Child Care Solutions, Inc. Position Description

Title: Registration Coordinator

Team: Regulatory Services **Status: Exempt** **Updated: March 2026**

Reporting Relationships:

Reports to: **Director of Regulatory Services**
Supervises: **n/a**

Summary Description:

The Registration Coordinator assists the Director of Regulatory Services in carrying out all aspects of the registration process for family child care and school-age child care programs in Onondaga County, acting on behalf of the Director of Regulatory Services in his/her absence. The Coordinator ensures that services are available and responsive to the diverse needs of local families and legally exempt child care providers.

Essential Functions:

1. Serves as second-in-command to the Director of Regulatory Services, assisting with planning, implementation and quality assurance of family child care and school-age child care registration activities in Onondaga County, working under the auspices of the NYS Office of Children & Family Services (NYS OCFS) Division of Child Care Services (DCCS) through a sub-contract with the Onondaga County Department of Social Services (DSS).
2. Schedules caseloads in conjunction with the Director of Regulatory Services and provides guidance to the Registrars.
3. Assist the Director of Regulatory Services with new staff orientation.
4. Coordinates and tracks Regulatory Services staff training.
5. Assists in management and implementation of the Registration contract including:
    - Assisting registered school-age and family child care programs with the application and renewal process;
    - preliminary review and approval of applications and renewals;
    - timely entry of data and documentation into the NYS OCFS CCFS database;
    - inspections and approval for newly registering programs;
    - random, unannounced compliance visits;
    - complaint investigations and overseeing compliance plans;
    - responding to parent inquiries regarding complaint and violation histories of registered school-age and family child care programs;
    - completion of Safety Assessments;
    - preparation and preliminary review of enforcement referrals and related tasks;
    - technical assistance to prospective and current registered child care providers.
6. Meets all Registration contract performance standards and timelines.
7. Overses and monitors complaint investigations involving child abuse and/or maltreatment allegations; Safety Assessments; and Enforcement referrals.
8. Along with Director of Regulatory Services, acts as liaison with NYS OCFS representatives regarding Registration actvities.
9. Acts as liaison with NYS OCFS representatives regarding the Child Care Facility System (CCFS) database.
10. Maintains accurate, ongoing, positive communication with school-age child care and family child care providers and prospective providers regarding the regulatory process.
11. Works with other agency members to ensure that agency databases include current and accurate listings for the family child care providers operating in our service area.
12. Stays current with NYS regulations and child care best practices.
13. Provides in-person, telephone, and on-site; technical assistance, intensive technical assistance, training, and consultation to providers and program staff on a variety of issues related to child care operation and regulations.
14. Is knowledgeable of, and makes referrals to, other community resources as needed to promote best practice in early childhood and compliance with applicable laws and regulations.
15. May be assigned to attend agency and community events that include child care providers

16. Participates in outreach efforts to inform the community of Child Care Solutions services.
17. Assists in collecting feedback and data to inform agency services assessment.
18. Performs these responsibilities with the understanding that responsibilities and tasks may be modified or expanded over time.

Qualifications:

Education: Bachelors Degree in Early Education, Human Services, Social Work or related field or equivalent education and experience

Experience: Requires 3 years' experience working in a child care setting or experience in home visiting and program compliance enforcement; 4-6 years of experience as a Registrar/Licensor or other experience in program monitoring, compliance, and enforcement of applicable laws and regulations; at least 2 years' supervisory experience

Competencies: Effective oral and written communication, knowledge of child care operation, regulations and best practices, high level of accuracy and organization, proficient in use of MS Office and/or other databases, strong customer service and decision-making skills, knowledge of community resources and ability to work with people from a wide range of economic, ethnic and cultural backgrounds

Level of responsibility: Works with little direct supervision, exercises high degree of discretion and independent judgment

Working Conditions:

Schedule: Generally 8:30 AM – 4:30 PM; requires flexibility, occasional evening/weekend hours

Environment: Agency's offices and onsite home visits

Travel: Local travel throughout Onondaga and Cayuga Counties, some regional meetings, conferences or training events

Customer Responsibilities: Extensive contact with family child care and school-age providers, some contacts with children and parents; frequent service collaborations with other Child Care Solutions teams; frequent contact with NYS Office of Children & Family Services representatives

Physical Requirements:

- Manual dexterity sufficient for frequent use of telephone, keyboard, calculator and other office equipment
- Ability to receive and convey detailed information
- Ability to sit at a desk for 6 - 7 hours per day
- Moderate physical exertion: Occasional lifting of up to 25 pounds of equipment or material.

Employee Signature: _____ Date: _____

Executive Director Signature: _____ Date: _____