



PAYMENTS SUPERVISOR JOB DESCRIPTION

Job Title	<i>Payments Supervisor</i>	Department	<i>Payments</i>
Job Type	<i>Full-time, Exempt</i>	Reports To	<i>Accounting Manager</i>

Scope

The Payments Supervisor is responsible for the oversight of the entire payments department including contract compliance, processing projections calculations, external relations, and staff development.

Primary Responsibilities

Program Compliance

- Ensures contract compliance with all subsidized contracts.
- Oversees compliance with audits, as they relate to payments, including agency-wide audits and audits by funders.
- Oversees implementation of all new and existing regulations.
- Coordinates child care projections with the Accounting Manager and the Subsidize Program Manager regularly.
- Ensures that payments are made and outstanding balances collected in accordance with program guidelines.
- Create new procedure guidelines when new changes are approved at the state level.

Leadership

- Supervise, mentor, and evaluate the Payments Coordinator and Payment Specialists to ensure they have the skills and tools to be successful.
- Facilitate monthly department meetings.
- Ensure that all staff are trained on any new program requirements.
- Develop and manage departmental and project work plans and budgets.
- Serve on the CFC Management Team and contribute to developing and implementing Agency policies, procedures, and best practices.
- Maintain cohesive work relationships among department staff to ensure successful implementation of program goals.

Additional Requirements

- Provide excellent customer service to internal and external stakeholders by working cooperatively within the department, across the agency, and with clients.
- Represent the agency with professionalism in all interactions. This includes over the phone, in person, using electronic media, and written correspondence.
- Utilize resources to maintain industry knowledge, including, but not limited to, the use of technology and attending workshops, classes, and meetings.
- Contribute to the team effort by meeting set department goals within departmental deadlines.
- Attend all staff meetings, trainings, and annual retreats.
- Perform other duties as needed and assigned.



Knowledge and Skill Requirement

- Bachelor's degree (B.A) in Business Administration, or five years of related experience and /or training; or equivalent combination of education and experience.
- Language Skills: Excellent Reading, Writing, and Oral Communication are required.
- Math Skills: Ability to apply concepts of basic algebra and geometry.
- Attention to Detail: Ensure that work is generally free of common mistakes.
- Computer Skills: Working knowledge of Microsoft Office (Teams, Word, Excel, Outlook, PowerPoint) is required. Software knowledge of Care Control and Care Connect.
- Regular attendance and punctuality are essential.
- Demonstrated ability to handle multiple tasks simultaneously. Exceptional organizational skills are needed to meet designated deadlines.
- Ability to be flexible, innovative, and adapt to the agency's changing needs.
- Proven ability to work independently and maintain confidentiality and discretion.
- Commitment to Connections for Children's mission and values.
- Strong interpersonal skills, including the ability to work effectively with individuals from diverse backgrounds.
- Ethics: Treats people respectfully; works with integrity and ethics; upholds organizational values.

Working Conditions

- Typical of an office environment.
- Eligible for hybrid/telework schedule upon completion of an introductory period.
- Must comply with agency health and safety protocols.
- Must successfully pass a criminal background check upon hire.

Salary Range: \$66,560 + Excellent Benefits

We are an Equal Opportunity Employer.

Organizational Statement

This job description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all-inclusive, and the job may require other essential and/or non-essential functions, duties, or responsibilities not listed herein. Management reserves the sole right to modify this job description at any time. Nothing in this job description is intended to create a contract of employment of any type. Employment at Connections for Children is strictly on an at-will basis.