



Early Learning Coalition of Broward County, Inc.

Job Description

Position: Provider Reimbursement Specialist

Reports to: Provider Reimbursement Manager

FLSA Status: Non-Exempt

Position Status: Full-time

JOB SUMMARY: The Provider Reimbursement Specialist enters and updates provider information into a payment system according to funding and state guidelines. This role processes reimbursement for providers from all funding sources and provides clients and providers with child care resource and referral services.

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.)

- Enters and updates provider information into the ELC's payment system according to funding and state guidelines:
 - Receives, reviews, updates, and enters provider profile information into the payment system
 - Mails and receives provider information updates and files documentation accordingly
- Processes reimbursement for providers for all funding sources:
 - Logs and receives attendance sheets from provider.
 - Reviews and inputs information from attendance sheets in the data system, as necessary
 - Codes provider payments in the system for all funders
 - Prepares necessary adjustments in the system
- Prepares Reports:
 - Provides monthly statistics as required
 - Generates necessary payment reports to close reimbursement period
 - Prepares termination reports and other ad-hoc reports necessary to support the eligibility department and child care enrollments
 - Completes tracking forms and any other data tracking, as require

- Implements internal quality controls:
 - Checks information for possible errors prior to input
 - Corrects data entry errors and informs management of any possible consequences
 - Keeps track of all timelines and data input
- Ensures that all system actions are documented in the database
- Manages and maintains caseloads, as assigned
- Serves as a customer service role model to ensure a positive relationship in interactions with all employees and customers:
 - Takes the time to listen to find out the customer's needs
 - Takes the time to help the customer solve the problem
 - Is responsive to the customer's needs
 - Follows up with the customer to ensure customer satisfaction
 - Communicates in a courteous and respectful manner
 - Uses appropriate telephone techniques on a consistent basis
- Provides clients and providers with child care resource and referrals services:
 - Informs clients of all programs available to them through the ELC of Broward County
 - Informs clients of other programs available in Broward County for which they might qualify
 - Provides parents with appropriate referrals, as applicable.
- Must be able to be at work on a consistent basis with regular attendance and punctuality, and be willing and able to handle all the duties and responsibilities of the position on a daily basis
- Committed to empowering themselves and others to solve their own problems.
- Responds appropriately and effectively to the diversity of co-workers, consumers and stakeholders
- Familiarity with office machines (e.g. scanner, fax, printer, etc.)
- Performs other job related functions and special projects, as assigned
- Perform all other duties that may be necessary to maintain the success of the organization

COMPETENCIES:

- Customer service orientation
- Data entry proficiency
- Communication proficiency
- Organizational skills
- Problem-solving skills
- Business Acumen
- Technical Capacity
- Computer/database proficiency

SUPERVISORY RESPONSIBILITIES:

- None

WORK ENVIRONMENT:

- This position operates in a professional office environment
- This role uses commonly used applications that include: Microsoft Office Suite, 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
- Required corrected vision and hearing to normal range

POSITION TYPE AND EXPECTED HOURS OF WORK:

- This is a full-time position.
- The office hours of work are typically Monday through Friday, 8:30 am- 5:30 pm.

REQUIRED EDUCATION AND EXPERIENCE:

- High School Diploma or equivalent.
- At least 2 years in an office environment or related work experience

Preferred Education and Experience:

- Associate's Degree
- Knowledge of state data systems including the Enhanced Field System is a plus.

ADDITIONAL REQUIREMENTS:

Background Checks

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

- Level II background check
- Drug test
- E-verify
- Educational verification
- Valid Florida driver's license

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