



PAYMENTS SPECIALIST JOB DESCRIPTION

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

Scope

Reporting to the Payments Supervisor, the Payments Specialist processes childcare provider payments by performing the following duties.

Primary Responsibilities

1. Processes Attendance Sheets/PPR's for provider payments based upon the funder's payment rules and regulations in addition to the agency's policies.
2. Ensure Attendance Sheets/PPR's are uploaded timely into Care Control for timely processing.
3. Assist parents and providers in completing Attendance Sheets/PPR's by responding to incoming inquiries regarding claim submission.
4. Assist provider to navigate Care Connect Portal for electronic claim submission.
5. Responds to all inbound customer service calls.
6. Effectively communicate with Payments Supervisor and/or Subsidy Department to resolve payment authorization issues on pending claims.
7. Assist providers in signing up for a Provider Pay Card.
8. Files Attendance Sheets/PPR's and all related documents.
9. Provides backup support for other co-workers within the department.

Additional Responsibilities

1. Provides excellent customer service to internal and external customers by working cooperatively within the department, across the agency, and with clients.
2. Represents the agency with professionalism in all interactions. This includes over the phone, in person, using electronic media, and written correspondence.
3. Utilizes resources to maintain industry knowledge including technology use, attending workshops, classes, and meetings.
4. Contributes to the team effort by meeting set department goals within departmental deadlines.
5. Attends all staff meetings, trainings, and annual retreats.
6. Performs other duties as needed and assigned.

Knowledge and Skill Requirements

1. Minimum 6 months of related experience and/or training.
2. Familiarity with childcare subsidy payment rules and guidelines required.
3. Language Skills: Excellent Reading, Writing, and Oral Communication are required.
4. Math Skills: Basic knowledge of pre-algebra.



5. Experience working with diverse populations in a culturally sensitive manner.
6. Proven ability to work independently, maintain confidentiality and discretion.
7. Computer skills: Working knowledge of Microsoft Office (Teams, Word, Excel, Outlook, PowerPoint) required.
8. Regular attendance and punctuality are essential.
9. Demonstrated ability to handle multiple tasks simultaneously. Exceptional organizational skills are needed to meet designated deadlines.
10. Must have visual, physical, and technical ability to independently use a computer and copier, requires occasional stooping, kneeling, crouching; requires regular standing, walking, sitting, talking, and hearing.

Working Conditions

1. Typical of an office environment.
2. Eligible for hybrid/telework schedule upon completion of introductory period.
3. Must comply with agency health and safety protocols, including vaccination policy.

Compensation and Benefits

Salary Range is \$20.00 - \$23.00/hour, depending on experience. Salary based on 35-hour workweek. Eligible for performance-based incentive. Competitive benefits package consisting of health, dental, vision, life insurance, 401k employer contribution, paid sick leave, paid time off (PTO), holidays, and a hybrid telework work option (after 90-day introductory probation.)

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.