



Work where your work matters. Work at CCRC.

CCRC prides itself as a workplace of choice for passionate talent, driven by our mission to cultivate child, family and community well-being. Whether the position works directly with the public or supports our programs, every position is vital to our mission's success and reputation as a leader. We are not your typical non-profit. We are 1200+ people strong and growing!

You could play a key role supporting the **Case Management** Division! Go to our job board to apply:

[job board](#)

The Provider Payments Specialist Trainee – Temporary job at a glance

General Summary

Under general supervision, the Provider Payments Specialist Trainee-Temporary receives on-the job training provided by their leadership team and is expected to demonstrate competency by successfully completing all requirements outlined in the Provider Payments Specialist Trainee Program Acknowledgement. The Provider Payments Specialist Trainee-Temporary must successfully pass both written and practicum exams to validate and demonstrate their skillset their ability to perform the full range of duties of the Provider Payments Specialist position. Provider Payments Specialist Trainee-Temporary are required to work onsite at their assigned office.

During participation in the Trainee Program, the Trainee is considered a CCRC Temp, employed directly through CCRC and receive benefits in accordance with employment under a temporary status. CCRC Temps are not eligible to accrue vacation or receive paid time off for holidays.

Temporary employment as a Provider Payments Specialist Trainee - Temporary is term-limited based on the duration of the Trainee Program and is an opportunity for a potential career path to regular employment as a Provider Payments Specialist I upon successful completion of the trainee program. The trainee assignment has an established duration of 12 weeks, or 60 working days. During the duration of the program time off requests specifically for vacation, whether paid or unpaid, will not be approved. Other

Core Benefits!

- **Competitive Compensation** Package
- **Robust benefit offerings** -Medical, Dental, Vision, and Voluntary Life Insurance!
 - CCRC ***covers approximately 90-100% of employee and dependent*** medical and dental coverage, and ***90%*** vision coverage!
 - There are a variety of medical and dental plans offered.
 - **Basic Life Insurance and Long-Term Disability** paid for by CCRC
- **Flexible Spending Account** participation offered
- Employer Contribution and Employer Match in the **403(b) Retirement Savings Plan** with 100% vesting!
 - Upon meeting eligibility, employees receive a ***5% contribution*** and may participate in the ***match of 50% up to the 1st 7% of deferrals***
- **Generous Time Off Policy** with vacation and Sick Time, Holidays, and Paid Winter Break
- Opportunities **for learning and professional development**, such as education reimbursement and mastering skills for career progression
- **Culture:** Mission-driven, passionate, and inclusive
- **Employee Assistance and Wellness Programs**
- **501(c) (3) designation**-You can apply for Public Service Loan Forgiveness!

Go to our job board to apply: [job board](#)

forms of time off, such as sick, jury duty, leave of absence, etc. will be granted in accordance with policy. Upon successful completion of the Trainee Program, the employee may apply for regular status employment and promotion to the Provider Payments Specialist I position.

During participation in the Trainee Program, Provider Payments Specialist Trainees are not eligible for consideration or movement into other CCRC positions until they have successfully completed the program, promoted to the Provider Payments Specialist I position and meet all other internal CCRC guidelines for promotion or transfer opportunities.

The Provider Payments Specialist Trainee-Temporary supports the accurate and timely processing of child care subsidy payments to providers. The role reviews attendance and payment data for accuracy and compliance, resolves discrepancies through provider and staff communication, and provides technical and customer service support related to payment processes. The Payment Specialist Trainee maintains working knowledge of applicable program regulations, guidelines, and contractual requirements to ensure quality, compliance, and effective service delivery.

