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## JOB DESCRIPTION

**POSITION:** Client Services Counselor: Reimbursement  
**DEPARTMENT:** 210: Reimbursement  
**REPORTS TO:** Chief Administrative Officer  
**Wage & Hour Status:** Non-Exempt / Full-time  
**Pay Grade:** 110 – CSC / Staff Support  
**Hiring Range:** \$20.00 – \$22.00 / Hour

**PURPOSE:** Responsible for the accurate and timely processing of child care provider payments in compliance with Coalition policies and applicable federal, state, and local requirements. Ensures data integrity in the Single Statewide Information System (SSIS) and provides professional customer service to internal and external stakeholders.

### DUTIES AND RESPONSIBILITIES:

#### Provider Reimbursement & Fiscal Processing

- Process providers attendance and reimbursement data in the Single Statewide Information System (SSIS) in accordance with established deadlines and funding requirements.
- Review providers attendance records for accuracy, completeness, and compliance with Coalition policies and state and federal business rules.
- Verifies supporting documentation, including absences and eligibility criteria, in alignment with attendance and reimbursement policies.
- Research documents, and process prior-period adjustments and payment corrections as required.
- Prepare and distribute reimbursement-related reports, notices, and correspondence to providers and internal departments.
- Maintain the accuracy, quality, and integrity of data within SSIS and other Coalition systems.
- Support internal and external monitoring activities by providing documentation, payment validation, and audit support as requested.

#### Provider & Internal Customer Relations

- Serves as a primary point of contact for reimbursement-related inquiries from child care providers, families, and internal staff.
- Responds to inquiries in a timely, professional, and supportive manner while ensuring compliance with applicable policies.
- Research and resolve reimbursement questions or concerns, exercising sound judgment and de-escalation techniques when necessary.
- Escalates complex or high-risk issues to supervisory or management staff as appropriate.
- May serve as a presenter or support staff for training sessions, webinars, or informational meetings related to reimbursement processes.
- Other duties as assigned by management staff.

**Organizational & Professional Responsibilities:**

- Participates in Coalition, DOE/DEL, and partner meetings, trainings, and webinars to maintain current knowledge of regulatory changes, and best practices.
- Performs other related duties as assigned to support program integrity, fiscal accountability, and operational effectiveness.
- Participate in and support a minimum of two Coalition-sponsored and community events outside normal business hours, including evenings and weekends, as required.

**MINIMUM QUALIFICATIONS:****Education and Experience:**

- High School Diploma.
- One year of accounting, bookkeeping, fiscal, or auditing-related experience.
- An equivalent combination of education, experience, or demonstrated competency may be considered.

**Knowledge, Skills, and Abilities:**

- Proficiency with Microsoft Office Programs (with emphasis on Outlook, Word, and Excel).
- Proficient with web-based financial and reporting systems.
- High level of integrity, discretion, and professional judgement.
- Strong analytical, organizational, and communication skills.
- Ability to work effectively with diverse populations and stakeholders.
- Ability to prioritize, meet deadlines, and work independently in a fast-paced environment.
- Works independently with minimal supervision in a fast-paced environment.

**PREFERRED QUALIFICATIONS:****Education and Experience:**

- Associate's degree from an accredited college or university in accounting, business administration, or a related field.
- Two or more years of fiscal, accounting, reimbursement, or auditing experience, preferably in a nonprofit or publicly funded environment.

**REQUIREMENTS:**

- Ability to sit, stand, and walk for extended periods; use hands and fingers to operate a computer, calculator, and telephone; reach, stoop, kneel, or crouch as needed.
- Ability to occasionally lift and/or move up to 50 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.
- Employment is contingent upon successful completion of a Level I screening in accordance with Florida Statutes (s. 435.04, F.S.) and Division of Early Learning (DEL) requirements, including E-Verify.
- Must have reliable transportation.
- Must submit and pass a drug screening.
- Documentation of education, credentials, and required clearances must be maintained in the employee personnel file in accordance with DEL monitoring and audit requirements.
- Telework/telecommuting may be permitted for portions of the position, subject to operational needs and management approval.

- Must be able to work a flexible schedule, which may include occasional evenings and Saturdays, and perform work at off-site locations throughout the community as required.
- Ability to work flexible hours/schedule, i.e., occasional Saturdays and evening hours. on occasion and ability to work off-site in different settings throughout the community.

**WORK ENVIRONMENT:**

- Works primarily in an office environment.
- Occasional travel within the service area may be required to attend meetings, trainings, provider visits, or perform job-related duties at off-site community locations.

Approximate travel: 5 %

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 acknowledge that I am able to perform the essential functions of this position, with or without reasonable accommodation, and understand that continued employment with the Coalition is contingent upon satisfactory performance of these duties.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date