

JOB DESCRIPTION

Job Title: Provider Liaison (9911)

Job Summary:

Under direction and general supervision of the supervisor and/or designee, work primarily with childcare providers to provide ongoing support and problem resolution related to payments; assist in communicating regulations and policies governing payments and responsibilities; collect, enter, and maintain related data; and calculate, invoice family fees, collect, post, and reconcile payments.

Essential Duties:

- Assist in communicating regulations and policies to childcare providers; understand and communicate regulations and policies governing payments and responsibilities.
- Check for parent and provider signatures and review collected data and complete provider invoices to ensure accuracy before processing.
- Work 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.
- Maintain record-keeping and database entry of all provider attendance sheets for monthly discrepancies.
- Advise providers of their responsibilities associated with attendance sheets, program paperwork, and timesheet requirements.
- Conduct provider home visits and monitor providers for program compliance.
- Process direct deposit requests, W-9, and 1099 documents.
- Maintain communications and good working relationships with Internal Business Services.
- Review and audit attendance sheets to verify signatures, months, and ensure invoices are complete and correct.
- Respond to and log provider's questions regarding payments and processing.
- Distribute timesheets to assigned staff.
- Calculate and invoice family fees; collect, post, and reconcile payments, and submit deposits.
- Operate a variety of office machines, standard office equipment, and computer programs.
- Perform generalized clerical work such as typing, filing, data verification, and responding to correspondence.
- Attend and participate in a variety of assigned meetings, committees, conferences, in-services, and/or special events.
- Perform other related duties, as assigned.

Skills, Knowledge and/or Abilities:

Skills to:

- establish priorities, meet deadlines, organize workload, and work independently;
- operate a variety of office equipment;
- research, compile, and input information in a variety of electronic sources;
- 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;

Knowledge of:

- correct English word usage, spelling, grammar, and punctuation;
- modern office methods, practices, and procedures;
- computers, software, and Microsoft Office products (Word, Excel, Access, PowerPoint, Publisher);
- data entry, data verification procedures, and basic bookkeeping/payroll practices;
- TCOE mission, vision, value statements, standards, policies and procedures, operating instructions, confidentiality standards, and the code of ethical behavior.

Ability to:

- communicate effectively, both verbally and in writing.

- understand and carry out oral and written instructions;
- maintain confidentiality of records;
- meet schedules, timelines and program deadlines;
- use a computer to perform general clerical work, including processing documents, maintaining records, and creating correspondence;
- provide information to providers and staff by telephone, email, and in-person;
- drive personal vehicle to various locations throughout the county, as needed;
- speak, read, and write in Spanish is a preferred ability.

Responsibilities include performing duties under established procedures and guidelines with a focus on accuracy, customer service, and program support. The position regularly provides information and guidance to childcare providers, families, staff, and other stakeholders and requires collaboration with personnel across departments to effectively perform assigned functions. Work involves the exercise of independent judgment within established parameters and has a direct impact on the quality and effectiveness of program services. The usual and customary methods of performing the job's functions require occasional lifting, carrying, pushing, and pulling of objects weighing up to 20 pounds; some climbing, balancing, stooping, kneeling, crouching, and crawling. Generally, the position requires 85% sitting, 10% walking, and 5% standing. The work is performed in a clean, generally hazard-free environment with minimal exposure to temperature variations.

Education Required:

- High school diploma or equivalent.
- Associate's degree is preferred.

Experience Required:

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

Other Requirements:

- Valid California driver's license and proof of automobile insurance.
- Use of personal vehicle to drive to various locations throughout Tulare County.
- Department of Justice and FBI Fingerprint clearance upon hire.

FLSA Status: Non-Exempt

June 2026

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 our 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.