



**Orange County Department of Education
Human Resources Department
Classified Class Specification**

**Class Code: 5103
Date Adopted: 7/1/2024**

**FLSA Status: Nonexempt
Union Representation: Represented**

Provider Support Technician

GENERAL PURPOSE

Under general supervision, performs routine to difficult technical, clerical, and administrative support duties in support of the state-subsidized childcare/alternative payment program administered by the Orange County Department of Education OCDE; organizes, maintains, prepares, and updates assigned provider files and records; processes, prepares, and/or distributes a variety of contracts, requests, notices, and/or correspondence; serves as the primary contact person for designated participant childcare providers delivering program services; ensures their compliance with state regulations and reimbursement guidelines; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Provider Support Technicians perform difficult and responsible work involved with applying, interpreting, and explaining subsidized childcare/alternative payment program requirements, policies, procedures, and processes administered through OCDE, as well as related federal and state laws, rules, and regulations. Incumbents perform activities in support of establishing and maintaining contracts with childcare providers requested by families in compliance with established program requirements. Work requires high attention to detail and well-developed organizational and administrative skills.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This position description is intended to describe the general nature and level of work being performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

1. Maintain compliance with applicable state and federal laws, codes, regulations, and funding terms and conditions, as well as program and OCDE requirements, and perform routine to difficult technical and administrative support duties in the provision of program services.
2. Establish and maintain contracts with and/or re-activate assigned licensed and/or exempt childcare providers selected by participant families; in compliance with established rate criteria, which may be highly detailed and complex, set up, maintain, and update provider payment rates and list of charges; and meet with childcare providers at the OCDE office or through email correspondence to collect paperwork and explain files, documents, and records.

3. Maintain compliance with established requirements and applicable federal and state laws, codes, rules, and regulations; organize, maintain, prepare, and update assigned provider files and/or access and utilize specialized program databases and software; perform data entry to update computer records related to areas of assignment; and gather, process, review, maintain, and file applicable forms, reports, sheets, contracts, and other required documentation.
4. Review and verify a wide variety of information and data, some of which may be of a sensitive or confidential in nature; identify missing, unsubstantiated, or conflicting information; and provide appropriate follow-up notification and/or rectify issues/errors, as appropriate; update and make changes, revisions, or additions to files in compliance with established requirements; and refer issues outside of authority or knowledge level to the supervisor.
5. Compile information for, process, prepare, generate, update, revise, assemble, and/or distribute within established time frames, via US mail or other designated means, a variety of contracts, requests, notices, and correspondence, such as requests for updated information, providers, or other contracts; as appropriate, follow up to ensure completion and return.
6. Serve as a technical resource for childcare providers delivering program services, as well as associated internal and external contacts; provide technical and specialized information, support, and assistance to providers through telephone and in-person; and respond to routine and non-routine inquiries, complaints, and concerns from childcare providers and/or representatives from other agencies.
7. Refer providers to the supervisor or other appropriate OCDE resource or community agency for information outside the scope of authority and/or knowledge; and regularly confer with other OCDE staff to ensure complete and correct compliance with specific federal, state, and program requirements and corresponding funding terms and conditions while carrying out day-to-day duties and responsibilities.
8. Conduct one-on-one, small, or large group pre-screening, enrollment, and/or orientation sessions for prospective or new child care providers; assist in the planning, organization, and coordination of large-scale pre-screening, enrollment, and orientation sessions; and conduct formal and/or informal presentations to introduce, explain, and ensure understanding of program requirements and expectations by providers.

OTHER DUTIES

1. Attend a variety of meetings, conferences, workshops, seminars, and training sessions, as required.
2. Provide back-up and coverage reception area and front desk, as needed.

QUALIFICATIONS

Knowledge of:

1. Family Support Services administration practices and procedures applicable to area(s) of responsibility.
2. OCDE policies and procedures related to areas of assigned responsibility.

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3. Federal, state, and local laws, regulations, and court decisions applicable to assigned areas of responsibility.
 4. OCDE and community childcare service providers.
 5. Organization, structure, and processes of state and local agencies and organizations that affect the participant population.
 6. Principles and practices of sound business communication.
 7. Unique needs of the target population.
 8. Correct English usage, including spelling, grammar, and punctuation.
 9. Administrative practices and procedures, including record-keeping and filing practices and procedures.

Ability and Skill to:

1. Interpret, apply, explain, and reach sound decisions in accordance with program requirements and related federal, state, and OCDE laws, codes, regulations, policies, and procedures.
2. Organize, set priorities, take initiative, and exercise sound independent judgment within established guidelines and scope of authority.
3. Review, evaluate, and process data, information, and documentation related to areas of responsibility.
4. Organize and maintain extensive confidential family or provider files and records, dependent on assignment.
5. Understand, interpret, and respond to internal and external customer needs and expectations.
6. Interact effectively with families and participants from diverse cultural, ethnic, and economic communities.
7. Prepare clear, concise correspondence and other documents.
8. Operate a computer, word processing, database software, and other standard office equipment.
9. Communicate clearly and effectively, both orally and in writing, in English and a designated second language, as required; understand and follow written and oral instructions.
10. Deal with sensitive and difficult situations.
11. Establish and maintain effective working relationships with program participants, childcare providers, OCDE staff and administrators, representatives of other agencies, the public, and others encountered in the course of work.
12. Demonstrate attendance sufficient to complete the duties of the position as required.

Education, Training, and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is graduation from high school or a high school equivalency test and two (2) years of increasingly responsible program administrative support experience; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

An ability to communicate in a designated second language may also be required dependent on assignment.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class.

Physical Demands

Employees must be able to perform the essential functions of the position with or without accommodation. Employees in this classification perform deskwork for extended periods; read written and electronic materials; communicate clearly with those contacted through the course of work (typically in person, on the phone, and via email); and access and operate all required equipment for job duties. The position may include occasional need to traverse uneven surfaces. May move items weighing up to 25 pounds.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve administrative problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform detailed work; work on multiple, concurrent tasks often with frequent interruptions; work under deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Employees work under typical office conditions, and the noise level is usually quiet.