

## **Solano Family & Children's Services**

421 Executive Court North ♦ Fairfield, CA 94534 ♦ (707) 863-3950 option 7 ♦ Fax (707) 863-9772

### **Job Announcement/Description**

#### **Provider Services Specialist – #28**

Position Title:	Provider Service Specialist	Type of Position:	Full-Time
Work Days:	Monday – Friday	Open To:	Public
Hours:	8:30 AM – 5:30 PM	Open Until:	Filled
Department:	Subsidy	Management:	NO
Reports to:	Program Supervisor	Date Updated:	July 2018
Salary:	\$19.05 Hourly	Position Status:	Non-Exempt

#### **Job Responsibilities:**

To assist child care providers who are caring for children enrolled in the Subsidized Child Care Programs

#### **Primary Functions:**

- Explain program policies and regulations
- Determine initial and continuing eligibility for provider participation on the Subsidized Child Care Program
- Generate required program documents
- Facilitate weekly and quarterly provider orientations
- Maintain provider files, both electronically and manually
- Process provider reimbursements

#### **Minimum Requirements:**

- Minimum of two years office experience working with computers is required
- Excellent math skills are mandatory
- Accounting experience preferred
- At least one year of experience in the field of early childhood education preferred
- Experience providing good customer service to the public required
- OR substitute education for experience

#### **Knowledge, Skills & Abilities:**

- Strong communication (verbal & written), organization, and customer service skills required
- Knowledge of, and ability to use computers for client data, word processing and calendar of events
- Ability to work as a part of a team
- Ability and willingness to travel throughout California to attend conferences, workshops, trainings and community meetings

#### **Special Licenses or Certificates**

CA Driver License and dependable auto with appropriate insurance coverage

Essential Functions	Description of Essential Functions
Rules and Regulations	Explain program rules and regulations to clients, co-workers and community partners.
Provider File	Request, gather and assemble information and documentation (such as licenses, rates, tax-payer identification information, etc.) from new providers in order to complete provider files and ensure eligibility for reimbursement. Establish provider file once required documents have been completed and submitted. Continuous monitoring for required documents for ALL providers - especially at time of provider's annual update.
Provider Database	Input and maintain ALL provider information into our database (including license information, TrustLine status, rates, schedules, etc. on an ongoing basis.
Provider Orientations & Set Up	Facilitate and set up provider orientations as scheduled.
Exempt Provider Process	<p>Initiate processing, track and determine eligibility of Health &amp; Safety Self-Certification Requisition Forms; CCP Packets; TrustLine Applications; generate Notices to Providers and mail copies to parents and providers; mail orientation paperwork and schedule orientation; verify direct deposit documentation and employment/training verification as needed.</p> <p>If TrustLine eligibility is denied, closed or revoked, notify Family Services Specialists (FSS); generate Notice to Provider, and mail copies to parents and providers.</p>
Process Provider Reimbursements	Analyze monthly Child Care Attendance Forms (CCAFs) for completeness, accuracy, and eligibility for reimbursement. Work with providers and FSSs in resolving provider reimbursement issues that are affected by the parent's eligibility, and to resolve any Family Fees issues affecting reimbursement. Enter times of attendance into our database for each enrolled child. Review reimbursements for accuracy. Authorize each CCAF processed for reimbursement. As needed, process adjustments to provider reimbursement.
Tracking Potential Provider Over-Capacity	Track and report providers (to Dept. of Social Services – Community Care Licensing) who are or may be over-capacity, based on the number of active children/certificates, or on CCAF claims vs. their license capacity.

Revoked Licenses and TSOs	Notify FSSs of providers who have had their child care license revoked or who have been issued a Temporary Suspension Order (TSO); generate Notice to Provider; and mail copies to parents and provider.
Communication	Communicate professionally with employers, social workers, county workers, and other community organizations.
Customer Service	Provide positive customer service, both externally (to clients and community members) as well as internally (to co-workers). Demonstrate teamwork by assisting co-workers as needed, including those in other departments.
Community Outreach	Attend off-site outreach events to inform the community about our services.
Supportive Services	Refer providers to the Resource and Referral Department or to other community early care and education agencies, as needed for assistance or training needs. Answer general questions regarding reimbursement, file documentation and agency procedures.
Provider Reimbursement Verifications	Complete and mail provider reimbursement verifications as needed.
Meetings/Trainings/Conferences	Attend unit meetings (other agency meetings as needed); attend conferences; and represent SFCS by attending other partner agencies' meetings (locally and statewide).
Physical Requirements	Ability to lift at least 5 lbs.: ability to bend, twist, stoop, and sit for 2-4 hours at a time. Use computer and copy machine, speak clearly and communicate by phone.
Other Duties	As assigned.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

**Application Information:** An agency application form must be completed and submitted to:

Solano Family & Children's Services - Attn: Human Resources  
421 Executive Court North - Fairfield CA 94534  
Or emailed to [kparkham@solanofamily.org](mailto:kparkham@solanofamily.org)

**To obtain an application, you may:**

- Visit our website at [www.solanofamily.org](http://www.solanofamily.org)
- Request via email at [kparkham@solanofamily.org](mailto:kparkham@solanofamily.org)
- Call the Job Hotline at (707) 863-3950 Opt. 7
- Visit our office at 421 Executive Court North, Fairfield, CA 94534

**Additional Information:**

- Only the candidates who meet the job requirements will be invited to test and interview.
- Employment is conditional pending satisfactory results of all requirements.
- The position requires a pre-employment (post-job-offer) agency-paid drug screen, TB clearance and criminal background check.

An Equal Employment Opportunity Employer M/F/B/D/V