



## **JOB DESCRIPTION**

### **PROVIDER AGREEMENT SPECIALIST**

Under the supervision of the child care services supervisor (Provider Services), the provider agreement specialist shall be responsible to:

1. Review child care provider agreements for completeness and, if incomplete, secure the needed information or documents.
2. Conduct in person or virtual interviews with child care providers, explain her/his rights and responsibilities, and obtain signatures and dates on provider agreements.
3. Process agreements according to procedures and complete data entry.
4. Maintain an average caseload of a variety of program agreements.
5. Maintain communications with providers and serve as the CDR contact regarding questions or concerns that she/he may have about their agreement or rates.
6. Compile provider statistics and/or reports regarding provider agreements.
7. Maintain and update provider rates and other provider information.
8. Interface with child care providers, provider reimbursement specialists, and parent services specialists to ensure the agreement information is correct.
9. Carefully examine documents and information supplied by child care providers to establish legitimacy and report suspected fraud to the appropriate child care services supervisor (Provider Services).
10. Collect and maintain data to be used in preparation of fiscal and audit reports.
11. Conduct monthly evening in-person or virtual presentations for large groups of child care providers as needed.
12. Other duties as assigned.

### **EMPLOYMENT STANDARDS**

#### **Required Education and Experience:**

- High school graduate or equivalent.
- Minimum two (2) years' recent paid experience in case management, public/community assistance, or a highly responsible clerical position.
- *Two years' college coursework in business administration, social work, or other related area may substitute for one year of the required experience.*

**Preferred Criteria:** Fluent bilingual (English/Spanish) skills. Degree in related field.

**Knowledge and Abilities:** Ability to review complex forms for completeness and determine if data is missing. Ability to accurately enter data into computer system. Ability to effectively communicate and conduct strong rapport with the general public and staff. Ability to effectively speak before a large group and make presentations. Ability to maintain a warm, friendly, and professional demeanor at all times. Ability to meet deadlines and work under pressure. Ability to read, understand and apply different terms and conditions to contracts and reimbursement rules. Must be sensitive to multicultural, low-income, and disadvantaged families.

**Physical Abilities:** Ability to see at normal distance; hear normal conversations and sounds with and without a telephone headset; ability to effectively use hands and fingers in the extensive use of a computer keyboard, telephone console and other office machines.

**Other Requirements:** Possession of a valid California driver's license and automobile with appropriate insurance coverage is preferred, but maybe required depending on the needs of the department at the time of hire. Must submit to a job-pertinent, agency-paid pre-employment physical examination. Employment is conditional pending satisfactory results of physical examination.

### **Provider Agreement Specialist II**

The following minimum experience and job proficiency is required to be hired as or promoted to a **provider agreement specialist II** and assigned the additional responsibilities noted below.

**Experience:** Potential new hires must possess a minimum of three years' successful experience processing child care provider agreements for a California Department of Social Services subsidized child care and development program. Current employees hired as a provider agreement specialist I must meet all identified core job proficiencies.

**Additional Responsibilities:** Process above-average caseload per month regardless of complexity level; may process special programs cases; assist with new peer training.