



JOB POSTING

POSTING DATE: October 10, 2017
POSITION: Care4Kids Provider Liaison
HOURS AVAILABLE: Monday through Friday: 8:00 a.m. – 4:30 p.m.; Full-Time
JOB GRADE: 13

POSITION SUMMARY:

The C4K Provider Liaison is responsible for establishing and maintaining effective case management and customer service relationships between licensed daycare providers and clients of the Care4Kids Program. This position strives to fulfill the mission of United Way of Connecticut (UWC) at all times while at work.

QUALIFICATIONS AND SKILLS REQUIRED:

- Bachelor's degree in business or social services related field plus one year experience in eligibility determination preferred, or Associate's degree in business or social services related field plus three years of experience in eligibility determination desired, or a High School Diploma/GED and five years of customer service experience in an office setting and/or eligibility determination experience required.
- Two years of experience working in a customer service or direct client contact related organization required.
- Minimum six months Case Management Specialist experience required.
- Bilingual, English/Spanish preferred.
- Proficiency with MS Office and subsidy program applications required.
- Possess detailed knowledge of CT Child Care Subsidy Program regulations, operations and procedures and multiple software systems.
- Ability to learn multiple software systems and interpret complex State regulations related to eligibility determination and case management.
- Ability to handle a high volume case load and client phone contact while maintain constant standards of high quality.
- Ability to maintain a high level of confidentiality in day-to-day duties.
- Ability to follow strict guidelines in regard to verification and authorization.
- Solid written and verbal communication, listening, organization and priority setting skills.
- Strong customer focus in all tasks and activities, even while under pressure.
- Solid problem solving skills.
- Ability to work and produce in a team environment.
- Ability to relate well with people from diverse groups.
- Ability to perform job with integrity and values consistent with the UWC Mission.

TO APPLY:

Submit resume and cover letter explaining how you qualify
via email to recruitment@ctunitedway.org.

DEADLINE FOR SUBMISSION OF RESUME AND COVER LETTER: October 24, 2017

As a VEVRAA Federal Contractor, United Way of Connecticut, Inc. desires priority referrals of protected veterans for positions at its location at 1344 Silas Deane Hwy, Rocky Hill, CT 06067.
Any questions may be referred to Recruitment@ctunitedway.org.

United Way of Connecticut is an Affirmative Action/Equal Opportunity Employer.
Male/Female/Disability/Veteran
www.ctunitedway.org.

United Way of Connecticut, Inc. endeavors to make www.ctunitedway.org accessible to any and all users. If you would like to contact us regarding the accessibility of our website or need assistance completing the application process, please contact (860) 571-7500. This contact information is for accommodation requests only and cannot be used to inquire about the status of applications.