



Early Learning Coalition of Broward County, Inc.

Job Description

Position: Provider Relations Specialist

Reports To: Provider Relations Manager

FLSA Status: Non-Exempt

Position Status: Full-time

Grade: 37

JOB SUMMARY: This position accurately performs program tasks and provides technical support to all Coalition clients accessing the provider portal. The Provider Relations Specialist performs verification of information to maintain database(s) for Coalition services and is responsible for entry, accuracy, efficiency, and retrieval of processed data. Additionally, the Provider Relations Specialist conducts monitoring services to childcare providers participating in the School Readiness and Voluntary Prekindergarten programs to promote high quality early learning opportunities for families and to support the Coalition's early care and education mission in Broward County. This position requires an individual who has strong customer service skills, is proficient in database programs, word processing, and spreadsheet programs, can work independently, has excellent time management and organizational skills, demonstrates attention to detail and accuracy in their work and is able to handle sensitive and confidential information in a professional manner.

ESSENTIAL DUTIES AND RESPONSIBILITIES: (This description reflects the major core duties and responsibility of the job; the employee is expected to perform these, and other job-related duties as may be required. Additions, deletions, or changes may be made to this description at any time without prior notice.)

- Assures the verification and compliance of all provider agreement requirements prior to Coalition execution. Initiates execution process.
- Routinely research and learn regulations, guidelines and standards for State, Federal and locally funded programs.
- Inputs and assures quality and integrity of provider data entered into the Statewide Data System, provider portal or any data system utilized for Coalition client and program services.
- Supports clients/childcare providers with navigating the provider portal and/or any system utilized for Coalition client and program services by the following:
 - Answer calls and respond to emails.

- Provides customers with general service information.
- Handles customer inquiries both telephonically and by email.
- Research required information using available resources.
- Maintains confidentiality with shared information.
- Handles issues and complaints and provides solution to the customers.
- Identifies and escalates priority issues.
- Update existing customer information in database systems.
- Routes calls to appropriate resource if issue cannot be resolved at call center.
- Follows up customer calls where necessary.
- Documents all call information according to standard operating procedures.
- Completes call logs.
- Greet customers warmly and ascertain problem or reason for calling.
- Listens and responds appropriately to customer including the use of techniques to diffuse escalating situations.
- Conducts on-site programmatic monitoring review of Childcare Providers participating in School Readiness and Voluntary Prekindergarten programs using an approved program monitoring tool and prepares reports of monitoring results.
 - Conducts follow-up visits of facilities as required.
 - Communicates monitoring results to Childcare Providers participating in School Readiness and VPK Programs in a clear and respectful manner.
 - Provides consistent and accurate communication with community partners on relevant monitoring reviews of School Readiness and Voluntary Prekindergarten providers.
 - Investigates complaints as required.
- Reviews, tracks, and approves providers' compliance and low performing provider improvement plans and progress reports.
- Reviews and approves the VPK providers' verification of data towards Readiness Rate.
- Provides assistance with special project activities to include but not be limited to schedule provider meetings, prepares project documents and presentations, and prepares provider meeting minutes.
- Assists in preparation of materials for State and local audits as required.
- Ensures mandatory abuse/neglect reporting procedures are followed.
- Routinely look for ways to improve operations, streamline work processes, and work cooperatively and jointly to provide quality, seamless customer service to both internal and external customers of ELC.
- Performs other duties as required.

COMPETENCIES:

- Attention to Detail and Accuracy
- Ability to Build Strong Relationships Among Stakeholders
- Analytical
- Communication Proficiency
- Strong Organizational Skills and Project Management
- Results Focused
- Technical Capacity
- Problem Solving Abilities

SUPERVISORY RESPONSIBILITIES:

- None

WORK ENVIRONMENT:

- This position operates in a professional office environment and remotely.
- This role uses commonly used applications that include Advance computer skills with knowledge of Microsoft Word, Excel, PowerPoint Presentations, E- mail, and current state data systems.

PHYSICAL DEMANDS:

- While performing the duties of this position, the employee is regularly required to talk and hear. The employee frequently is required to use hands and fingers to operate and handle keyboards and other office equipment.
- Ability to operate a motor vehicle.
- Able to sit for extended periods of time.
- Regularly required to walk and reach with hands and arms.

POSITION TYPE AND EXPECTED HOURS OF WORK:

- This is a full-time non-exempt position that requires the employee to adhere to ELC's Telework Agreement.
- The work hours are typically Monday through Friday, 8:30 AM – 5:00 PM.
 - This position may work nights, weekends, and holidays.
 - This position may regularly work longer hours.

REQUIRED EDUCATION AND EXPERIENCE:

- High School Diploma or Equivalent
- Certification in computer and/or business applications, and five (5) years or more successful experience in a governmental, not-for-profit agency or other highly complex organizational environment.
- Advanced computer skills to include MS Outlook, Word, PowerPoint, Excel, and current state data systems.

ADDITIONAL REQUIREMENTS:

Background Checks

Employment in this position is contingent upon obtaining and maintaining satisfactory:

- Verification of Required Education and/or Credentials
- Level II Background Check
- Drug Screen
- Valid Florida Driver License
- Valid Automobile Insurance – if applicable
- Access to Reliable Transportation – if applicable
- E-Verify
- High Speed Internet Access that can be maintained daily, with at least 50Mbps when working in a secure home location

REASONABLE ACCOMMODATION WILL BE MADE FOR OTHERWISE QUALIFIED INDIVIDUAL WITH A DISABILITY.