

JOB DESCRIPTION

Job Title: *Provider Liaison (9911)*

Job Summary:

Works primarily with childcare providers with ongoing support and problem resolution related to payments.

Essential Functions:

- Check for parent and provider signatures.
- Check for complete provider invoice.
- Assists in communicating regulations and policies to childcare providers
- Understands and communicate to childcare providers, regulations and policies governing payments and responsibilities
- Works closely with providers and staff to ensure positive communication, uninterrupted services, and resolution of conflict.
- Assist providers to resolve discrepancies on attendance sheet for modified/holiday pay.
- Record keeping of all Providers attendance sheets for discrepancies monthly.
- Advise providers of their responsibilities associated with attendance sheets.
- Maintain communications and good working relationships with Internal Business Services.
- Review and audit attendance sheets to verify signatures, month, invoices are complete and correct.
- Respond to provider's questions regarding payment questions.
- Distribute timesheets to assigned Eligibility Specialist.
- Calculate and invoice family fees. Collect, post, and reconcile payments. Submit Deposits.
- Perform related duties as assigned.
- Receives general supervision from assigned supervisor.

Knowledge and/or Abilities Required:

- **Knowledge of:**
 - Data Entry.
 - Data Verification.
 - Microsoft Windows.
 - Microsoft Access, Microsoft word, Microsoft Excel, Microsoft PowerPoint, Microsoft Publisher.
 - Basic bookkeeping practices and procedures.
- **Ability to:**
 - Operate standard office machines, such as calculator and computer.
 - Make arithmetic calculations quickly and accurately.
 - Analyze situations accurately and develop an effective course of action.
 - Establish and maintain effective working relationships with staff, families, providers, and other agency personnel.
 - Use patience, tact and respect when dealing with people of various socioeconomic and cultural backgrounds.
 - Communicate effectively, both verbally and in writing.
 - Prioritize workload and manage deadlines.
 - Ability to speak, read, and write in Spanish is preferred.

Experience Required:

- Two years of data entry/payroll experience required.
- Two years of customer service-related experience is required.

Education Required:

- High School diploma or equivalent is required.
- An Associate's degree in Business or related field is required.

Certificates, Clearances, Licenses, Testing and/or Bonding Required:

- Department of Justice and FBI Fingerprint Response.

- Valid California Driver's License and proof of automobile insurance.

FLSA Status: Non-Exempt

September 2022

This organization is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, creed, age, gender, or disability. Inquiries regarding compliance procedures may be directed to our personnel office. This organization complies with the Americans with Disabilities Act. Persons with a disability who may need some accommodation in the hiring process should contact us personnel office. This organization is a Drug and Tobacco - Free Workplace. This organization requires a successful candidate to provide it with employment eligibility and verification of a legal right to work in the United States in compliance with the Immigration Reform and Control Act.