Job Title: Payment Services Lead
Department: Child Care Family Services
Reports To: Payment Services Manager
FLSA Status: Full-time (37.5 hours/week) non-exempt Union position
Proposed Level: 7

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 Payment Services Lead supports the Child Care Payment Services Manager by ensuring smooth, accurate, and timely service delivery through day-to-day monitoring of all payment-related workflows and supporting the staff performing these functions.

KEY QUALITIES:
• You take pride in being responsible for coordinating various work elements to produce high-quality, deadline-driven outputs
• You are a skilled problem solver with a knack for addressing both short and long-term challenges
• You are friendly, influential, and set an example of excellence for staff to follow

RESPONSIBILITIES:
• Provide daily monitoring of payment processing deadlines, and overall team productivity
• Responsible for a portion of provider payment calculations in addition to verifying completion of team members’ calculations
• Provide high-quality client service to providers around child care payment or eligibility inquiries
• Provide technical assistance to staff as needed to resolve questions relating to payment calculation
• Pull data, files, and prepare reports related to quality assurance, audits, or other needs as necessary
• Prepare voided checks, stop payments, payment replacements and adjustments for manager’s approval
• Demonstrate a commitment to continuous improvement by collaborating with department managers and staff to improve service delivery and policy compliance
• Actively participate in meetings, committees, or other efforts outside of the department to ensure effectiveness and integration of services
• Assist the Manager with the training of new hires in their roles and responsibilities within the team
• Assist the Manager in developing training’s, materials and resources for the team, providers, or other partners as necessary
• Will share in the overall performance and evaluation of team members
• Assist manager in planning and conducting team meetings
• Other duties as assigned
• 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=42

**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.

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