



*Improving the Lives of Families through
Child Care Services, Research, and Advocacy since 1980*

Crystal Stairs is one of the largest private **non-profit** child development corporations in the State of California. We help families locate affordable and appropriate childcare through a variety of services, working with childcare providers, educators, advocates, and community members to positively impact the lives of over 25,000 children per year.

As an Employer-of-Choice, Crystal Stairs is proud of our cordial, collegial work culture. We are committed to creating a family-friendly environment and encouraging employees to achieve work-life balance. That's why we offer your choice of flexible work schedules, **with a paid lunch break**: four 10-hour day workweeks, four 9-hour days, and one 4-hour day, or a five 8-hour day workweek.

You'll receive 2 weeks paid vacation to start, 3 weeks after 3 years, and 4 weeks annual vacation after 5 years. You'll also receive 3 personal days per year, 8 holidays, and a paid holiday break between Christmas and New Year's which serves as an extra, "mini vacation".

Our outstanding benefits include 100% employer-paid HMO health and dental plans, 80% employer-paid PPO health and dental plans, and vision and employee assistance plans. We offer employer-paid life insurance, and optional supplemental life/dependant life insurance, as well as flexible spending accounts for health care and dependent care expenses. We also offer a 403b plan for new employees, and a 401k (with employer match & profit sharing), with 100% vesting after just four years.

If you're ready for an enriching career, one with meaning and challenge, then Crystal Stairs is for you. Our mission— to Make Crystal Stairs the Premiere Child Care and Child Development Agency in California— is not an easy one. Yet, within it you will find significant achievement, satisfaction and reward. Ready to make a difference? Join us!

CLAIMS ASSISTANT II - CLAIMS

What We're Looking For:

Crystal Stairs is seeking candidates for a Claims Assistant II position. In this position you will analyze and process Provider Payment Requests (PPR) to assure provider payments are paid accurately and timely in accordance with LA County contractual requirements, regulations, and agency policies and procedures. You will contact specialist or providers to reconcile and obtain information for incomplete PPRs and obtain other information required for payment processing. In addition, you will assist with the reconciliation of the "check run" payment exception report; adjust payment records in Stage 1 database as needed. Other key duties include receiving phone inquiries from providers regarding payment questions and problems. Completing research necessary to define and resolve the problem; coordinate resolution with Program Specialists and provide follow-up. Accurately process payment adjustments and utilize Stage 1 Database to update and obtain provider payment information or other fiscal reports as needed.

EXPERIENCE, KNOWLEDGE, SKILLS AND ABILITIES YOU SHOULD POSSESS:

- A minimum of two years of college with a focus on accounting or business; verifiable work experience may be substituted for college level education
- Working with child care providers and parents receiving subsidized child care or social support services, or
- Experience processing child care provider payments or working with numbers and calculations

- Experience with computer databases (such as Stage I, CCAP, and GEARS), preferred
- Working knowledge of MS EXCEL and WORD
- Ability to understand and master complex program requirements and processes as they relate to provider payment
- Accurate and detail-oriented; strong troubleshooting, investigative, and problem solving skills
- Highly organized with the ability to work in a fast paced environment with competing priorities
- Strong written and oral communication skills
- Strong interpersonal and customer service skills; pleasant and professional telephone manner
- Ability to work effectively and cooperatively with all program staff
- Able to work flexible hours as needed to complete required tasks in a timely manner. Overtime may be required to assure timely and compliant processing of provider payments; and
- Able to work under pressure and with time-sensitive deadlines.

Please include your salary history; only resumes with salary history will be reviewed.

Crystal Stairs is committed to building and sustaining a diverse workforce and culture. As part of this commitment, Crystal Stairs provides equal opportunity in all of our employment practices, including selection, hiring, promotion, transfer, and compensation, to all qualified applicants and employees without regard to race, color, medical condition as defined by state law, ancestry, religion, sex, national origin, age, marital status, sexual orientation, gender, ethnic group identification, mental or physical disability, pregnancy, childbirth and related medical conditions, or any other legally protected status.