



Early Learning Coalition of Broward County, Inc.

Job Description

Position: Provider Relations Specialist

Reports to: Customer Service and Provider Relations Director

FLSA Status: Non-Exempt

Position Status: Full-time

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 child care 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.)

- Assure 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.
- Input and assure 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.
- Support clients/child care 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
 - Provide customers with general service information
 - Handle customer inquiries both telephonically and by email
 - Research required information using available resources

- Maintain confidentiality with shared information
- Handle issues and complaints and provide solution to the customers
- Identify and escalate priority issues
- Update existing customer information in database systems
- Route calls to appropriate resource if issue cannot be resolved at call center
- Follow up with customer calls where necessary
- Document all call information according to standard operating procedures
- Complete call logs
- Greet customers warmly and ascertain problem or reason for calling
- Listen and respond appropriately to customer including the use of techniques to diffuse escalating situations
- Conducts on-site programmatic monitoring review of Child Care 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 Child Care 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
- Review and track approval of providers' compliance and low performing provider improvement plans and progress reports.
- Review and approve the VPK providers' verification of data towards Readiness Rate.
- Enforce progressive disciplinary actions in accordance with the Statewide Provider Contract for each health and safety violation issued to SR providers.
 - Provide technical assistance in conjunction with any disciplinary action.
 - Ensure meaningful corrective actions are developed.
 - Enter and track provider violations.
 - Follow up with the program (on-site if necessary) to ensure all issues of noncompliance relating to the health, safety and well-being of children in care are brought into compliance.
- Provide 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.
- Assist in preparation of materials for State and local audits as required.
- Ensure 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.
- Perform 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

WORK ENVIRONMENT:

- This position operates in a professional office environment.
- This role uses commonly used applications that include: Advance computer skills with knowledge of Microsoft Word, Excel, PowerPoint Presentations, Email, 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 position.
- The office hours of work are typically Monday through Friday, 8:30 am- 5 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 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

- Level II background check
- Drug test
- E-verify
- Current and valid Florida Driver's license

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