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FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

CORONA-NORCO FAMILY YMCA Job Description & Performance Standards

Position: Eligibility Clerk
Classification: Full-Time Non-Exempt
Location: TBD
Reports to: Eligibility Coordinator

Position Summary:

Upon the direction of the Eligibility Coordinator, this position is responsible for planning administration, expansion and evaluation of the Title 5 Program. In addition, this position works closely with the Associate Executive Director in providing administrative support to the Executive Director/CEO. This position is responsible for all stages of the enrollment process of the State Childcare Programs. Respond promptly and professionally to incoming telephone calls and direct calls to the appropriate party and/or taking messages as required. Greets families in a professional, responsive and caring manner.

Qualifications/Job Requirements:

- Minimum of a High School diploma or GED
- Must possess excellent English verbal and written communications skills
- Keeping in mind the best interests of the YMCA, the employee must possess the ability to work closely with the Eligibility Coordinator by demonstrating cooperation and commitment to a team spirit to ensure that the administrative duties and responsibilities are completed thoroughly and efficiently
- Must possess strong interpersonal skills with the ability to work effectively with the YMCA staff
- Must possess strong interpersonal skills to communicate clearly and effectively with parents, children and the YMCA staff
- Must possess strong organizational skills with the ability to prioritize and to successfully handle multiple job duties simultaneously
- Must possess a professional and caring manner and relate well with both children and adults
- Must be computer literate especially in Word and Excel

In addition, the following State of California testing requirements must be met:

- Successful completion of a pre-employment physical including a TB screening
- Child Abuse Index and Fingerprint Clearance
- CPR/First Aid and Health Safety Class
- Qualified to meet all requirements of the licensing agency

Duties and Responsibilities:

- Maintains on-site file of Title 5 Enrollment Packets and Parent Handbooks
- Updates enrollment packets for Title 5 Programs with current information and ensure they are available for new enrollees
- Assists the Associate Executive Director and the Executive Director/CEO in the preparation of special events as required
- Responsible for maintaining positive communication with parents to ensure a smooth enrollment process
- Assist families with the necessary completion of forms and paperwork to obtain insurance, food, etc. and help to locate appropriate community resources
- Assist the Associate Executive Director and or designee by providing an overview of the program to visitors
- Attend and be an active participant in all staff meetings and recommended training programs
- Enrollment must be kept up to date to ensure that the Corona-Norco Family YMCA is properly compensated through grant programs
- Provides YMCA Program and membership information to callers and guests
- Enrolls children into alternate pay childcare; determines if forms have been completed correctly and submits forms
- Contacts parents at the request of YMCA staff when called upon to do so
- Maintains availability listing for openings to the YMCA Program
- All other duties as assigned

Physical Requirements:

- Ability to sit, walk and stand for extended periods
- Ability to bend, lean and stretch
- Fine manipulation and simple power grasping ability required
- Ability to lift up to 20 pounds
- Ability to drive and must have own car for business purposes

