



Registration Case Manager

Summary

The Registration Department encompasses both family child care and school age programs registrars are responsible for the initial and renewal applications, complaint investigations and inspections of programs to ensure regulatory compliance

Major Responsibilities

- Process initial and renewal applications in a timely and accurate fashion including the required SCR background check
- Effectively manage caseload assisting providers in maintaining regulatory compliance and all other areas that require technical assistance
- Participate in quarterly quality assurance of all files so that the Registration department is prepared for successful audit by WRO
- Conduct annual inspections, midpoint inspections, renewal inspections and initial inspection of new applicants in a timely and comprehensive manner
- Monitor all programs that receive regulatory violations to support prompt and sustained correction of all violations
- Prepare well documented enforcement referrals and carry out enforcement actions on a timely basis with thorough and accurate follow-up
- Deliver quality customer service to providers via phone, mail and in person with registration process (initial and renewal) providing technical assistance as needed
- Prepare and deliver high quality quarterly Information Sessions regarding the initial registration process
- Conduct required comprehensive background checks in the timeframe determined by OCFS
- Initiate complaint investigations in appropriate timeframes. Completing the investigation, all data entry and follow-up in a timely manner
- Represent the Council appropriately to providers and community
- Accurate and timely computer work and typing of letters, reports etc

Job Requirements

- Bachelor's degree in early childhood education, or a related field
- Strong organizational and communication skills
- Proficient in database applications, Excel, Word and email
- A car and valid driver's license and sufficient car insurance
- Experience working with multi ethnic populations
- Bilingual/Spanish speaker preferred

Support the Council's mission to champion the healthy development of children, families and our community by promoting quality early care and education in the following ways but not limited to:
actively advocating for policies and resources that improve the quality, affordability and accessibility of care

Effective April 2012



increase Council awareness by participating in community events, outreach emails, calls etc.

Provide culturally relevant and inclusive services in person, over the phone, by mail, and/or by email to families, child care providers and other community members.

Reports to: Director of Provider Services

Classification: Non-Exempt, Full-time

Salary Grade: 3

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.