

**PROGRAM SPECIALIST (Child Care Subsidy Programs):** Seeking detail-oriented customer service representative. Duties include assisting customers by phone, electronically, and face-to-face; performing data entry; and completing all tasks related to subsidy eligibility. Requires strong telephone skills for handling customer queries, excellent verbal and written communication skills, strong data entry skills, typing 40-50 wpm, and the ability to handle multiple tasks and to solve problems quickly and efficiently. Successful applicant must have the ability to maintain good working relationships with customers; knowledge of and experience with computers, Microsoft Office, and database applications; ability to handle fast-paced and high-volume workload; and strong organizational and analytical skills. Requires a minimum of two years customer service and data entry experience. Bilingual in Spanish/English, undergraduate degree a plus. Excellent benefits.