



JOB DESCRIPTION

PROGRAM SUPPORT SERVICES SPECIALIST **(Provider Services)**

Under the supervision of the child care services supervisor (provider services), the program support services specialist (provider services) shall be responsible to:

1. Enter and update subsidized child care provider information into electronic database as needed.
2. Assist child care providers in the completion of orientation packets, child care attendance sheets, direct deposit, automatic clearing house (ACH), or paycard documents, and verify information.
3. Provide contracted child care providers with an overview and explanation of subsidized child care reimbursement requirements and procedures.
4. Provide general clerical support to the provider services unit such as typing, copying, filing, and assist in the creation of Word and Excel documents, forms, and graphs as needed.
5. Generate a variety of accurate reports as requested.
6. Assist the provider reimbursement unit with any individual and group provider orientations.
7. Assist the provider reimbursement unit with child care attendance sheet batching and any finance department requests as needed.
8. Keep informed of program changes and eligibility guidelines and maintain ongoing communication with parent services unit staff regarding families and children.
9. Retrieve and provide child care attendance sheets and provider files as requested for reimbursement, adjustments, and/or audit research.
10. Translate a variety of program forms, procedures, reports, and letters as requested.
11. Mail documents and/or forms as requested by child care providers.
12. Process electronic requisitions, order, organize and stock the Provider Services Unit with supplies as needed.
13. Provide back-up coverage to the customer service desk as assigned.
14. Other duties as assigned.

EMPLOYMENT STANDARDS

Required Education and Experience:

- High school graduate or equivalent.
- Minimum three years recent, paid experience involving community work in the social services, human services or early care and education field, including secretarial or similarly highly responsible clerical duties.

Preferred Criteria: Completed college coursework in secretarial science. Ability to operate a ten-key by touch.

Knowledge and Abilities: Fluent bilingual (English/Spanish) skills required. Requires knowledge of Windows environment including Word and Excel. Knowledge of computer information management systems. General knowledge of standard office equipment, procedures, and filing. Ability to work with minimum supervision. Ability to follow written and verbal instruction without difficulty. Ability to effectively communicate orally and in writing. Ability to maintain good working relationships with staff, clients, outside agencies, and the general public. Ability to effectively generate accurate reports and other documents as requested.

Physical Ability: Ability to effectively use hands and fingers in the use of computer keyboard and other office machines. Ability to clearly see computer screen and detailed documents.

License or Other Requirements: Must submit to a job related, agency paid, pre-employment, physical examination. Employment is conditional pending satisfactory results of physical examination.