



JOB DESCRIPTION

Job Title: **Provider Relations Specialist**

Reports to: **Provider Relations Manager**

Supervises: N/A

Job Code: 886

FLSA Status: exempt non-exempt full-time part-time other

Salary Ranges: Starting At -\$45,000

Position Summary:

Advanced provider support position providing complex information in writing or in person to provider partners, potential provider partners, ELCOC staff, and the public at large. Provides support to School Readiness (SR) and Voluntary Prekindergarten (VPK) program activities including but not limited to record retention, reporting, compliance, and customer service. Must maintain all coalition, provider's and families' information/data confidential.

Essential Job Functions:

Compliance

- Ensures data and information received from providers is accurate.
- Ensures provider's information is tracked and maintained accurately.
- Initiates correspondence with providers regarding SR/VPK program updates and changes.
- Tracks all provider changes via the internal and state database
- Ensures staff credentials are current and in the proper files.
- Sends preliminary information regarding the School Readiness program and all needed documentation to applicants.

Compliance Monitoring

- Reliably conducts field monitoring of assigned providers in accordance with Coalition procedures.
- Makes DCF and other referrals when VPK and SR non-compliance issues are observed.
- Follows up with non-compliance issues according to established policies.
- Immediately reports any child endangerment/suspected child abuse situation to hotline and supervisor.

Customer Service

- Answers incoming calls furnishes information to the public, and transfers calls when appropriate.
- Places outgoing calls to schedule appointments.
- Meets and assists customers and childcare providers with enrollment into SR and/or VPK programs.



- Gathers and verifies provider eligibility information.
- Records verifies providers' credential information.
- Utilizes information from various sources to correspond, prepare reports, or provide information to the public or staff.

Administrative Support

- Collects and prepares information for data entry, reports, case records, form letters, agenda, contracts, and other applicable materials.
- Ensures data and information received from providers is accurate.
- Assists co-workers with the enrollment of providers as needed.
- Develop correspondence, memoranda, reports, and other documents as applicable.
- Maintains files and records in good order and keeps current information readily available to others. This may include copying, record retrieval and storage, or other routine recordkeeping activities. Sets up and maintains the provider's file to ensure all proper documentation is obtained.
- Collaborate with team members in the maintenance of provider files.
- Assists in event coordination.

(This job description may not be all-inclusive, and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties may be modified when deemed appropriate by management.)

Qualifications:

- Ability to organize own work, coordinate projects, set priorities, meet deadlines and follow-up on assignments with a minimum direction.
- Ability to establish and maintain positive working relationships with other employees.
- Ability to maintain a cooperative working relationship with a variety of constituents.
- Knowledge of English business language and ability to communicate clearly and concisely, both orally and in writing.
- Ability to effectively communicate sensitive information.
- Ability to exercise sound judgment within established guidelines.
- Understanding of adult learners.
- Demonstrated knowledge of child development and appropriate childcare practices and knowledge of Florida state standards and requirements.
- Ability to work flexible/hours schedule i.e. occasional Saturdays or evening hours.
- The employee is frequently required to stand; walk, stoop and kneel. The employee might be required to lift and or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision.
- Ability to solve problems and deal with a variety of variables.
- Proficiency in the use of computer software (Microsoft Office Suite). Ability to navigate the Internet.



- Must possess a valid Florida Driver's License with ability to travel to and from work, make providers visits and to travel to off-site locations.
 - Professional appearance and presentation.
 - Ability to work and communicate effectively with people from various multi-cultural backgrounds and socio-economic levels.
 - This job will require remote work. Please be advised that this is a privilege. We will provide you with your electronic equipment. You must ensure that you have a dedicated and quiet workspace. You will be responsible for your chair, desk, and access to a reliable internet/Wi-Fi service. You must provide the privacy that is needed to work with vendors/families and co-workers. You will also need to provide the address for your Telework location.
 - This job requires interaction with children birth to five years of age at coalition community and volunteer events.
-

Education and Experience:

- Two years of college or equivalent office administration experience.
 - Demonstrates strong organization skills with the ability to set priorities and effectively multi- tasks.
 - Possesses strong written and oral communication skills.
 - Demonstrates ability to solve problems and decision making.
 - Bilingual – Ability to communicate in the Spanish and/or Creole language both verbally and in writing is preferred.
 - *A comparable amount of training, education or experience may be substituted for the above minimum qualifications.*
-