



QUALITY CARE FOR CHILDREN Child Care Resource and Referral Agency

It is the policy of Quality Care for Children that all employees shall receive an equal employment opportunity without regards to race, color, religion, veteran status, sex, national origin, age, marital status, sexual preference or disability in employment.

Title: **Bi-Lingual Referral Specialist**

Department: Parent Services

Supervisor: Consumer Education & Referral Program Manager

Location: Atlanta, GA

Salary: Based on Experience

Position Summary:

Bi-Lingual Referral Specialist will promote **Quality Rated Child Care** and provide consumer education and child care referrals to parents contacting 877-ALL-GA-KIDS. The Specialist will routinely update the child care referral database to ensure that families that contact us by phone or online for child care and summer camp referrals are receiving referrals based on accurate provider information.

Position Responsibilities:

- Provide consumer education and referrals to families seeking child care
- Gather and update community resources to assist families as needed
- Update child care and summer camp provider profiles in the parent referral database
- Initiate and receive child care provider update/support phone calls and emails
- Develop strategies to increase accuracy of databases and parent education and support
- Report on your weekly and monthly activity.
- Represent QCC and promote ALLGAKIDS and **Quality Rated Child Care** at community events
- Provide outstanding customer service in all customer interaction situations
- Maintain a positive attitude and professional demeanor at all times.
- Other job duties as assigned to meet the company needs

Required Qualifications:

- 4 year degree
- Ability to use both English and Spanish fluently and accurately orally and in writing
- Must have good knowledge of child care standards and practices.
- Must have basic knowledge of Microsoft Office Applicants and basic computer navigation skills.
- Demonstrate excellent verbal and written communication skills.
- Demonstrate the desire to help parents achieve their child care placement goals.
- Demonstrate the ability to build strong relationships and rapport with families.
- Strong organizational/time-management skills and the ability to multi-task.
- Must have the flexibility to work day and/or evening hours, as well as weekends/holidays as needed for occasional community events.
- Must be authorized to work in the United States and not require work authorization sponsorship now or in the future.
- Must have reliable transportation.
- Proven ability to work with diverse and underserved populations
- Ability to lift up to 25 lbs
- Must be available to work some weekends and evenings at community events

Preferred Qualifications:

- 4 year degree in Early Childhood Education, Counseling, Social Work, or related field
- Ability to communicate orally and in writing in multiple other languages is a plus
- Call Center and/or counseling experience
- Experience in either a family child care home or child care center is a plus

Physical Demands/Work Environment:

- Occasional driving
- Sitting at the computer for 4 hours or more at a time
- Bending, frequent use of hands, stooping and moderate lifting (at least 25 pounds) required
- Noise level in the work environment may be high at times

The ideal candidate will be a team player exhibiting a positive attitude about their work while working confidently in a fast paced environment.

To Apply: Please email your resume and cover letter to HR@qualitycareforchildren.org (List: **Bi-Lingual Referral Specialist** in the email's subject line). Please include your name when titling email attachments.

Resumes will be accepted until this position is filled. No phone calls please.

This position is subject to close at any time once a satisfactory applicant pool has been identified. No phone calls please.

Additional Information: Due to the volume of applications received, we are unable to provide information on application status by phone or e-mail. Selected applicants will be contacted for next steps in the selection process. Applicants who are not selected will not be notified. No phone calls please.