

**CHATHAM COUNTY PARTNERSHIP FOR CHILDREN**

**CHILD CARE REFERRAL COUNSELOR**

Job Description

**Purpose**

To promote quality child care through educating families about child care. This position is devoted to providing parents with consumer education and referrals through the Child Care Search 5-county call center.

**Essential Responsibilities**

1. Educate parents on child care options, indicators of quality child care, child care regulations, and child development
2. Provide unbiased child care referrals that meet a family's specific needs
3. Send appropriate educational and follow-up materials to parents
4. Conduct marketing activities to make the community aware of the Child Care Search service
5. Enter accurate data into a computer database of clients, child care providers and community services
6. Contact child care providers and community partners to obtain updated information
7. Maintain confidentiality of information
8. Participate in agency staff meetings and community events and needed and available.
9. Other duties as required by funder or as assigned.

**Qualifications/Requirements**

- Knowledgeable about child care, child development and early education
- Excellent customer service skills
- Good word processing and written communication skills
- Computer proficient and able to successfully navigate a web-based database
- Able to provide non-judgmental and unbiased counseling about child care
- Able to communicate respectfully and effectively with callers of diverse needs and backgrounds
- Four year degree in early childhood education or a related field (or an equivalent combination of education and experience) plus experience in child care, family support, social work, child development or a related field

**SUPERVISION:** Reports to the Program Director

**PHYSICAL REQUIREMENTS:<sup>1</sup>**

- While performing this job the employee is:
  - Frequently required to sit; use hands to finger, handle or feel objects, tools or controls; reach with hands or arms; and talk or hear.
  - Periodically required to stand; walk, stoop, kneel.
  - Occasionally required to lift up to 25 pounds.

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<sup>1</sup> Reasonable accommodation will be provided when needed for an otherwise qualified candidate to perform the essential functions of this position.

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- Specific vision abilities required by this job include: close vision and the ability to adjust focus to operate the computer.
- Travel and some evening and weekend work will be required

**Position Status:** Regular, part-time, 20 hours per week  
**Classification:** Grade 15, Non Exempt  
**Salary Range:** \$ 32,421 Hiring Rate, minimum experience  
\$ 34,043-38,770 based on experience & qualifications  
Salary will be prorated for part-time employee