JOB DESCRIPTION

PROVIDER SERVICES UNIT CLERK

Under the supervision of the Provider Services Coordinator, the Provider Services Unit Clerk shall be responsible to:

1. Maintain, enter, and retrieve information from a computerized database and hard copy case files.

2. Handle provider services unit related client telephone calls regarding provider reimbursements, adjustments, or other program services information, as needed.

3. Generate reports on a monthly basis or earlier, as needed.

4. Mail documents and/or forms as requested by child care providers and Provider Services Unit staff.

5. Assist provider services staff with data entry.

6. Maintain appropriate record keeping systems, reports and other required documents for program compliance, reviews and audits.

7. Answer and return telephone calls routed to the Provider Services Unit.

8. Assist the provider services coordinator with various clerical tasks during and after payment processing periods.

9. Perform general office duties such as taking and transcribing unit meeting minutes; filing; mail distribution; and other general clerical tasks.

10. Retrieve and supply copies of Child Care Attendance Sheets and provider hard copy files as needed for reimbursement, adjustments, and/or audit research.

11. Assemble, compile, distribute, copy, mail and file provider agreement packets.

12. Review, enter, and batch data from the Child Care Attendance Sheet and export electronic and hard copy information to the Finance Department for provider reimbursements.

13. Process electronic requisitions, order, organize and stock the Provider Services Unit with supplies as needed.
Provider Services Unit Clerk (continued)

14. Assist with covering the customer service desk, as needed.

15. Assist with translating a variety of program forms, procedures, reports and letters, as directed.

16. Other duties as assigned.

EMPLOYMENT STANDARDS

Required Education and Experience:

- High school graduate or equivalent.
- Minimum one (1) year varied and successful secretarial or general clerical support experience.

Preferred Criteria: Knowledge of Windows and applications such as Word and Excel. Knowledge of client database management systems.

Knowledge and Abilities: Fluent bilingual English/Spanish skills required. Must possess excellent customer service skills. Ability to establish and maintain excellent rapport with the general public, other staff and clients. General knowledge of standard office equipment, office procedures and filing. Working knowledge of computer information management system and ability to operate a 10 key calculator by touch. Ability to follow written and verbal instructions without difficulty.

Physical Abilities: Ability to effectively use hands and fingers in the use of computer keyboard, filing documents, use of other office equipment, and for completing required forms.

License or Other Requirements: Must submit to a pre-employment agency-paid job pertinent physical examination. Employment is conditional pending satisfactory result of physical examination. Possession of a valid California driver’s license and automobile with appropriate insurance coverage is desired, but may be required depending on the needs of the department at the time of hire.