



<b>Job Title:</b>	<b>Compliance Specialist</b>	<b>Job Code/ Req#:</b>	<b>20-40R(6)</b>
<b>Department/Group:</b>	Financial Services	<b>Hiring Pay Range*:</b>	\$13.46-\$14.78
<b>Reports to:</b>	Director of Financial Services	<b>Full Pay Range:</b>	\$13.46-\$18.41
<b>Job Category:</b>	Non Exempt - Hourly	<b>Position Type:</b>	Full Time
<b>Opened on:</b>	9/2/2021	<b>Closes on:</b>	9/17/2021

\*Hiring Pay Range is the range between meeting minimum qualifications and the next education level.

#### **JOB DESCRIPTION**

Reporting to the Director of Financial Services and in alignment with agency adopted mission and core values, this professional supports and monitors child care providers to ensure compliance with School Readiness, Voluntary Prekindergarten or other agency contract requirements. This individual may provide support to child care providers using various methods, including in person and remote assistance.

#### **KEY TASKS**

- Responsible for the proactive support of child care providers, including the maintenance of updated records
- Monitors account activity through the statewide portal and other databases to ensure activity and records are current
- Processes attendance submissions (reimbursement), supports child care providers with understanding of payments and prepares adjustments as needed
- Conducts monitoring visits at contracted child care provider locations to determine compliance
- Communicates proactively with child care provider contacts and immediately upon identification of non-compliance with contract
- Listens to child care provider needs and supports as requested or escalates to supervisor
- Reports concerns about a child care provider to supervisor

#### **GENERAL RESPONSIBILITIES**

- Obtains, maintains and uses knowledge of program criteria to support child care providers
- Provides training and technical assistance to contracted child care providers, agency staff and potential child care providers in areas specific to role
- Participates in testing agency portals and databases
- Utilizes agency procedures to complete tasks and reports update needs, errors and inefficiencies as identified
- Ensures communication is proactive, clear and concise
- Supports other agency staff in assisting 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, 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 many tasks independently
- Independence/Expertise- Rarely seeks management approval for deviation from guidelines
- Service/Initiative - Assists with implementation of programs and procedures
- 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**

- Associate's degree in Early Childhood Education, business or related field
- One (1) year experience in early childhood education environment
- Two (2) years experience in a customer service role

**OTHER**

- Travel: Local, Out of County
- Telecommute Eligible: Yes, Limited
- 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