



EARLY CARE AND EDUCATION PROVIDER SPECIALIST

Reports to: Alternative Payment Program Management

Division: Student and Community Services

Our ideal candidate

You are a dependable, punctual, caring professional with well-developed communication skills who uses tact, patience, and courtesy in a culturally sensitive manner. You can prioritize tasks and are motivated to complete work with accuracy, by established deadlines. You are a continuous learner with the flexibility to adapt to evolving program guidelines and work methods. You are committed to providing the best service available to program participants and service providers.

General description

Under general supervision, enroll eligible child care providers in subsidized child care programs offered through the Santa Barbara County Education Office; coordinate onboarding of child care providers and ensure the completion of all required onboarding steps; facilitate accurate payment of providers; collaborate with other program staff to resolve problems or discrepancies and ensure smooth operation of program for participating providers and families.

Specific duties and responsibilities

- Interview prospective providers by phone or in-person; explain program rules, procedures, and eligibility; complete program forms; review license status for licensed providers to verify eligibility to participate in program; monitor providers' completion of required onboarding steps; obtain required documentation from providers according to provider type and care setting; notify other program staff when provider onboarding is complete in order to determine when care may start.
- Independently and in partnership with other agencies, maintain up-to-date physical and electronic files for each provider; maintain confidential information including records, files, notes, and verbal information; enter, update, and maintain data in a web-based payment system.
- Audit attendance logs submitted monthly (hard copies and electronic) by providers for each child cared for; verify accuracy of information and consistency with approved schedule; confirm that billed rates meet regional market rate set by state; track licensed provider closure dates and use of substitute providers when regular provider is unavailable; collaborate with other program staff to ensure timely and accurate payments to providers and to correct any errors that may occur.
- Support child care providers by phone and in-person with issues and questions including but not limited to completion of attendance logs, technical support for web-based system, invoicing, payment, closure dates, and reason for children's absences; advise providers on program requirements, procedures, and obligations for accurate payment.

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- Audit provider files periodically to ensure accuracy of provider information, including but not limited to name, address, hours of operation, tax classification, and change in family's use of their services; communicate changes to other team members; monitor license status as needed.
- Support maintenance of eligibility list as assigned.
- Stay up-to-date on program rules, requirements, and procedures.
- May provide general clerical support to the program, including but not limited to front desk coverage and answering and routing incoming calls to appropriate staff.
- Assist with periodic program evaluations by participating in internal audits of provider files and payment records.
- Represent SBCEO during community outreach events to promote services for families/providers.
- Support the onboarding and training of new staff, as assigned.
- Perform other related duties as assigned.

Requirements

Education: Possession of a high school diploma is required. Completion of 12 semester units of college coursework in business, public, or non-profit administration; social sciences, human services, or related field is preferred.

Experience: Two years of clerical or customer service experience in any setting or direct service experience in human or social services.

Knowledge of:

- Modern office practices, procedures, and equipment
- Correct English usage, grammar, spelling, punctuation and vocabulary
- Telephone and email etiquette
- Record-keeping practices
- Standard office productivity software applications, including email, word processing, spreadsheet, and videoconferencing programs
- Administrative procedures

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Ability to:

- Learn, apply, and explain rules, regulations, policies, and procedures related to the Alternative Payment Program
- Learn the functions, operations, policies, practices, and objectives of the County Education Office
- Understand and follow oral and written directions
- Communicate effectively both orally and in writing
- Listen actively to providers and clients to understand their needs, questions, and concerns
- Provide prompt, courteous, and effective support via phone, email, chat, or in person
- Organize work and set priorities
- Work with speed and accuracy
- Identify errors and discrepancies in order to pursue correction and resolution
- Resolve issues efficiently, accurately, and with a sense of urgency
- Review information and make appropriate decisions, within limits of authority
- Become proficient in the use of a complex web-based payment system
- Establish and maintain effective working relationships with others
- Meet schedules and deadlines
- Maintain confidentiality of files and other sensitive material
- Maintain records and prepare reports, using computerized databases or manual data collection
- Represent SBCEO effectively with external parties, such as parents, service providers, and vendors
- Work independently and as part of a team
- Exercise tact, patience, and courtesy in interactions with others

Licenses and certificates

N/A

Working conditions

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. Incumbents are not typically exposed to significant safety hazards.

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

Series

Early Care and Education



Personnel Commission

JOB DESCRIPTION

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Salary range 61

Approved by the Personnel Commission: June 26, 2025