Job Description

Job Title: Child Care Payment Manager
Department: Child Care Family Services
Reports to: Senior Director, Child Care Family Services
FLSA: Exempt
Hours: Full-time (40 hours/week)

ABOUT CHILDREN’S COUNCIL:
For more than 45 years, Children’s Council has been the heart of child care and early education in San Francisco, advancing the belief that high-quality child care can transform lives and communities. Our more than 120 team members help families navigate their child care and preschool options and secure financial assistance to pay for it. We provide home-based child care businesses with the training and resources to succeed. Through a wide range of free programs and workshops, we support parents and caregivers as they build child development skills. As the city’s second-largest nonprofit contractor, with an annual budget of over $100 million, we are a major stakeholder in the child care system. We educate the public and advocate for increased investment in early education at the local and state level. If you are a child care champion, we want you on our team.

ABOUT THE CHILD CARE FAMILY SERVICES TEAM
The Child Care Family Services team delivers our child care consumer information and child care financial assistance services, providing client-centric and streamlined services to families throughout their child care experience. The team works interdependently with the Community, Innovation & Impact team and the Provider Services team.

POSITION SUMMARY:
The Child Care Payment Manager is responsible for the delivery of all voucher-based child care provider payments, provider eligibility determination, and customer service in Children’s Council’s state and locally funded child care subsidy programs. S/he/they manages a team of Payment Technicians and support staff that calculates and issues child care payments, collaborates with the organization’s finance and IT teams, and works with financial service providers/funders to ensure continual improvement and effectiveness of payment systems and services are delivered.

KEY QUALITIES:
- Attention to detail is your super power
- Adept at balancing reliable system structures with innovation and an eye towards transformational impact
- Your analytically skills will help you reconcile and track large sums of provider payments

RESPONSIBILITIES:
PROGRAM ADMINISTRATION AND DEVELOPMENT:
- Ensure the highest level of stewardship of child care subsidy contracts funded by the California Department of Education and San Francisco Office of Early Care and Education (totaling approximately $40 million annually).
• Working closely with the Finance team to ensure the delivery of accurate and timely child care provider payments in accordance with all applicable Federal, State, and Local law and regulations, and funder or external auditing requirements.
• Develop or conduct trainings for internal or external stakeholders around payment service delivery
• Implement high-quality feedback loops to continuously improve service and performance
• Ensure the delivery of high-quality client service to providers, parents, or other relevant parties around child care provider eligibility, payments.
• Develop and maintain client handbooks and other hard-copy policy/procedural collateral, website content, and other information portals to ensure all client-facing information is current, accessible, and audience-appropriate.
• Work across departments to ensure services are integrated, accessible, and leverage all available technologies.
• Represent Children’s Council during all audits or other official inquiries about child care provider eligibility, payments, or related work.
• Create and maintain relationships with funders and other stakeholders to demonstrate the impact and effectiveness of Children’s Council services in support of continual expansion and improvement of child care services.
• Actively participate in local, state, or nationwide efforts to streamline or improve the effectiveness and delivery of child care provider payments and ensure that provider rates are sufficient to cover the costs of providing quality child care and support an educated, sustainable workforce.
• Other related duties as assigned.

QUALIFICATIONS:
• A minimum of two-years of supervision/project management, preferably in a non-profit.
• Familiarity with financial service delivery, systems and internal processes (audits, internal controls, 1099 reporting, etc.)
• Expertise with financial reporting, manipulating and reconciling large amounts of data in excel.
• Must have experience supervising a direct services team, in a resource-constrained, yet rapidly changing environment.
• You’re committed to Children’s Council mission and have experience working within a fast paced, growing, outcome focused environment.
• You have the ability to collaborate effectively with peers and external stakeholders.
• A plus if you can speak Spanish.
• A background clearance is required.

PHYSICAL REQUIREMENTS:
• Mental acuity to perform the essential functions of this position in an accurate and timely fashion.
• Dexterity to use office equipment; the ability to sit and work at a desk for extended periods of time.
• Ability to speak, hear, and understand speech at normal room levels.
• Physical agility to bend, stoop, walk, climb four flights of stairs if required.

HOW TO APPLY:
Please click the link to apply: https://childrenscouncilsf.bamboohr.com/jobs/view.php?id=40

Equal Opportunity & Equity Statement
Children’s Council is an equal opportunity employer that values diversity as central to our work serving the San Francisco community. We comply with all applicable state and local laws governing nondiscrimination in employment. Our practices are in alignment with our commitment to workplace equity, diversity, and inclusion. We foster a work environment where our current and future staff feel welcomed without regard to race, color, religion, gender identity, national origin, sex, age, disability or sexual orientation.