



Chelan-Douglas Child Services Association

1305 Kittitas St, Wenatchee, WA 98801

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WWW.CDCSA.COM

Receptionist/Community and Family Outreach Assistant

Job Focus:

The Receptionist/Community and Family Outreach Assistant provides support for the Family Advocate Team and front office reception duties for the program. This position is responsible for assisting the Community and Family Outreach Coordinator in facilitating the involvement of the parent in every aspect of the program. This Position is Full time, 40 hours per week.

Receptionist Responsibilities:

- Greet and screen callers who contact the office either by phone or in person.
- Type correspondence, reports, and other written materials.
- Take phone messages, and distribute them to appropriate staff (absent notes, bus changes, addendums ECL updates for Child Care).
- Process payments for childcare balances following all CDCSA cash handling & policies.
- Translate correspondence, reports, and other written materials
- Assist Family Advocates in obtaining information from parents.
- Assist in obtaining registration information for children in the program.
- Maintain general office supply stock, and conduct inventory when needed.
- Type, copy, and distribute to classrooms monthly menus and other parent notifications as needed.
- Establish and maintain a neat and orderly work area and storage space.
- Uses computer to update annually the Community Resource Directory and Parent Handbook, copy, collate and distribute to staff.
- Maintain compliance with the Head Start Performance Standards, ECEAP Performance Standards, and WACs as indicated in the CDCSA Work Plans, Policies, and Procedures.
- Other related office activities as assigned by Family Service Coordinator, Program Manager, or Executive Director.

Community & Family Outreach Assistant Responsibilities:

- Assists with planned experiences supporting and enhancing the parental role as contributors to the Early Head Start/Head Start/ECEAP programs and their communities.
- Encourage parents to participate in decision-making, program planning, and operations of the Early Head Start/Head Start/ECEAP programs.
- Assists in seeking and implementing cooperative parent projects/activities, events, and educational opportunities with community agencies.
- Participate in parent training or meetings. Plan and implement child care and food

service for parent events and assist with family transportation if needed.

- Supervise and support parent volunteers in the workplace.
- Assists in tracking parent program activities, training, and in-kind hours in response to work plan requirements.
- Facilitate Parent Committee and Policy Council elections.
- Request community donations.
- Other responsibilities as assigned by the Parent Engagement Coordinator, Program Manager, or the Executive Director.

Qualifications:

- High School graduate or GED and one-year office experience.
- Ability to communicate positively with children and families with varying cultural, educational, and socio-economic backgrounds.
- Able to pass a DCYF background check with freedom from Conviction of child abuse and neglect.
- Must be able to pass a pre-employment drug test screening.
- A valid Washington Driver's License, auto liability insurance, and reliable transportation.
- Ability to answer the multi-line telephone and professionally receive visitors.
- Ability to type a minimum of 50 words per minute.
- Demonstrated knowledge of business letterforms, grammar, punctuation, and spelling.
- Computer skills and working knowledge of relevant software.
- Ability to work with frequent interruptions, changes in assignments, and function effectively under stress.
- Ability to work effectively with others.
- Flexibility to work overtime when required.
- Proficiency in English and Spanish required.
- Fulfillment of all specified Health and Safety requirements
- Ability to lift 50 lbs.

Benefits:

- Paid Vacation, Sick, and Personal Leave.
- Health/Vision Insurance
- Dental Insurance
- Life Insurance & 401K

Salary:

\$18.82 per hour.

CDCSA Mission Statement:

To support and reinforce the family as the most important influence in a child's life by fostering independence, raising self-esteem, and building social competence.

Code of Ethics Statement:

Chelan Douglas Child Services Association is committed to the highest ethical standards and furthering the values of early childhood education as they are reflected in the ideals and principles of the NAEYC Code of Ethical Conduct.

CDCSA School Readiness Goals:

As children leave our program they will have the social competence, skills, knowledge, and attitudes necessary for success in school and for later learning and life; demonstrated through developmentally appropriate progression on meeting goals in social and emotional development, language development, literacy knowledge, and skills, approaches to learning, cognition, and general knowledge, physical well-being and motor development.

As parents leave our program they will have the knowledge and understanding that they are their child's first and most important teacher and advocate, and knowledge and skills to make a difference in the life and learning of their child.

The Chelan Douglas Child Services Association is an equal opportunity employer.