The Details of the Job:

Essential Duties And Responsibilities

Within the team structure, Provider Payments Specialist Trainee-Temporary are expected to meet all requirements outlined within the Provider Payments Training Plan and provide payment services to subsidy providers, which include the following responsibilities:

- Process child care provider payments accurately per established timelines. Data enter payments into the payment database and reconcile daily. Includes processing monthly workload for open positions. (60%)
- Analyze and perform a complete review of the submitted attendance record prior to processing payment. May require outreach when discrepancies and/or inconsistencies are found. (20%)
- Assist providers and agency staff with technical and operational matters. Knowledge of electronic payment option. Includes customer service for open positions. (15%)

Go to our job board to apply: [job board](#)

- Develop and maintain knowledge and clear understanding of program regulations, guidelines, Title V, Regional Market Rate ceilings, and LA County Stage 1 Contract. (5%)

Non-Essential Duties And Responsibilities

These duties include tasks that are required, but currently comprise of less than 5% of the daily workflow for this job:

- Participate in departmental, agency and professional meetings and workgroups, as assigned. Complete mandatory trainings via on-line and in-person.
- Report to supervisor any concerns that may affect workflow, including technical issues or confidentiality.
- File payment documents/invoices.
- Request information from other agency departments (Finance, Subsidy, etc...).
- Submit reports as assigned.
- All other duties that may be required as assigned.

Job Specifications

Minimum Required

- Education / Experience:
 - **High school diploma or equivalent and one year of related financial services or customer service experience required and two years of related work experience preferred.**
- **Technical Requirements:**
 - Demonstrated proficiency and experience with Windows-based programs, data entry and number pad/10 key.
- **Behavioral:**
 - Professional communication skills; ability to maintain confidentiality and work effectively with program participants.
 - Develop and maintain knowledge of program regulations, guidelines and funding terms and conditions necessary for performance of responsibilities.
 - Strong organizational skills and the ability to complete projects under tight deadlines, even when there are competing requirements and changes in assignments.
 - Ability to maintain all assigned workflow and a high-level of customer satisfaction in a fast-paced working environment.
 - Cooperative work, effective Organization skills and Customer Service; collaborative teamwork, accurate work product, strong problem-solving skills, and effective critical thinking.
 - Demonstrate regular, reliable, and predictable attendance to carry out the essential functions.
 - Ability to prioritize work effectively, multi-task, adjust to meet multiple demands; follow up with tasks through completion; ensure deadlines are met.
 - Show ability to have flexibility, maturity of judgment, and ability to work collegially.
 - Ability to exercise discretion, confidentiality, apply good judgment in making decisions, work independently and take initiatives.
 - Adherence to confidentiality, including HIPAA and PHI, in accordance with Agency policy and legal requirements.
 - Adherence to technological security in accordance with Agency policy and legal requirements.
- **Work Schedule:** This position is 5 days onsite. Ability to work a regular, full-time schedule. Overtime may be required.
- **Travel:** Occasional travel/business related driving required for all staff, large divisional events, and specified meetings. Staff may choose any mode of transportation (driving, walking, bicycling, carpooling, etc.) to arrive to

Go to our job board to apply: [job board](#)

and depart from the location where attendance is required. Should a staff member choose to drive, the staff member must become an approved driver with CCRC prior to driving on behalf of CCRC. Approved drivers driving on behalf of CCRC may choose to drive a CCRC vehicle or own vehicle and must meet requirements to be an approved driver including holding and maintaining current auto insurance, current California Driver's License and receiving DMV clearance.

