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 communicates 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

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