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JOB DESCRIPTION

**TITLE:** **FISCAL SPECIALIST / ECC SPECIALIST**

**DEPARTMENT:** **FISCAL**

**REPORTS TO:** **CONTROLLER**

**STATUS: NON-EXEMPT**

**JOB SUMMARY:** Under the direction of the Controller performs all duties relating to daily payment activities and functions.

**DUTIES:**

1. Enters data into state computer programs.
2. Maintains logs, files and records.
3. Resolve Electronic Child Care (ECC) related issues and concerns.
4. Conduct daily reviews of rejects and manage discrepancy forms and payment adjustments.
5. Provide technical assistance to providers and clients.
6. Provides guidance on how to research, troubleshoot or to resolve ECC payment and concerns.
7. ECC card ordering and linking via administrative terminal.
8. Provide ECC banking information and Interactive Voice Response (IVR) triage and processing.
9. Sanctioning parents and providers in partnership with the case managers.
10. Provide trainings for ECC at provider meetings and events.
11. Scans all ECC logs and related documents for payments processed.
12. Prepares and mails information for providers and clients.
13. Researches problems on cases under the close supervision of supervisor.
14. Responsible for dealing with customer inquiries about payments and transactions.
15. Collects money for tuition from students of vocational school.
16. Assists in general office and support staff work, when necessary.
17. Ensures the confidentiality of all provider, client, and staff records.
18. Makes copies, file, print, shred, fax, collates and staples.
19. Maintains general neatness of office work area.
20. Participates in all advocacy efforts; as well as community outreach events in which the agency is involved before, during and after hours; as well as on the weekends.
21. Any duty assigned by the Chief Executive Officer or his/her designee.

**SUPERVISES**

No one.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION**

High school diploma or general education degree (GED)

**EXPERIENCE**

One to three years related experience and/or training preferred but not necessary.

**SKILLS**

Computer literate

Use of Phone and Fax

Copier and calculator

**LANGUAGE SKILLS**

Must have the ability to read and comprehend simple instructions, short correspondence, and memos.

Bi-lingual (English/Spanish) preferred.

**MATHEMATICAL SKILLS**

Must have the ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

**REASONING ABILITY**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is regularly required to sit; use hands to finger, handle or feel; reach with arms and hands and must regularly lift up to 10 lbs. The employee occasionally is required to stand and walk to do research. Specific vision abilities required on this job include close vision and the ability to adjust focus. Must have a valid driver’s license and own vehicle with proof of insurance.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The work environment is usually quiet but a fast pace environment.

**DISCLAIMER CLAUSE**

Job descriptions and specifications are not intended and should not be construed to be an exhausted list of all responsibilities, skill, or working conditions associated with the position. They are intended to be an accurate reflection of the principal requirements of the position.