



## 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

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**Position Summary:** This position provides support, technical assistance, and coaching to Early Care and Education Providers in contract eligibility, record gathering and retention, data entry, training, monitoring, and compliance. Additionally, conducts monitoring services to child care providers participating in the School Readiness and Voluntary Prekindergarten programs. This position requires an individual who has knowledge and experience of early care and education programs, 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.

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### Essential Job Functions:

#### Compliance

- 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 in the Statewide Data System, provider portal or any data system utilized for Coalition client and programs services.
- 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.
- Track DCF violations and enforce progressive disciplinary actions in accordance with both School Readiness and VPK Statewide Provider Contract
- Provide technical assistance in conjunction with any disciplinary action.
- 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.
- Ensure mandatory abuse/neglect reporting procedures are followed.



### Customer Service

- Answers incoming calls furnishes information to the public, and transfers calls when appropriate.
- Places outgoing calls to schedule appointments.
- Meets and assists childcare providers with contract eligibility and execution into SR and/or VPK programs.
- Handle customer inquiries via telephone, email, and or in person.
- Maintain confidentiality with shared information.
- Handle issues and complaints and provide solution to the customers.
- Document all call information according to standard operating procedures.
- Listen and respond appropriately to customer including the use of techniques to diffuse escalating situations.

### 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.
- Develops 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 provider's file to ensure all proper documentation is obtained.
- Collaborates and assists coworkers in the maintenance of provider files.
- Assist with special project activities to include but not be limited to schedule provider meetings, prepares project documents and presentations, event coordination, and prepares provider meeting minutes.
- Assist in preparation of materials for State and local audits as required.
- 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.

(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.)

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### Qualifications:

- Ability to organize own work, coordinate projects, set priorities, meet deadlines and follow-up on assignments with a minimum supervision.
- Ability to establish and maintain positive working relationships with internal and external customers.



- Knowledge of English business language and ability to communicate clearly and concisely, both orally and in writing.
- Ability to effectively communicate sensitive information.
- Understanding of adult learner.
- 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 weekends 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 problem and deal with a variety of variables.
- 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 position requires interaction with children age birth to five at coalition events and voluntary events. —~~

#### Education and Experience:

- Associates degree or higher in elementary education, early childhood education, Child Development, preferred but not required or 5 years' experience working in an early childcare setting.
- Three (3) years or more successful office administration experience.
- Demonstrates strong organization skills with the ability to set priorities and effectively multi- task.
- Possesses strong written and oral communication skills.
- Demonstrates ability to problem solving and decision making.
- Advanced computer skills to include MS Outlook, Word, PowerPoint, Excel, and current state data systems.
- 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.

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