



Richmond Cares, Richmond Gives

Child Care Resource and Referral Part-Time Position 2025

Job Title

Program Assistant, Child Care Resource and Referral

Job summary

Provides administrative, clerical, and on-site support for programs and services within the CCRR under the direction of the Manager, Child Care Resource and Referral Program. Assists with the maintenance of the Richmond Early Years Library as well as providing support for patrons. Facilitates and assists with the implementation of CCRR programs and outreach services. Responds to enquiries on a wide range of issues regarding child care, education, and related community-based services.

Summary of essential job functions

- Maintain a high level of understanding of child care needs and child care options in the community
- Respond to in-person, email, and telephone enquiries about programs and community services
- Maintain and update the agency's information, website, and databases on child care resources, CCRR program activities and events, and child care related services available in the community
- Provide administrative and clerical support for the Early Years Library including cataloguing, maintenance, circulation, registration, resource development, acquisition, and patron support
- Facilitate the implementation of CCRR programming and outreach including providing program assistance, maintaining resources for distribution, and assisting with the planning and delivery of programs to families, providers, educators, and the community
- Assist with the development and preparation of content (copy, handouts, presentations, posters, etc.) to support and promote CCRR services in the community as well as for distribution use
- Assist with the facilitation of professional development opportunities offered by the CCRR
- Collect, organize, and summarize data for a variety of reports, questionnaires, forms, and letters

Minimum education and experience requirements

- 1-3 years of prior administrative/clerical/office experience
- Customer service experience in person and by phone
- Previous experience or familiarity with the child care field
- Cash handling

Skills and abilities required

- Fluent in English with excellent written and oral communication skills
- Proficient in MS Office, Excel, with Adobe Creative Suite as an asset
- Highly organized with ability to prioritize in a multi-task environment
- High attention to detail and accuracy
- Adaptable and able to pick up computer software systems; previous experience with iCarol or Sitka a plus
- Enjoys interacting with the public, parents, caregivers and children
- Able to present child care information to parents and other groups
- Able to work in a team environment
- Second language desirable

Certificates, Licenses, Membership requirements

- Experience in providing child care or equivalent desirable; Responsible Adult/equivalent an asset but not required
- Valid Occupational First Aid Level 1 certificate
- Valid BC Driver's License required

Additional information

- Must successfully complete a Criminal Record Check

Time Commitment:

- 25 – 29 hours per week (to be set based on availability)
- Must be available to work evenings and Saturdays office hours to support program activities
- Position to commence August 4, 2025

Pay rate: \$21-24/hour dependant on experience.

Richmond Cares, Richmond Gives, is a non-profit charitable organization that has been providing community services in Richmond for over 50 years. Our aim is to “bring people and services together through community information and volunteerism.” Our programs include: a volunteer centre, community information and referral, Richmond Senior Peer Counselling, Volunteer Shopping programs, Seniors Information & Referral Program, Leadership Richmond, Child Care Resource and Referral, and the Richmond Christmas Fund. See www.rcrg.org.

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Application Deadline: By 5pm Friday, July 18, 2025