



Job Title:	Compliance Specialist	Job Code/ Req#:	20-40
Department/Group:	Quality and Compliance	Pay Range:	\$12.00-\$16.80
Reports to:	Quality and Compliance Director	Position Type:	Full Time
Job Category:	Non Exempt - Hourly	Date Created/Revised:	
Filled by:	Vacant	Filled on:	

JOB DESCRIPTION

Reporting to the Quality and Compliance Director and in alignment with agency adopted mission and core values, this professional monitors and supports child care providers to ensure compliance with School Readiness, Voluntary Prekindergarten or other agency contract requirements. This individual may support families in person, online and via phone.

KEY TASKS

- Conducts monitoring visits at contracted child care provider locations to determine contract compliance
- Notifies child care provider contact of non-compliance with contract, as needed
- Monitors statewide portal to ensure that updates are processed timely
- Provides contracting requirements and related information to potential providers, as needed
- Processes attendance submissions for all School Readiness and Voluntary Prekindergarten providers
- Provides technical assistance to all provider related programs and/or initiatives
- Communicates with contracted child care providers via various methods

GENERAL RESPONSIBILITIES

- Obtains, maintains and uses knowledge of program criteria to assist child care providers
- Ensures communication is clear and concise
- Works with agency staff to assist customers

EXPECTATIONS

- is honest, ethical and transparent
- maintains confidentiality of entrusted information
- is willing to take on responsibilities and challenges
- is willing to accept criticism and deal calmly and effectively with high stress situations
- is reliable, responsible, and dependable, and fulfills obligations
- has reliable transportation
- establishes and maintains personally challenging goals and exerts effort toward mastering tasks
- is careful about detail and thorough in completing work tasks accurately
- reviews work and uses logic to address work-related issues and problems
- challenges the status quo
- is creative and thinks of alternative ways to develop new ideas and answers to work-related problems
- is open to change (positive or negative) and considerable variety of tasks in the workplace
- values diversity
- values team input
- lives agency's Core Values:
 - Assumes Positive Intent
 - Is (Be) Effective
 - Chooses Responsibility
 - Delivers Excellent Customer Service
 - Embraces Fun
 - Finds the Solution that Best Helps the Child

SALARY SCALE SKILLSET REQUIREMENTS

- Task/Judgement - Performs tasks using limited judgement in some circumstances
- Independence/Expertise- Often seeks management approval for deviation from guidelines
- Service/Initiative - May troubleshoot implementation of new programs
- Supervision - Not developed in this set
- Agency Growth - Not developed in this set

KEY SKILLS

- Excellent Microsoft Office skills
- Excellent verbal and written communication skills
- Excellent interpersonal skills
- Ability to prioritize tasks and meet deadlines
- Ability to apply set criteria to varying scenarios

MINIMUM QUALIFICATIONS AND EXPERIENCE

- Associates degree in early childhood education, business or related field
- One (1) year experience in early childhood education environment
- Department of Children and Families 45 hours Introductory Training
- Two (2) years experience in a customer service role

OTHER

- Travel: Local, Out of County
- Telecommute Eligible: Yes
- Leave Requirement: None
- Experience with state rules, statutes, and/or contracts preferred
- Mastery of Department of Children and Families specified courses (45 hours) within 90 days of employment
- Some evenings and weekends required

PHYSICAL REQUIREMENTS

- Physical demands described are representative; reasonable accommodations may be made to ensure individuals with disabilities to perform essential functions
- Regularly required to stand or sit for long periods of time, walk, use hands and fingers, to handle or feel; reach with hand and arms, climb and/or balance, stoop, kneel, crouch or crawl, talk and hear
- Must regularly lift and/or move up to 20 pounds, occasionally lift and/or move up to 50 pounds with assistance
- Specific vision abilities required by this job may include close vision and ability to focus for long periods of time

WORK ENVIRONMENT

- Work environment characteristics are representative; reasonable accommodations may be made to ensure individuals with disabilities may perform essential functions
- May be exposed to outside weather conditions
- Temperature in the buildings may fluctuate
- Children may be present
- May require overnight travel

Job Description Acknowledgement: I acknowledge receiving a copy of this job description and discussing it fully with my supervisor. By signing below, I agree and understand that I must be able to perform each responsibility set forth above to continue my employment with the organization.

Employee Signature:		Date:	
Supervisor Signature:		Date:	