

## JOB DESCRIPTION

**POSITION:** Client Services Counselor: Compliance  
**DEPARTMENT:** 410 Operations: Compliance  
**REPORT TO:** Program – Compliance Director  
**Wage & Hour Status:** Non-Exempt / Part-time  
**Pay Grade:** 110 CSC / Staff Support  
**Hiring Range:** \$18.01 – \$ 19.81 / Hour

**PURPOSE:** To provide monitoring to parent and provider files and all required elements pertaining to School Readiness (SR) and the Voluntary Pre-Kindergarten (VPK) programs to ensure compliance with internal and external policies and procedures, as well as various State and Federal statutes, rules, and regulations.

### PRIMARY DUTIES AND RESPONSIBILITIES:

- Monitors and verifies client funding types, billing groups, eligibility codes, and other information related to program/service eligibility and accurate provider payments.
- Verifies provider attendance rosters for accuracy per rule (6M-4.500 F.A.C., 6M-8.305, F.A.C.).
- Ensures Coalition payment policies are applied and followed when entering attendance for payment purposes into the statewide information system.
- Reports any non-compliance issues found to the appropriate department head.
- Immediately report to management questionable documentation identified during the monthly reimbursement and auditing process.
- Performs audits, as assigned by supervisor by analyzing source documentation to ensure accuracy and completeness.
- Works with management to establish, implement, monitor, and revise processes as needed with internal customers/departments.
- Verifies SR and VPK program child care enrollment/attendance certification corresponds with daily sign in/out sheets of contracted providers for accuracy of payment.
- Conducts on-site monitoring of contracted VPK and SR providers to ensure compliance with contractual requirements.
- Provides technical assistance to child care providers using various means of communication.
- Documents provider contacts in electronic file following established procedures.
- Responds to requests for information timely and within confidential guidelines.
- Reviews electronic files that have been uploaded via an authorized Coalition portal.
- Provides technical assistance to contracted providers regarding School Readiness/VPK payment guidelines and regulations.
- Provides exceptional customer service to internal and external customers including contracted providers and other Coalition staff.
- Works in concert with other team members, as required, on all Coalition programs/projects.
- Communicates essential SR and VPK information to contracted providers on a timely basis.

- Interprets and effectively communicates Coalition policies and procedures, verbally and in writing.
- Interprets and effectively communicates State rules and regulations, verbally and in writing.
- Collaborates with DCF Licensing and other partners as appropriate.
- Monitors the Childcare Administrating Regulation & Enforcement System (CARES) for licensing violations.
- Processes Health and Safety Inspections that contains compliance/noncompliance issues with the SR Program Health and Safety Standards.
- Assists with customer service and front desk coverage as needed.
- Attends scheduled conference calls, webinars, and trainings, as necessary.
- Attends and assists with community events outside regularly scheduled operating hours of the Coalition, including evenings and weekends.
- Other duties as assigned by management staff.

**MINIMUM QUALIFICATIONS:**

**Education and Experience:**

- High School Diploma.
- One year experience in business, office, case management, or early childhood setting.

**Knowledge, Skills, and Abilities:**

- Proficiency with Microsoft Office Programs (with emphasis on Outlook, Word, and Excel).
- Proficient with web-based applications.
- High degree of integrity and honesty.
- Creative and energetic self-starter who is organized and able to prioritize and meet deadlines.
- Works independently with minimal supervision in a fast-paced environment.
- Excellent interpersonal skills as well as the ability to interact with all levels of management.
- Works and communicates effectively with people of diverse backgrounds and socio-economic levels.
- Performs mathematical calculations.
- Gains knowledge of eligibility data for applicants.
- Familiar with the private child care community in Marion County.
- Travels to all areas of Marion County to perform required site visits.
- Knowledge of the Department of Children and Families (DCF) Licensing Standards.
- Stays abreast of new program requirements and compliance trends with violations of child care providers.
- Excellent communication skills, both written and oral.

**PREFERRED QUALIFICATIONS:**

**Education and Experience:**

- Associate degree in related field.
- Two years' working in an early childhood field.
- Knowledge of Statewide Information System.

**Requirements:**

- Ability to stand; walk; sit for extensive periods of time; use hands and fingers to operate a computer and telephone keyboard and 10-key calculator; reach with hands and arms; and stoop, kneel or crouch. In addition, the employee will occasionally lift and/or move up to 50 lbs. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Must submit and pass a level 1 background screening and E-Verify requirements.
- Requires a valid Florida Driver's License, good driving record, and automobile insurance.
- Submit and pass a drug screening.
- Telecommute eligible, if applicable for portions of position.
- Work flexible hours/schedule, as needed.

**Work Environment:**

Works primarily in an office environment.

Approximate travel: 40 %

THIS JOB DESCRIPTION includes, but is not limited to, the above information. This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship. I have read the job description and have been given an opportunity to ask questions and offer suggestions. I understand that I am responsible for the duties listed and that my performance of said duties will be included in my performance evaluation.

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 Coalition.

\_\_\_\_\_

Name

\_\_\_\_\_

Date