- **Work Environment:** General office environment.
 - **Provider Payment Specialist Trainee:** no remote work, must work 5 days onsite.
 - **Payment Specialist I:** remote work, can change based on business need.
 - **Payment Specialist II:** remote work, can change based on business need.
- **Background & Health Clearance Requirements:** Background requirements determined according to the requirements of the program(s) which the position will be supporting. Background check required. As a grant-funded Agency supporting Children and Family Services, CCRC conducts background checks commensurate with the role to verify candidate qualifications (criminal history, employment history / experience, education, reference checks) and ensure grant compliance. Specific roles may have additional verification / clearance to the standard background check as part of the recruitment and selection process, including:
 - **Live Scan Clearance / DOJ Fingerprinting:** For positions working directly with the public in a child/ community care or child / community care adjacent setting (CA Health and Safety Code Section 1596.871 and/or Head Start Program Performance Standards 1302.90).
 - **Health Clearance:** For positions working directly with the public in a child/ community care or child / community care adjacent setting or working with "at risk" populations, CA Code of Regulations Title 22, §101216, CA Health and Safety Code 1596.7995, and/or Head Start Program Performance Standards 1302.93)
 - **MVR / DMV:** clearance in accordance with CCRC's liability insurance provisions: For positions where driving is required.
 - **Child Development Permit:** For positions working in an educational capacity (California Education Code Sections 44242.5, 44340, and 44341)
 - **CPR / Pediatric CPR certification:** For certain identified positions working directly with the public in a child/ community care or child / community care adjacent setting (CA Health & Safety Code 1596.865 – 1596.866)
 - **Federal Debarment Checks:** For positions acting in a principal capacity to federal funds (Head Start Program Performance Standards 1304.11, Code of Federal Regulations Title 2 Grants and Agreements 2.180.320 and 2.180.995)
 - **Credit & Bankruptcy Check:** For positions with fiscal responsibility (roles with authority over financial transactions), a credit and bankruptcy check will be conducted to assess financial responsibility in alignment with agency standards and applicable laws, including the federal Fair Credit Reporting Act (15 U.S.C. 1681 et seq.) and California Labor Code restrictions on credit reports (Labor Code 1025.5.)

Preferred

All minimum requirements above met, plus:

- Education: **Associates degree**
- Experience: **2 years of equivalent related work experience**
- Bilingual: **Bilingual English and Spanish or Armenian preferred: Ability to converse, write and/or translate in Spanish or Armenian, as well as English.**

Physical Demands

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Go to our job board to apply: [job board](#)

Physical Activity

Activity List the number of hours spent performing the activity.	Hours Per Day				
	NA	0-2	3-4	5-6	7-8
Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, or other similar devices. Using feet and legs and/or hands and arms. Performing activities where body agility is emphasized.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling: Moving about on hands and knees.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crouching: Bending the body downward and forward by bending the leg and spine.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving: A car, truck, forklift or other types of moving equipment.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feeling: Perceiving attributes of an object, such as its size, shape, temperature or texture by touching with skin, particularly that of the fingertips.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grasping: Applying pressure to an object with the fingers.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hearing: Perceiving the nature of sounds with no less than a 40db loss at 500Hz, 1000Hz and 2000Hz with or without correction. Ability to receive detailed information through oral communication, and make fine discrimination in sound, such as when making fine adjustments on a piece of equipment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Kneeling: Bending legs at the knee to rest the body on the knee or knees.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting: Raising objects from a lower to a higher location or moving objects horizontally from one location to another. Lifting a 50lb object to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pulling: Using upper extremities to exert force to draw, haul or lug objects in a sustained motion.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching: Extending hand or hands and extending arm or arms in any direction.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive motions: Substantial movements of the wrist, hands, and/or fingers, including keyboarding.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sitting: Particularly for long periods of time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Standing: Standing or staying on feet for sustained periods of time.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stooping: Bending body downward and forward by bending the spine at the waist, requiring full use of the lower extremities and back muscle.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talking: Expressing or exchanging ideas by means of spoken words. Those activities in which detailed or important spoken instructions to co-workers are required. The instructions must be conveyed accurately, loudly, and/or quickly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Twisting: Turning from right to left at the waist.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Viewing: The ability to distinguish colors, read a VDT or other needs for depth perception.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Walking: Moving about on feet to accomplish tasks.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Notices

Child Care Resource Center is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex including sexual orientation and gender identity, national origin, disability, protected Veteran Status, or any other characteristic protected by applicable federal, state, or local law.

The contractor will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a

Go to our job board to apply: [job board](#)

part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information. 41 CFR 60-1.35(c)

Accommodations

If you are a qualified individual with a disability or a disabled veteran, you have the right to request an accommodation if you are unable or limited in your ability to use or access our career center as a result of your disability. To request an accommodation, contact a Human Resources Representative at (818) 717-1000 ext. 6599 or email them at Recruiting@ccrcca.org.

Go to our job board to apply: [job board](#)