Job Description

Job Title:	Family Resources Center Specialist	**Grade:**	H
Department:	Enrollment and Student Services	**FLSA:**	Non-exempt

The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.

General Function:

Support the day to day operation of the Family Resource Center while providing information to students about the center's programs and services.

Characteristic Duties and Responsibilities:

1. Assists students and employees with questions about services and programs offered through the Family Resource Center.
2. Provides administrative support to the Director of the Family Resource Center.
3. Organizes and maintains the center's resource displays and hospitality area.
4. Provides information regarding the center's programs and services in person or via phone, fax, mail or internet.
5. Handles general inquiries from current and perspective students about the State Childcare Assistance Program.
6. Schedules appointments for Director of Family Resource Center and refers students to appropriate CPCC departments and personnel for assistance.
7. Process routine childcare recipient paperwork which is required in order to request payments.
8. Provides administrative support to the Childcare Assistance Committee.
9. Provides support of Center programming initiatives, including set-up for events.
10. Performs other duties as assigned

Reporting Relationships:

Direction Received: Reports to the Director of the Family Resource Center

Direction Given: No responsibility for the supervision of others, project direction, or program administration.

The intent of this job description is to provide a representative summary of the essential functions that will be required of positions given this title and should not be construed as a declaration of specific duties and responsibilities of any particular position. Employees will be assigned specific job-related duties through their hiring departments. Specific job-related duties assigned by hiring departments shall be consistent with the representative essential functions listed above and shall not be construed as expanding a particular position's role, scope, FLSA status, or grade. June 2010

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Minimum Requirements:

Associate's degree in a related field and a minimum of one year work experience in a high traffic office setting preferred.

Knowledge, Skills, Abilities and Worker Characteristics:

Knowledge of computer and office applications

Excellent interpersonal skills

Ability to work with a very diverse community of students and employees

Ability to maintain confidentiality

Strong communication skills

Working Conditions:

Typical office environment

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