**PROCESSING SPECIALIST**

**POSITION PURPOSE (DEFINITION)**

Under general supervision, calculates child care reimbursements, generates reports, completes weekly projects, accurately maintains provider file documentation including TrustLine applications, processes family fee billings and payments, performs general office support duties, including data entry, word processing and filing; performs related work as assigned.

#### **ESSENTIAL JOB DUTIES**

* Compares provider rates on file to maximum rates allowable relative to the program type, type of care, schedule, and age of child; determines appropriate monthly maximum amounts; may inform parent and provider if co-payment is necessary.
* Maintains familiarity with current Regional Market Rate Survey and applies accurately to individual circumstances of particular child care situations.
* Reviews child care daily attendance sheets for appropriate signatures, ensuring that daily attendance sheet (DAS) is coded for appropriate program; compares authorized schedules to actual usage and discusses discrepancies with Child Care Case Managers; compares appropriate certificate with DAS to ensure DAS is paid accurately and in accordance with program requirements; calculates accurate reimbursement.
* Assists in compiling attendance data from DAS according to category status and program type.
* According to program type, type of care, schedule, age of child, and number of family members, determines appropriate monthly fees billed for subsidized family fees, compares authorized schedules to actual usage, adjusts as necessary and bills accordingly.
* Calculates family fee payments due based on attendance and according to established family fee schedule.
* Monitors parents’ compliance with family fee agreements; ensures changes to original agreement are processed as necessary; notifies Child Care Case Managers of late payments and non-paid fees.
* Generates and mails monthly invoices to all enrolled parents with family fees.
* May coordinate the collections process by forwarding appropriate paperwork to collections agency as needed.
* Explains family fee billing rules to parents and Changing Tides Family Services staff; answers questions as needed.
* Creates, revises, and generates various forms as needed; including DAS, and family fee invoice.
* Maintains working knowledge of current eligibility and payment requirements relative to each program type.
* Accurately enters and retrieves data into a computer system; updates information as necessary.
* Generates needed reports as required for California Department of Education and for internal Changing Tides Family Services use.
* Ensures providers understand program rules and documents same; collects and maintains data on all providers.
* May assist in maintaining and updating the Centralized Eligibility List.

**PROCESSING SPECIALIST**

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* May analyze source documents for invoices for other programs.
* Performs a variety of general office support duties such as organizing and maintaining various files, typing correspondence, reports, forms and specialized documents, and proofreading and checking materials for accuracy.
* Operates standard office equipment including, multi-line telephone system, typewriter, computer, copier, and facsimile equipment.
* Complies with Changing Tides Family Services Personnel Policies and other formal agency guidelines and policies.
* Reports suspected cases of abuse in accordance with mandated requirements.

#### **QUALIFICATIONS**

**Knowledge of:**

* Standard office practices and procedures including calculating and filing. Basic business data processing applications and the use of a personal computer.
* Analyzing, interpreting, and applying regulations in an appropriate manner.
* Correct English usage including spelling and punctuation.
* Business arithmetic.

**Skill in:**

* Preparing reports, correspondence, and other written materials.
* Maintaining accurate records and files.
* Exercising sound, independent judgment within established guidelines.
* Understanding oral and written instructions.
* Operating standard office equipment and using a personal computer.
* Establishing and maintaining effective working relationships with those contacted in the course of the work.
* Responding sensitively to clients of varying socioeconomic groups and cultures.

**Other Requirements:**

* Demonstrated ability to use a calculator, or keyboard pad, at the minimum speed of 80 strokes per minute. Demonstrated keyboard speed of 40 words per minute.
* Must be able to see and hear within normal ranges with or without correction.
* Must possess a valid California driver’s license, current insurance, and the use of a vehicle for work.
* Must be able to pass a criminal background check.

# Desirable Education and Experience

A typical way to obtain the knowledge and skills outlined above is: Some college levelcoursework in accounting and two years bookkeeping or accounting work.

3/16/09