



# BANANAS

## **JOB ANNOUNCEMENT** **Client Services Counselor (Bi-lingual)**

### **Position Overview**

BANANAS Inc. is searching for an experienced, energetic, and multi-talented natural born leader to join our team as a Client Services Counselor. The successful candidate will have strong experience in the areas of client service, data entry and performing detailed clerical tasks in a fast-paced, deadline-oriented office environment.

### **About BANANAS Inc.**

BANANAS is a nonprofit child care resource and referral agency. We consider ourselves experts in the field of early care and education, and our wide variety services support child care providers and families in raising early learners. We offer workshops, playgroups, coaching, and support groups for parents and caregivers, and help connect families with all types of child care options from babysitter and nannies to preschools and family child care centers. We support our most vulnerable families with \$13m in child care subsidies annually. BANANAS is a great place to work with colleagues who care about their clients and each other.

### **Key Responsibilities**

The Client Services Counselors responsible for a caseload of 80-100 clients within the subsidies department and fulfills all required duties in compliance with State regulations and BANANAS' policies.

### **Major Duties**

- Meet with parents/guardians and verify eligibility, need and enter required family and child care provider information into subsidy database
- Conduct all exempt child care provider intakes and enter information into subsidy database
- Update any changes to family files and subsidy database to reflect current needs and eligibility
- Recertify families and update information in family files and subsidy database
- Enter reminders for upcoming documentation requests and changes into subsidy database
- Review program policy and procedures with parent/ providers to clarify understanding of requirements
- Accountable for staying current all guidelines, regulations, policies and procedures
- Send Notice of Actions (NOA) and notice of action Amendments to childcare agreements to parents and child care providers as required
- Work with child care providers to collect required documentation

## Required Qualifications

- Bi-lingual
- Client service experience
- Experience using databases
- Excellent oral and written communication skills
- Strong organizational and time management skills
- Computer experience: Microsoft Word and Excel

## Preferred Qualifications

## How to Apply

To apply for the position, please email all required information to [jobs@bananasbunch.org](mailto:jobs@bananasbunch.org)

No phone calls please.

BANANAS is committed to maintaining a staff that reflects the diverse communities we serve. We are an equal opportunity employer and do not discriminate in hiring, promotions, or any other personnel action on the basis of sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, economic status, age, veteran status, marital status, parental status, medical condition, and/or mental or physical disability, or any other consideration made unlawful by local, state, and federal laws.

