

**Title: Collections Specialist**

**Department: Finance**

**FLSA Status: Non-Exempt**

**Reports to: Supervisor/Lead**

**Job Summary:**

Collections Specialist is responsible for insuring the collection process is completed timely and accurately for providers.

**Essential Duties and Responsibilities:**

Works in compass with other team members, as required, to provide accurate collection from Providers as it relates to child care services and all ELC programs/projects, including but not limited to, and program initiatives:

- Verify provider attendance rosters for accuracy.
- Verify provider collections for accuracy.
- Create childcare provider repayment plans.
- Ensure coalition payment policies are applied and followed when recording collections for payment purposes.
- Compile attendance documentation submitted by child care providers and enter into EFS Mod.
- Research, review, document and process provider collection adjustments for School Readiness, VPK, Refugee and TAPP.
- Communicate with the Finance team regularly during provider collection processing to ensure any corrections related to child attendance are completed accurately before completion.
- Generate collection reports for Finance team.
- Generate reports used by the Director for collections to Florida's Office of Early Learning.
- Provide technical assistance to child care providers regarding School Readiness, VPK, Refugee and TAPP collections guidelines and regulations.
- Update EFS Mod System Provider rate and holiday information to ensure accuracy.
- Acknowledge research and respond to inquiries received regarding provider collections.
- Respond to requests for information timely and within confidentiality guidelines.
- Enter, update and maintain SR and VPK provider information in EFS Mod, including electronic banking information, DCF license and liability insurance renewals.
- Verify client funding types, billing groups, eligibility codes and other information related to program/service eligibility and accurate provider collections.
- Provide information regarding the School Readiness, VPK, Refugee and TAPP programs.
- Communicate essential School Readiness, VPK, Refugee and TAPP information to child care providers on a timely basis.
- Update and maintain client files, data records, and case notes for parents, children and child care providers as required in the Coalition's EFS Mod system and hard case files.
- Interpret and effectively communicate ELC policies verbally and in writing.
- Ensure that all information of confidential nature is held in a secure and confidential method.
- And other related duties as assigned.
- Assist the Director, as required.

**Skills and Abilities:**

- Accountability
- Excellent interpersonal skills
- Excellent communication skills, both written and oral
- Ability to work effectively with a diverse population
- Ability to train and lead senior management team regarding compliance responsibilities

**Computer Equipment and Software Requirements:**

- Microsoft Office Suite
- Knowledge of EFS system

**Experience and Training:**

- High school diploma or equivalent with a minimum of three years' work in a Business, or Office, or Case management or Early Childhood setting. Associates degree in relevant area preferred.
- Intermediate Excel experience preferred
- Requires excellent interpersonal skills as well as the ability to interact with all levels of management. Must have strong computer skills, including proficiency with Microsoft Office Suite. Knowledge of EFS Mod system preferred.
- Should be creative, energetic, a self-starter, and able to prioritize. Able to work independently with minimal supervision.
- Must have the ability to manage stress appropriately and manage multiple tasks and priorities.
- Must submit and pass a Level II Background Screening, including Fingerprinting and Drug screening.
- Ability to work flexible hours, with occasional evening and/or weekend hours required.
- Must be willing to travel, if needed to all areas of Miami-Dade and Monroe Counties to perform required tasks and provide own reliable transportation. Requires a valid Florida Driver's License, a good driving record and automobile insurance.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, talk, hear and use hands and fingers to operate and handle keyboards and controls. The employee is occasionally required to walk and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Work Environment:**

The work environment characteristics described in this document are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise levels in the work environment may vary but are usually moderately quiet.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities. This document does not create an employment contract, implies or otherwise, other than an "at will" relationship.

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Employee Name

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Employee Signature

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Date