



## Intake Receptionist and Resource Navigator

Classification: Non-Exempt  
Hours: Full-time, 40 hours per week

### About Community Resources for Children

Since 1978, Community Resources for Children (CRC) has been investing in the early care and education of young children in Napa County. CRC is a non-profit, community-based agency that serves as the community childcare link for families and childcare professionals who live and work primarily in Napa County. Every year, Community Resources for Children enriched the lives of more than 4,000 individuals including children, parents, and educators. [www.crcnapa.org](http://www.crcnapa.org)

### Position Summary

The Intake Receptionist and Resource Navigator has a broad knowledge of the programs and services offered by Community Resources for Children and the field of early childhood education. This position is responsible for welcoming parents, caregivers, child care providers and community members to our organization and for providing clients with accurate information about our programs, community resources and other required information. The Intake Receptionist and Resource Navigator also supports families during their visits to the Toy Library and Early Learning Center.

In addition, the Intake Receptionist and Resource Navigator provides day-to-day assistance to families for the Alternative Payment Program. The Intake Receptionist and Resource Navigator manages the Childcare Eligibility List (CEL), assesses families needs to provide referrals and supports families with enrollment forms.

### Essential Duties and Responsibilities

- Understand and support the mission and goals of Community Resources for Children (CRC)
- Welcome clients, utilize sign-in system to register visitors and answer phone calls with a high level of customer service and professionalism consistent with the values of CRC
- Answer clients' questions and provide them with general information about CRC's programs and services
- Stay informed regarding CRC's upcoming events, understand target audience for different programs and services and refer clients to CRC staff/programs, as well as community partners/resources, as appropriate or as needed
- Assist clients with intake process for CRC's child care programs, by conducting initial screenings and completing Childcare Eligibility List (CEL) applications or child care referrals with families
- Support agency with clerical and administrative tasks, such as assisting with monthly AP mailing; processing and scanning attendance logs; reserving conference rooms; conducting outreach phone calls; etc.
- Performs front desk office duties, such as picking up the mail, receiving and processing packages, ordering office supplies, etc.
- Engage with visitors, including adults and children, in the Toy Library and Early Learning Center (TLELC) to offer assistance with early learning activities and materials
- Support materials checkouts and returns using TLELC database, as well as regular cleaning and organization of materials
- Track, account for and support the distribution of incentives, such as gift cards and educational materials, etc.
- Demonstrate flexibility in work schedule to ensure client/program needs are met

## **Main Qualifications**

### **Education, Experience and Requirements**

- Bachelor's Degree in child development, human services, social work or similar subject preferred
- Minimum of two years' work experience in working with children and families in child care or related field, experience interacting with families required
- High level of proficiency in computer skills, including skills in MS Office (Word, Excel, Outlook, PowerPoint, Contact Management Systems)
- Livescan fingerprinting and Department of Justice background clearance, to be completed upon hiring
- Reliable transportation, valid California driver's license and insurance
- Bi-lingual Spanish required

### **Expected Compensation**

\$20.00 - \$25.00/hour + benefits. Pay offered may vary depending on multiple factors, including job-related knowledge, skills, and experience.

### **How to Apply**

Please submit resume with a thoughtful cover letter describing your interest in the work of Community Resources for Children and how your experience meets the qualifications of the job. Please also complete the job application that can be downloaded from <https://crcnapa.org/new-join-our-team/>