



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 900+ people strong and growing!

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

[job board](#)

The Provider Payments Assistant job at a glance

General Summary

Under general supervision the Provider Payments Assistant is responsible for providing administrative and program support for the Payments Department.

Core Benefits!

- **Hybrid/Remote** position!
- **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!

The Details of the Job:

Essential Duties And Responsibilities

Within the team structure, provide administrative support services to CCFA teams in compliance with regulations for subsidized childcare programs, which include the following responsibilities:

Clerical and General Assistance: 75%

- Distribute work among the support team according to scheduled rotation, pick up mail from the Customer Service Center, troubleshoot when delivery destination is unclear and redirect any misdirected mail.

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- Receive documents via Customer Service Center, U.S. Mail, and interoffice from the satellite office. Date stamp, barcode scan and distribute to department staff per current procedure.
- Receive documents via scanning images to electronic filing software; then file hard copy of documents.
- Prepare documents for off-site storage including boxing, labeling and preparing transmittal sheets. Maintain transmittal sheets for reference when needing to request documents from storage.
- Prepare monthly mailing of payment documents to providers in coordination with the Business Center. In addition, manually mail payment documents that are not sent via Business Center.
- In coordination with supervisor, complete purchase requests and maintain in an orderly fashion the inventories of department envelopes, forms, printer cartridges, and other office supplies as assigned.

Customer Service: 25%

- Provide effective daily communication and support to the Child Care Financial Assistance (CCFA) Division.
- Provide electronic images and/or hard copies of documents to requestors (auditors and internal requests). Request both retrieval and re-filing of boxes of documents from offsite storage when necessary.
- Develop, maintain and apply knowledge of program regulations, guidelines and funding terms and conditions, which can include Title V, Stage 1 contract, CDE and CCRC policies.
- Attend team meetings to ensure coordination of services and support for program families/providers as needed.
- Participate in departmental, agency and professional meetings and workgroups, as assigned.

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:

- Submit reports to management as assigned.
- All other duties that may be required, as part of the essential functions of the job, as assigned.

Job Specifications

Minimum Required

▪ Education/Experience

- High school diploma or equivalent; in addition, one year post-high school education plus one year related administrative/ customer service experience, or High school diploma / GED and two years equivalent work experience.

▪ Technical Requirements

- Proficiency and experience with Windows-based programs and data entry.

▪ Behavioral

- Ability to work sensitively and supportively with the public. High comfort and non-judgmental attitude level of working in a diverse environment and working with vulnerable populations.
- Excellent interpersonal skills with ability to honor confidentiality.
- Flexibility, maturity of judgment and ability to work independently and in a group setting.
- Ability to maintain cooperative, diplomatic working relationships with co-workers, supervisors, and the public; work as part of a team and collaborate with colleagues.
- Adherence to confidentiality, including HIPAA and PHI, in accordance with Agency policy and legal requirements.
- Adherence technological security in accordance with Agency policy and legal requirements.
- Ability to complete projects under tight deadlines even when there are competing requirements and changes in assignments.
- Excellent verbal and written communication skills.
- Excellent organizational abilities.

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▪ Work Schedule

- Full time, typically M-F, ability to at times work a non-traditional work schedule including early mornings, late evenings, and weekends.

▪ Travel

- n/a

Work Environment

- Traditional office setting, fully onsite. May change based on business need.

Background & Health Clearance Requirements:

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)

Preferred

All minimum requirements above met, plus:

- **Education:** Associate’s degree
- **Bilingual:** Ability to converse, write and/or translate in English & Spanish or Armenian

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.

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

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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.

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