



## Early Learning Coalition of Broward County, Inc.

**Position:** Provider Relations Supervisor

**Reports to:** Director of Provider Relations and Customer Service

**FLSA Status:** Non-Exempt

**Position Status:** Full-time

**Grade:** 39

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**JOB SUMMARY:** The Provider Relations Supervisor is responsible for ensuring quality service delivery by creating and implementing processes for efficient response to early learning providers seeking a relationship with the ELC of Broward and ensuring that provider compliance requirements mandated by the Division of Early Learning are consistently met. The Provider Relations Supervisor will create and foster relationships with childcare providers and act as a resource for all contractual and compliance questions. This position provides support to the Director of Provider Relations and Customer Service with the day-to-day guidance for the Provider Relations Specialists and is responsible for conducting trainings for providers on contract-related issues. This position requires an individual who has strong customer service and communication 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.

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**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.)

- Assists the Director of Provider Relations Specialists and Customer Service in supporting the Provider Relations specialists to manage all aspects of a provider's contract(s) with the ELC of Broward.
- Analyzes the efficiency, accuracy and quality of the work performed by this team on a regular basis.
- Works with Director of Provider Relations and Customer Service to provide frequent feedback and ongoing training to the Provider Relations team, to ensure quality standards are met.
- Trains and mentors new team members.

- Represents the ELC of Broward in provider meetings and trainings.
- Assists Director of Provider Relations and Customer Service with reports and data requests
- Responds to requests for information in accordance with designated timeframes and within confidentiality guidelines.
- Capable of handling issues and complaints and providing solutions.
- Works with providers buying or selling a program with a School Readiness and/or VPK contract to ensure efficient and thorough completion.
- Must be able to work on a consistent basis with regular attendance and punctuality and be willing and able to handle all the duties and responsibilities of this position on a daily basis.
- Performs other duties that may be necessary to maintain the success of the organization, as determined by management.
- Communicates in a courteous and respectful manner to provide quality customer service and ensure a positive relationship in interactions with all employees and providers.

#### **COMPETENCIES:**

- Excellent Customer Service Skills
- Excellent Oral and Written Skills
- Strong Organizational, Management Skills
- Communication Proficiency
- Adaptability
- Leadership Skills
- Technical Capacity
- Good Judgment
- Team Player
- Motivational Skills

#### **SUPERVISORY RESPONSIBILITIES:**

- Assists the Director or Provider Relations and Customer Service in giving day to day guidance to the Provider Relations Specialists.

#### **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.

- 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 non-exempt position.
- The office hours of work 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 is required, a college degree in a related field preferred.
- Previous experience in a non-profit setting preferred.
- Complete knowledge of Microsoft office and the ability to work with multiple software 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

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