



### **MANAGER, ALTERNATIVE PAYMENT PROGRAM**

**Reports to:** Administrator, Early Care and Education  
**Division:** School and Community Services

#### **Our ideal candidate**

You are an effective leader who creates a supportive environment for your team, enabling them to set and achieve goals and provide the best service possible. You are committed to serving the community by striving for excellence in your programs. You are adept at navigating constantly-evolving rules and regulations and helping your team work within prescribed guidelines. You are an exceptional communicator, both orally and in writing.

#### **General description**

Under general direction, manage the operations and staff of the Alternative Payment Program (APP). Through subordinate supervisors, oversee the work of staff of the Alternative Payment Program. Monitor changes to rules and regulations affecting APP, draft and revise program policies, oversee training of staff on evolving requirements, and ensure program compliance with state and federal regulations.

#### **Specific duties and responsibilities**

- Develop, maintain, and revise APP policies and practices; educate APP staff about program policies and practices; ensure that policies and practices are effectively communicated to all staff across the county.
- Oversee the work of the compliance team to ensure that state and federal requirements for APP are met; lead program supervisors and leadworkers in ensuring that program rules and procedures are followed consistently.
- Develop and administer the annual program budget; monitor, determine allowability of, and approve expenditures; monitor contract earnings and enrollment projections; adjust enrollment targets to ensure projected revenue levels.
- Ensure that program is audit-ready and represent the program during audits.
- Recommend appropriate staffing levels for program; review and approve recommendations from supervisors with regard to employee selection, evaluation, and discipline.
- Oversee the training and professional development of staff; lead or participate in regular staff meetings.
- Assist supervisors and/or staff in resolving the most complex or sensitive issues or errors.
- Lead the development and implementation of broad-based communication strategies related to APP; contribute to ongoing website and social media presence.
- Oversee the preparation of required reports, ensuring accuracy and timeliness.
- Prepare annual program evaluations and required documentation.
- Represent Alternative Payment Program with county and state agencies, program stakeholders, other SBCEO programs, and as assigned by Administrator.
- Collaborate with Information Technology Services to ensure the security of program data.
- Support Administrator with special projects.



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**Requirements**

A typical way to qualify for this classification would be:

Education: Possession of a bachelor's degree from an accredited college or university in business, public, or nonprofit administration; social sciences, human services, or other related field preferred.

Experience: Three years of experience in a public or non-profit human services program that included at least two of the following: policy development, compliance, auditing, and training. Supervisory experience in the Alternative Payment Program or other programs supporting families with children is preferred.

Equivalent combinations of training, education, and experience that provide the required knowledge and abilities will also be considered.

**Knowledge of:**

- Principles and practices of program administration and professional development
- Principles of budget development and management
- Policies and procedures related to Alternative Payment Program
- Principles and practices of management and supervision
- Data collection and management methods
- Strategic planning
- Group facilitation methods and practices
- Arithmetic, including percentages and fractions
- Correct English usage, grammar, spelling, punctuation and vocabulary
- Modern office practices, procedures, and equipment
- Standard office productivity software applications
- Telephone and email etiquette
- General record-keeping practices and APP file and documentation requirements

**Ability to:**

- Interpret and apply regulations, policies, procedures and guidelines related to Alternative Payment Program, including enrollment, eligibility, and compliance
- Analyze situations and data accurately, exercise sound judgment, and adopt an effective course of action
- Plan and organize work of self and others
- Set and adjust priorities for self and others
- Learn the operations, policies, practices, and objectives of the County Education Office
- Learn and apply policies and regulations relating to other assigned programs
- Establish and maintain effective working relationships with individuals at all levels of the organization and external stakeholders
- Communicate effectively both orally and in writing



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- Draft a variety of written materials, including policies, procedures, correspondence, and web content
- Work independently and as member or leader of a team
- Make accurate arithmetical computations
- Use a variety of computerized accounting, enterprise, and other software programs
- Understand and follow oral and written directions
- Meet schedules and deadlines
- Maintain confidentiality of files and other sensitive material

**Licenses and certificates**

May require a valid driver's license, automobile insurance required by law, and the use of a dependable automobile.

**Working conditions**

An employee in this classification generally works in an office environment with other people. Work is usually performed indoors. Noise levels are typically low or moderate. Interruptions will be frequent.

This classification is considered generally sedentary. Most work is performed while sitting at a desk and usually involves extensive use of computers, telephones, and other office equipment. Strenuous physical activity — such as repetitive lifting and carrying of heavy objects, crawling, or stooping — is not generally associated with this classification. The incumbent is not typically exposed to significant safety hazards.

Occasional evening or weekend work may be required. Occasional lifting and carrying of objects weighing up to 20 lbs.

**Management salary range 14**

*Approved by the Personnel Commission:*

December 14, 2023