



Oregon Department of
**Early Learning
and Care**

A day in the life:

Intake & Customer Service Team

I support child care providers, families, and Child Care Licensing Division (CCLD) staff by processing applications, managing data, and ensuring timely communication.



CCLD Customer Service:

I respond to questions from providers, parents, and the public, update facility info, and provide status updates on background checks and applications.



Central Background Registry (CBR) Intake:

I review CBR applications to ensure accuracy and eligibility. I follow up with applicants to fix incomplete or missing info.

Facility Intake: I process child care facility applications, ensuring they're complete and correct. If not, I work with providers to fill in the gaps.

Admin Support: I handle incoming mail, print and send letters, and scan paper files into our electronic file system.

