



JOB DESCRIPTION

Title: Reimbursement Specialist
Salary Range: \$15.00 - \$25.00
Status: Non-Exempt
Reports to: Finance Supervisor

Summary of Responsibilities:

This position is responsible for data entry into multiple systems:

The Reimbursement Specialist assists with processing Voluntary Pre-kindergarten (VPK) and School Readiness (SR) provider payments and reporting requirements for the assigned program in the DEL (Division of Early Learning) Portal, including data entry, processing of monthly attendance rosters, reconciliation of disbursements, and ensuring a timely response to provider payment related requests. This position collaborates closely with all team members and childcare providers.

A large part of our organizational duties pertains to outreach which consists of assisting families in the office and families in our communities. Therefore, participation in our outreach events is required of all employees. This not only helps our families but builds our efforts as a united team at the ELCIRMO (Early Learning Coalition of Indian River, Martin, and Okeechobee Counties).

Essential Job Functions:

Responsible for the timely processing of provider attendance in the State's information system and facilitate provider payment for all funding sources.

- Processing monthly reimbursements, adjustments, and terminations for School Readiness and VPK providers. Reviews and inputs information from attendance sheets in the data system, as necessary
- Verifies documentation as per Coalition attendance policies, such as absences and provider closures.
- Review provider attendance rosters for completeness, in accordance with agency policy, and federal, state, and rules.
- Works cooperatively and supports the work of other reimbursement staff, provider specialists and eligibility/family services specialists.
- Monitor and tracks monthly documentation data in the e-File Cabinet to ensure provider is uploading all required documents.
- Assist and process monthly Tableau reports in a timely and comprehensive manner as required.
- Monitors attendance by reviewing provider sign-in/out sheets to determine discrepancies with provider payments and referring potential fraud cases for further investigation.
- Conduct technical assistance to providers using various means of communication, including traveling to the provider to provide training.

- Protect the confidentiality of child, family, and provider, validating the information on records before discussing any information related to their files.
- Answer questions from childcare providers in a timely and professional manner.
- Prepares and coordinates presentations and training on topics related to provider contracts compliance.
- Communicates effectively with childcare providers and team members to ensure optimal customer service.
- Other duties as assigned.

Essential Knowledge, Skills, Abilities and Conduct:

- Ability to work with mathematical concepts.
- Attention to detail, a high degree of organization, and time management skills are required.
- Knowledge of Microsoft Office Products (Excel, PowerPoint, Word, Outlook, Teams)
- Knowledge of office procedures and equipment including the application of electronic data processing and working in a web-based environment
- Ability to understand and apply applicable rules, regulations, policies, and procedures.
- Ability to express ideas effectively verbally and in writing.
- Ability to establish and maintain effective working relationships with the public, co-workers, and members of diverse cultural and linguistic backgrounds regardless of race, religion, age, gender, or disability.
- Responsible for reporting to the Florida Abuse Hotline when known or have reasonable cause to suspect that a child or a vulnerable adult has been abused, abandoned, neglected, or exploited. By Telephone 1-800-96ABUSE - 800- 962-2873.
- Adhere to the policies and procedures of the Coalition maintaining confidentiality and discretion.
- Attend work consistently, and punctually according to Coalition policy.
- Contribute positively to the work environment by supporting innovative ideas and change when applicable.
- Represent the Coalition professionally always with integrity and accountability.

Qualifications:

- Associate degree with at least three years of progressive experience with data analysis or related experience.
- Experience may be substituted for an Associate degree.
- Must possess a valid Florida driver's license with no record of criminal driving offense or license suspension.
- Must successfully complete a Level 2 background screening.

Essential Physical Skills:

- Ability to sit at a desk for extended periods of time while performing job functions.
- Ability to operate a keyboard, or similar data entry device for extended periods.
- Frequently required to use hands to finger and arms to handle, feel and reach for items.
- Ability to bend, kneels, and stoops for retrieving supplies and miscellaneous items.
- Must possess auditory, verbal, and visual capabilities to adequately communicate via phone and in person.
- Must be able to lift, push, pull and carry up to fifteen pounds.

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.

POSITION TYPE AND EXPECTED HOURS OF WORK

- This is a full-time position.
- The office hours of work are typically Monday through Friday, 8:00 am- 5:00 pm

Environmental Conditions:

- Office environment with occasional increased noise levels
- Occasionally outdoors for events

EOE/DFWP

Employee Signature

Date

Supervisor Signature

Date