JOB DESCRIPTION

Job Title: Support Services Representative
FLSA Status: Non-Exempt/Part-Time
Department: Subsidy
Reports to: Support Services Supervisor

Company Overview:
If you are looking to join a social services organization where you can make an impact on the lives of children, then this position may be the right fit for you. Programs for Parents is a non-profit organization that works to ensure children get the best possible start in life. We do this by supporting children, families and child care providers in Essex County through advocacy and action, providing education and referrals, sharing best practices and helping families access available financial resources.

Essential Duties and Responsibilities:
The Subsidy Programs Department provides financial assistance to eligible parents, guardians and foster parents with the costs of child care. As a Support Services Representative, you will perform administrative and data entry tasks in accordance with the standard procedures outlined in the Subsidy Operations Manual, to contribute to the efficient operation of the Subsidy Department. Specific duties include:

• Entering data into internal and external databases with high degree of speed and accuracy
• Processing incoming documents and outgoing mail
• Retrieving data from internal and external databases
• Printing and distributing applications
• Processing file requests
• Managing department supplies
• Filing
• Maintaining files in audit ready condition
• Other duties as assigned to meet the needs of the department

Knowledge and Skills:
• Ability to enter data with high degree of speed and accuracy
• Ability to meet productivity standards within established timelines
• Excellent organizational and time management skills
• Strong attention to detail
• Ability to multi-task in a fast-paced environment

Physical Tasks:
• Ability to walk and climb stairs
• Ability to safely position and climb ladders
• Ability to carry/lift up to 25 pounds

Education and Experience:
• High school diploma required

How to Apply: If you have an interest, please email your resume to bricks@programsforparents.org