



Our Mission is to provide access to quality child care and early education in Sonoma County through advocacy, direct service, and empowerment.

4Cs Now Hiring: Payment Specialist

Full Time, Non-Exempt Position, Hourly Pay Rate: \$20/hour

*Are you inspired by the mission of 4Cs?
Do you want to make a difference in the lives of children and families in Sonoma County?*

The Community Child Care Council is looking for an outstanding Payment Specialist. The Payment Specialist will work with other ECES Fiscal and Client Services staff to process payments and daily attendance sheets for 4Cs subsidized child care.

Primary Duties and Responsibilities

- Responsible for all aspects of subsidized child care attendance and payment vouchers including updating information, prescreening, screening, calculating, data entry, reconciliation, check preparation and check release in accordance with agency and funder policies and procedures.
- Maintain department paperwork, data entry and program systems including, but not limited to, ECES databases, mailings, filing, and other clerical tasks as needed.
- Work with Case Managers and Specialists regarding any relevant client changes including but not limited to entering new and termed client information, schedule changes, provider and family fee changes, registration fees, and enrollment status for attendance tracking and contract earnings.
- Provide support to providers and clients regarding payments and family fees. Create center bills, receipt outside child care forms, record payments of center bills, track underpayments for family fees and collect accurate receipts. Any additional provider and client support as requested.
- Work with Supervisor to ensure spreadsheet integrity.
- Assist with annual department requirements (i.e. parent and provider evaluations, year-end center billing reconciliation, audit and Contract Monitoring Review preparation).
- Comply with all applicable program regulations and Funding Terms and Conditions.
- Provide excellent customer service, including but not limited to, having a friendly and approachable tone of voice and body language; returning phone calls within twenty-four hours of receipt of the call, and maintaining positive interactions with others.
- Serve on a minimum of one agency or department committee.
- Assist Supervisor and other team members with department duties as assigned; provide back up to front desk as needed.
- Attend and participate in department staff meetings, monthly all office staff meetings, and department retreats.
- Represent 4Cs at community outreach events for a minimum of eight hours per year as requested.

Additional level 2 Duties and Responsibilities

- Provide input to supervisors on the continued development and improvement of department procedures, staff coverage, and annual program requirements or special projects.
- Increased Caseload.
- Assist with basic training for new staff.



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- Responsible for balancing and batching provider payments to Staff Accountant on a weekly or as needed basis.
- Provide back-up support for processing relevant void and reissue voucher program payments and center tuition refunds.
- Update Voucher Program projection spreadsheets on a monthly basis and review data for accuracy.
- Develop Payment Plans for families as needed.
- Review, approve, and submit parent fee refunds to Accounting Department.

Skills and Qualifications

- Minimum two years work experience with increased responsibility preferably in a social service or child care agency and/or 24 ECE units.
- Demonstrated knowledge of Microsoft Office programs, e-mail and internet. Basic knowledge of office equipment.
- Effective verbal and written communication skills in English. Spanish also required for some positions.
- Excellent customer services skills and customer service experience.
- Ability to work well with people from various social, cultural, economic and educational backgrounds.
- Demonstrated accuracy with figures and record keeping.
- Valid California Driver's License and insured vehicle (desired).
- Available to work some evening and weekend hours as needed.

Benefits and Perks

- Generous Vacation and Sick Time – 4Cs Directors accrue 17 days (3+ weeks) of vacation time and 12 days of sick time, annually
- 14 Paid Holidays beginning in 2022
- Flexibility in work schedule
- Comprehensive health benefit package, including Medical, HSA, Dental, Vision, EAP, Life&ADD and LTD. 4Cs contributes \$600 per month towards your health benefits package.
- 403B Retirement Plan
- Professional Development support
- Employee Resource Groups, including Wellness, DEI, Celebration and Recognition

4Cs is an equal opportunity employer and recognizes the richness that our differences bring to our community. 4Cs encourages employees to be accepting of differences. Further, 4Cs seeks to foster and celebrate diversity in our clients, our employees, and our community. 4Cs will work to integrate diversity throughout every aspect of the agency's activities, and will create an environment of welcome and appreciation for all clients and employees.