

CHILD DEVELOPMENT TECHNICIAN

Reports to: Director, Child Development

Division: Educational Services

Our ideal candidate

You have a “can-do” attitude and a flexible approach to carrying out job responsibilities. You are detail-oriented and accurate. You are adept at following rules and regulations and working within prescribed guidelines. You are a creative problem-solver, highly responsible, and take full ownership of your assigned responsibilities. You advise, train, and mentor others in an ongoing effort to advance the department goals. You are a team player who thrives on meeting and setting new goals. You are committed to excellence in providing the best service possible.

General description

The Child Development Technician serves as a team leader and senior provider of customer service to subsidized Child Development Programs and is responsible for coaching and training staff. This position requires demonstrated knowledge of the compliance aspects of the programs as well as enrollment and eligibility determination. This individual coordinates, organizes, monitors, and enrolls children and families into the subsidized child care programs offered through the Santa Barbara County Education Office. This individual also determines family program eligibility and reimbursement rates according to established guidelines, monitors provider payments, and facilitates compliance reporting and auditing.

Specific duties and responsibilities

- Serve as point-of-contact for families to advise and assist on enrollment, program requirements, procedures, forms, and obligations for subsidized childcare on a sustained basis
- Monitor childcare caseload and client data
- Interpret and resolve reimbursement rates
- Coordinate and oversee monthly family fee billing, prepare routine reports and resolve provider account discrepancies as needed
- Train staff and serve as a technical resource for the software programs used to determine fees and record parent, student, and provider eligibility information and reimbursements
- Monitor accuracy of data and assure quality control for audit preparation
- Serve as liaison to contract providers
- Maintain up-to-date client file data such as employment, childcare provider history, medical, and other information
- Review documentation for accuracy and work with families to resolve discrepancies
- Oversee and participate in ongoing audits by external agencies of parent and provider files
- Prepare monthly mandated reports that are connected to funding and ensure up-to-date information on child development data
- Monitor contract earnings for provider expenditures and enrollment

CHILD DEVELOPMENT TECHNICIAN

- Assist with periodic program evaluations by participating in internal audits of case load files, contracted providers, and eligibility compliance
- Establish waiting lists of eligible families and prepare related documents
- Issue notice of eligibility notices when necessary
- Provide assistance to the Director for projects, interagency activities, balancing workload, training on office routines, and general support
- Attend regular monthly meetings with partnering agencies
- Participate in statewide conference calls and trainings as directed by the CDE
- Design, update forms, and create fillable documents
- Facilitate staff meetings
- Train staff on new regulatory guidelines and software programs
- Serve as Fiscal Services liaison concerning budget matters regarding providers
- Perform other duties as assigned that support the overall objective of the position

Requirements

Education: High school diploma; college units in early childhood education or child development preferred

Experience: Four years of experience related to child development that includes making eligibility decisions in a social service, pre-school or child care environment highly desirable

Knowledge and Skills

- Knowledge of regulations, policies and guidelines for child development programs, childcare, special subsidy programs, and student record keeping
- Working knowledge of fee and reimbursement schedules, file and documentation requirements
- Basic knowledge of early childhood development and teaching methods used with children in the program
- Sufficient computer skills to operate desktop productivity software and perform data entry
- Understanding of modern office practices and procedures
- Well-developed English language and written communication skills
- Requires sufficient math skill to perform complex business math computations
- Sufficient human relation skills to exercise proper telephone etiquette, explain procedures to others, and convey a positive image of the services offered by the Santa Barbara County Education Office

Abilities

- Interpret and apply regulations, policies, procedures and guidelines related to childcare, enrollment, eligibility, and compliance
- Process a high volume of transactions and remain calm in stressful or urgent situations
- Independently establish, schedule, and sequence activities to meet all deadlines with a high degree of accuracy



CHILD DEVELOPMENT TECHNICIAN

- Maintain productive work relationships with staff, students and external agencies
- Preserve strict confidentiality of private and sensitive information
- Work in an office setting engaged in work of a primarily sedentary nature
- Have sufficient ambulatory ability to use common office equipment and retrieve documents
- Have hand-eye-arm coordination to use a computer keyboard
- Visual acuity to recognize read and write written materials and computer screens
- Have auditory ability to carry on conversations in person and over the phone
- Perform all aspects of the position

Licenses and certificates

May require a valid California driver's license

Working conditions

Work is performed indoors with minimal exposure to health and safety hazards.

Salary range 70

Approved by the Personnel Commission: October 25, 2007
Revised: July 27, 2017