



*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!

PROJECT SUPPORT SPECIALIST – IT

What We're Looking For:

Crystal Stairs is seeking a Project Support Specialist who will work under the general direction of the Manager of Compliance. The Project Support Specialist will be assigned on an as-needed basis to various business units to assist in delivering work product for that department. The Specialist will assist in the continuous improvement of processes by identifying and leading efforts with departments to reduce cycle times, improve customer service, ensure contract compliance and reduce total costs. The Project Support Specialist quickly assumes an active role on project teams, and may work on several projects concurrently. In this role, the Project Support Specialist will provide technical leadership and expertise by mentoring and training staff. The Specialist will contribute as a resource or subject matter specialist to cross-functional projects. In this cross-functional role, the Specialist will ensure compliance by following department standards and policies, utilizing best practices. Projects may include assisting in the collection and analysis of data and writing, editing and reporting results. The Specialist will also play a key role in assisting in the design of the business and technical processes needed for each department's success.

BASED ON ASSIGNMENT, THIS CROSS-FUNCTIONAL ROLE MAY INCLUDE THE FOLLOWING DUTIES:

CONTRACTS:

- Review contract files to ensure documentations are appropriate and complete and that the

- documents satisfy relevant contract requirements and organizational/ departmental policies.
- Respond to provider/parent, case management inquiries regarding contract status.
 - Prepare follow-up communications to providers/Case Management/ R & R regarding contract completions or approval of contracts.
 - Maintain thorough and concise contract notes on each contract provider.
 - Maintain parent/provider database and perform data entry functions for new and amended contracts.
 - Research and resolve any open contract issues.

STAGE ONE/CDE/OUTREACH & ENROLLMENT:

- Determine eligibility, process enrollment and complete the initial certification and recertification of families qualified for subsidized childcare within designated time frames.
- Monitor cases for program compliance and ensure documentation is accurate, appropriate and complete. Authorize family for childcare services according to agency policies within the established timelines.
- Conduct quality assurance reviews of client records.
- Formatting to include the researching and reconciliation of exception reports.
- Research and document complaints and monitor solutions.
- Provide quality customer service, to include timely response to client inquiries and timely assistance to walk-in clients.

CLAIMS:

- Evaluate and review documentation for provider claims in accordance with contractual requirements, regulations and agency policies and procedures.
- Identify, track and report processing discrepancies to appropriate staff and amend all discrepancies by processing payment adjustments/authorizations within specified timeframes.
- Assist with the completion of all monthly reports that are necessary to ensure agency compliance with provider payments.
- Research and resolve provider payment inquiries and provide all necessary follow-up and responses.
- Review claims for accuracy and insure all required documentation is appropriate, complete and data entered before each scheduled provider payment export.

OTHER DUTIES:

- May serve as a lead in the coordination and monitoring of workflow distribution as requested.
- Provide assistance and problem resolution for parents, providers, and other organizational stakeholders by investigating and solving program problems.
- Other duties and special projects as assigned.

EXPERIENCE, KNOWLEDGE, SKILLS AND ABILITIES YOU SHOULD POSSESS:

- BS/A degree from an accredited university or equivalent. Related work experience in case management/human services/client/vendor management/child development, or claims, contracts and/or outreach and enrollment may be substituted for college degree.
- Minimum of 1-2 years experience working in two or more of the following Crystal Stairs departments: Contracts, Stage One, CDE, Claims, or Outreach & Enrollment. Lead or supervisory experience a plus.
- Must have knowledge of County, State and Federal provider (parent) contract requirements for Alternative Payment and Child Care Subsidy Programs. Demonstrated proficiency with GEARS, etc. Requires working knowledge of KinderTrack software program. Must have extensive knowledge in at

least two of the following areas: Contracts, Stage One/CDE/Outreach & Enrollment, or Claims

- Requires high degree of flexibility and adaptability. Must have ability to easily and quickly adjust to working in different environments requiring the use of a variety of skills. Requires considerable accuracy and ability to produce work product in a timely manner. Requires strong analytical and problem solving abilities.
- Requires the exercise of some independent judgment and discretion in analyzing facts and circumstances and in the determination of actions to be taken within the limits of standard practice.
- Involves application of broad knowledge of contract, claims, Stage One, CDE and Outreach & Enrollment funding terms and conditions, as well as Agency policies and procedures.
- Must have excellent communication and customer relations skills. Must possess strong leadership skills and with the ability to work with a diverse staff and all levels of management. Bilingual (Spanish) is necessary for some assignments.
- Ability to work with very confidential client information.
- Ability to work flexible days as work may include occasional evenings and weekends.

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.