

**Child Development Inc.
Manager/Director, Contract Compliance
San Jose, California**

We are looking for a seasoned professional in the areas of Contracts Administration, Compliance and Child Care Center Operations to apply for a new opportunity with Child Development Inc. This is a new leadership position to strengthen the agency's contract compliance policies and practices.

OVERVIEW OF THE POSITION:

The Manager/Director, Contract Compliance establishes the internal audit process for contracts administration for State and Federal contracts under the oversight of the Director of Business Development, the Chief Business Growth and Development Officer and other operational leaders to ensure the agency is in compliance with the State and Federal guidelines and all Funding Terms and Conditions.

The Manager/Director is responsible for managing a team of Compliance Support Specialists to implement the audit process of the contracts in the centers across the state, generating regular reports on the audit process to the Senior Leaders, recommending changes to our internal operational and contract procedures to ensure total compliance.

KEY RESPONSIBILITIES:

Contract Audit Plan, Policies and Procedures

- Under the guidance of the Director Business and Development and Chief Business Growth and Development Officer, works with Operational leaders to understand the current processes in the implementation of Contracts in centers across the state and document existing core processes.
- Analyzes the processes and identifies gaps and strengths in the operational process, evaluates the need for changes and recommends changes to the contract administration and operations.
- In partnership with Chief Business Growth and Development Officer and Operational leaders, develops audit goals and plans for each region.
- Develops policies and procedures of the audit process to improve the effectiveness in the agency's compliance standards.

Internal Contract Audit

- Develops a system of regular audit of contracts administration including coverage, volume timeline and responsibility.
- Coordinates the statewide execution of the Internal Contract Audit process.
- Monitors the certification and recertification processes and ensures they are completed timely and in accordance with standards and procedures.
- Conducts internal file reviews for compliance with corporate policy and procedures, as well as California Department of Education File compliance.
- Documents internal control findings, reviews the outcomes with management, and defines and recommends necessary improvements in the processes.

External Liaison and Relationship

- Acts as the key liaison with California Department of Education on file audit processes, enquiries and requests.
- Maintain contacts with School Districts regarding contracts and participate in meetings with Operations and these external parties as needed.
- Represents the company with external stakeholders on advocacy issues and changes in regulations regarding contracts.

Contract Training and Management

- Designs and delivers semi-annual or periodic training to field staff responsible for enrollment to improve the understanding of compliance standards and to address gaps in compliance.
- Communicates to operations staff involved in enrollment on changes implemented by CDE.
- Partners with Contracts System Analyst and Operations staff
- Ensures contract changes and corrections are processed in accordance with the expected time frame and updated in the billing system on a monthly basis in line with the billing cycle
- Manages the overall error rate reduction process based on findings as outlined in the Center Based Review Guide published and update by CDE.

Team Management

- Communicates company goals and objectives as well as functional goals and targets; implements organizational changes in values, systems and processes.
- Conducts periodic team meeting; promotes participatory decision-making; builds team morale and cohesiveness; and facilitates staff retention.

QUALIFICATIONS AND REQUIREMENTS

- Minimum BA Degree in Child Development, Business Administration, or Public administration preferred.
- Demonstrated experience and knowledge of child care center operations and contracts administration of subsidized programs.
- Minimum 5-8 years' relevant experience with child care agency, contracts management and some direct experience with internal audit highly preferred.
- Ability to establish effective rapport and relationship internally as well as with external stakeholders.
- Demonstrated experience in staff supervision and management; a people manager.
- Excellent Customer service skills
- Competence with Office software, PC and reporting skills necessary
- Analytical skills
- Ability to develop policies, procedures and processes
- Ability to manage and lead change
- Strong communications skills, both verbal and written.
- Excellent Planning Skills
- Excellent Organizational Skills