



## Child Care Coordinating Council, Inc of San Mateo County

### JOB DESCRIPTION

Title: Provider Reimbursement Coordinator  
Reports To: Director of Fiscal & Administrative Services  
Department: Alternative Payment Program  
Classification: Non-Exempt  
Hours: 40 hours per week, 8:30 AM to 5:00 PM Mon-Fri.  
Some nights and weekends as required

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#### PRINCIPAL RESPONSIBILITIES:

Under the direction of the Fiscal Director, the Provider Reimbursement Coordinator is responsible and accountable for maintaining a positive relationship with the agency's APP providers, ensuring provider's files are complete and current and calculating provider reimbursements.

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#### PRIMARY DUTIES:

- **Provider Reimbursements and Vendor Files:** Process Alternative Payment Program reimbursements, as well as complete and maintain each provider file in accordance with all CDE requirements, applicable laws and regulations, external auditor requirements and 4Cs policies and procedures. Meet regular deadlines for file completion and scheduled payment cycles. Maintain a provider eligibility and reimbursement calculation error rate in accordance with agency and program performance standards. Work closely with program staff to ensure swift, efficient, accurate and consistent reimbursement processing. As needed, conduct one on one standard orientation sessions with new and existing providers to explain State regulations or 4Cs policies and procedures.
- **Customer Service:** In accordance with 4Cs performance standards, provide excellent customer service, technical assistance and/or referrals for providers or program staff who have questions about eligibility, reimbursement calculations, policies or procedures, subsidized child care, the business of professional child care and other topics. Maintain confidentiality of client file information or agency financial information in accordance with agency policy.
- **Support to Agency Programs:** Take initiative to continually expand and improve understanding of agency's programs and keep current on all compliance and program requirements. Identify any opportunities or problems arising in the course of processing reimbursements or interacting with providers and propose solutions or discuss with supervisor to implement changes as directed.
- **Overall:** Foster collaborative efforts within the department and enthusiastically carry out overall 4Cs goals and mission.
- **Other miscellaneous duties as assigned**



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### DELIVERABLES:

- Accurate, timely payables processed in accordance with all CDE regulations and Agency policies accompanied by clear records and audit trails
- Clear, well organized documentation of eligibility decisions and communication with all vendors.
- Excellent internal and external client service
- Good judgment and discretion handling case particulars or resolving conflicts.

### RELATIONSHIPS:

- Maintain professional and friendly rapport with child care providers and the families they serve as well as all other vendors and clients.
- Maintain professional and open communication with management and all 4Cs staff
- Maintain professional and constructive collaborative relations with counterparts at other agencies or members of the local community.
- Maintain confidentiality of case files and 4Cs internal discussions and internal operations.

NUMBER OF EMPLOYEES SUPERVISED: Directly: 0 Indirectly: 0

### MINIMUM QUALIFICATIONS:

- AA degree or equivalent experience in business administration or finance.
- Demonstrated customer service skills.
- Knowledge of MS Office Suite, including Word, Excel, and Outlook
- Experience maintaining database files.
- High integrity and accountability.
- Well organized and efficient.
- High attention to detail.

### SPECIAL QUALIFICATIONS:

- Experience with Calif Dept of Education Alternative Payment Program is very helpful
- Knowledge of California State Calworks, Stage 2 or CAPP programs a plus
- Knowledge of KinderTrack software a plus

### SOME OF THE ESSENTIAL PHYSICAL REQUIREMENTS:

- Sitting at a desk, typing, using a mouse and talking on the phone 70% of the time
- Filing and document handling
- Lifting up to 20 pounds, pulling and stretching.
- local travel for meetings or assignments may be required from time to time