



*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/dependent 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!

CONTRACTS ADMINISTRATOR - CONTRACTS

What We're Looking For:

Under general supervision, the Contracts Administrator will be responsible for the timely completion and maintenance of contracts between Crystal Stairs, Inc. and providers of child care services, both licensed and exempt, covered under the CalWORKS and Alternative Payment Child Care Subsidy Programs. In this critical position, you will review contract files to ensure that documentations are accurate, complete and satisfy relevant contract requirements and organizational policies. In this key role, you will communicate, verbally and in writing, contract processes and explain requirements to child care providers. You will maintain relevant provider databases and perform data entry functions for address changes, special need rates, Trustline Registration, etc. In addition, you will research and resolve any pending agreement issues as well as process canceled, abandoned and fraud agreements as necessary. You will also prepare communications to providers/Case Management/ R&R regarding status of provider agreements and supporting documentation and participate in work groups, committees and ad hoc groups

EXPERIENCE, KNOWLEDGE, SKILLS AND ABILITIES YOU SHOULD POSSESS:

- Two years of college with a focus on Business preferred; related work experience in human services/client/vendor management/contracts administration area may be substituted for college level education.
- Experience working in the contract administration area preferred.

- Experience working with families receiving subsidized childcare or other social support services
- Strong time management and organizational skills
- Ability to prioritize work
- Excellent written and oral communications skills
- Excellent customer service skills and experience with a diverse client base
- Ability to handle multiple projects and meet deadlines
- Ability to apply program guidelines and follow procedures
- Ability to maintain confidentiality
- Ability to work independently with minimal supervision
- Strong analytical and problem solving abilities.
- Ability to exercise some independent judgment and discretion in analyzing facts and circumstances
- Must be flexible and able to multi-task while working in a collaborative, team environment with a positive attitude.

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.