoma County services as needed
- Represent R&R and act as a liaison to community groups and agencies as requested
- Provide excellent customer service
- Serve on a minimum of one agency or department committee
- Provide back up to front desk staff for breaks and vacations as assigned
- Available to work some evening and weekend hours

Database Management

- Be knowledgeable about R&R databases for finding care and waiting for subsidized services
- Utilize and improve systems for maintaining the integrity of data: monitor continuity of data entry, identify and ensure errors are corrected, provide notes and training to users, as needed
- Perform regular database maintenance
- Aggregate data and provide to the department director, other 4Cs' staff and the community as requested, following agency and state protocols
- Create tables and charts to showcase data
- Attend database meetings hosted by R&R Network or other database organization
- Provide local user support, including training, user setup, and basic troubleshooting
- Send update requests to caregivers and ECE programs by email and/or mail
- Create and submit regular reports



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- Set up new users and other 4Cs' specific information, such as programs, agencies, and school districts in subsidy database
- Subsidy database only
 - Process clients flagged by subsidy staff as needing follow-up (invalid phone number, child no longer needs care, moved out of the area, etc)
 - Create and maintain collaborative working relationships with local staff/agencies utilizing subsidy database
 - Send annual invoices to participating agencies
 - Update rates for participating agencies as needed

Skills and Qualifications

- An AA degree or a minimum of 3 years of experience in a social service or child care agency
- Thorough understanding of database programs, including database design and construction
- Strong understanding of statistics and data analysis
- Organized and able to handle multiple priorities and tasks to meet deadlines
- Proficient use of Microsoft Office Suite, especially Excel and Word
- Strong interest in or knowledge of current trends in child care and child development
- Ability to work independently and collaboratively
- Ability to train and provide feedback to peers
- Highly effective ability to connect and communicate (written and verbal) in English
- Detail-oriented with high degree of accuracy with figures and record keeping
- Valid California driver's license and insured automobile

Benefits and Perks

- Generous Vacation and Sick Time – 4Cs Directors accrue 17 days (3+ weeks) of vacation time and 12 days of sick time, annually
- 14 Paid Holidays beginning in 2022
- Flexibility in work schedule
- Comprehensive health benefit package, including Medical, HSA, Dental, Vision, EAP, Life&ADD and LTD. 4Cs contributes \$600 per month towards your health benefits package.
- 403B Retirement Plan
- Professional Development support
- Employee Resource Groups, including Wellness, DEI, Celebration and Recognition

4Cs is an equal opportunity employer and recognizes the richness that our differences bring to our community. 4Cs encourages employees to be accepting of differences. Further, 4Cs seeks to foster and celebrate diversity in our clients, our employees, and our community. 4Cs will work to integrate diversity throughout every aspect of the agency's activities, and will create an environment of welcome and appreciation for all clients and employees.