



## **Resource & Referral Database Administrator**

### **Summary**

To maintain the accuracy of the referral database to be used for referrals and statistical purposes, with a primary focus on provider data, including providing assistance with the expansion and updating of the referral database

### **Major Responsibilities**

- Expand and accurately update referral database/resources (all regulated and non-regulated child care programs, including Nursery School; Pre-K; legally exempt programs; In-home agencies; camps, etc.)
- Comprehensively maintain the accuracy of provider side of referral database to ensure that accurate reports and data can be accessed as needed; including but not limited to maintaining up-to-date information based on standards and procedures of remove from referral list, CCFS, MAT, Accreditation
- Ensure that the provider information is up-to-date by updating a minimum of 80% of all regulated programs/providers annually, and vacancy checks quarterly. Ensure that the update plan is followed to achieve this task
- Assist and produce procedures to ensure accuracy of provider side of database
- Produce reports on provider database as requested in a timely basis
- Provide effective training to counselors and support staff on data entry and procedures of the provider side of database
- Refer providers to appropriate Council staff when there is a need for technical assistance
- Effectively assist with client calls during busy months or when counselors are out
- Assist department in reaching goals for NACCRRRA Quality Assurance
- Provide support for special projects based on agency needs
- Assist with client side accuracy of data

### **Job Requirements**

- Bachelor's degree preferred
- In lieu of degree, 3-4 years experience in child care field
- Excellent computer literacy and keyboard skills
- Excellent organization and communication skills
- Ability to multi-task
- Excellent written and oral communication, listening and phone skills
- Excellent customer service skills
- Knowledge of Windows, MS Word, Excel, Internet Skills, and NACCRRRAware is a plus
- Excellent researching and networking skills



- Experience working with multi ethnic populations
- Bilingual/Spanish speaker preferred

**Reports to:** Director of Family & Employer Services

**Classification:** Non-Exempt, Part-Time (20 hours a week)

**Salary Grade:** 2

**Disclaimer Clause:**

Job descriptions and specifications are not intended and should not be construed to be an exhaustive list of all responsibilities skills or working conditions associated with a job. They are intended to be an accurate reflection of the principal requirements of the position.