

*Young Women's Christian Association
Greater Pittsburgh*

JOB DESCRIPTION

JOB TITLE:	Provider Services Representative
Reports to:	Supervisor of Provider Services
FLSA Classification/Job Grade:	Non-exempt Grade: 5 Range: \$11.56 - \$18.06/ hr
Department:	Child Care Partnerships – Child Care Information Services

JOB SUMMARY:

Serves as a representative between the Child Care Information Services (CCIS) and the child care providers. Processes and maintains provider agreements. Processes attendance invoices to generate payments to the providers.

MINIMUM QUALIFICATIONS:

Associates, Business or Technical Degree with two (2) years of relevant experience or High School Diploma with three (3) years of relevant experience.

KNOWLEDGE AND SKILLS:

Must possess the ability to successfully navigate through computer software. Attention to detail and advanced problem solving techniques are required. Working knowledge of Microsoft Outlook, Word and Excel is essential. Ability to communicate effectively with a diverse group of internal and external customers is necessary. Multi-tasking skills are crucial to the position.

ESSENTIAL RESPONSIBILITIES:

- Provides comprehensive customer service by completing thorough provider orientations, addressing phone calls within 24 business hours as applicable and attendance to walk-in clients/providers.
- Processes provider attendance invoices and enters provider agreement data using state mandated software with respect to time and accuracy.
- Manages and organizes a fluctuating caseload of approximately 400 provider files.
- Researches, adjusts and reconciles provider payment issues via information obtained from the Eligibility unit and communications with providers.
- Addresses system generated alerts in a timely manner to maintain integrity within the CCMIS program.
- Maintains the continuous flow of grant dollars by timely deleting invoices with regards to the 60-day invoice policy
- Maintains communications with other CCIS agencies within Pennsylvania regarding provider information and updates.
- Assists providers with primary subsidy concerns and questions.
- Advises providers of the Department of Public Welfare (DPW) and CCIS regulations.
- Supports CCIS subsidy program to include Financial Services and MIS tasks.
- Conducts market rate verification, as required by grant.
- Regularly attends meetings, which may include travel outside of Allegheny County, to places such as Harrisburg.

- Maintains high levels of consumer/provider/DPW satisfaction.
- Displays consistent professionalism and courtesy when interacting with internal and external customers.
- Maintains high levels of confidentiality when working with sensitive and personal client, vendor, employee and contract information.
- Will work in conjunction with co-workers and management to achieve Affirmative Action goals.
- Promotes and supports the mission, imperative, values and goals of the YWCA maintaining high performance standards.
- Participates in YWCA and DPW professional development opportunities successfully implementing new skills, knowledge and procedures.
- Performs other such duties as may be assigned within the scope of the Child Care Partnerships Department.

EFFECTIVE DATE: 4/1/09

Signature

Date