



Quality Assurance Payment Coordinator
Job Description

Job Title	Quality Assurance (QA) Payment Coordinator	Department	Payment Department
FLSA Status	<i>Non-Exempt</i>	Reports To	Payment Supervisor

About Connections for Children

Connections for Children (CFC) is a non-profit Child Care Resource and Referral agency serving child care providers, educators, and parents in the West Los Angeles and South Bay communities. For nearly 50 years, CFC has been a key community resource, empowering families and child care providers to ensure every child has access to quality early care and education. Through child care referrals, financial assistance, family engagement, and workforce development programs, CFC strengthens the link between families, providers, and the broader community, promoting the well-being and optimal development of young children. Committed to equity and excellence, CFC is a steadfast advocate for the nurturing and educational needs of all children, continually evolving to meet the changing demands of the community.

Connections for Children is focused on expanding programs to serve more people throughout our service area, while investing in staff and organizational capacity to ensure mission success. By establishing a more diverse revenue base, CFC is sustaining and growing its impact, prioritizing equity, and inclusivity in all efforts. This prioritization affirms CFC's commitment to diversity, equity, inclusion, and belonging, particularly in serving underserved populations, and positions the organization to embrace innovation and cultivate strong partnerships for the betterment of countless children and families.

About the Position

The Quality Assurance Payment Coordinator is responsible for monitoring program compliance by conducting quality assurance reviews of payment files, identifying issues, ensuring contract compliance, providing feedback to Payment Supervisor, and recommending process improvement and training.

Primary Responsibilities

- Reviews processed Attendance Sheets/ PPR's for accurate calculation.
- Ensure that provider payments and database according to program regulations and guidelines to satisfy program audits.
- Work cooperatively with the Payment Supervisor in the preparation for regular program audits to ensure compliance with limited errors.
- Maintain knowledge of the State Funding Terms and Conditions for all applicable programs. Keep up to date on timely subsidy program changes and related guidance.

- Identify trends in payment errors and provide feedback to Payment Supervisor.
- Provide input for payment staff to address and resolve payment issues and complaints.
- Work collaboratively with the Payment Supervisor to train staff in payment policies and procedures to ensure quality improvement and compliance.
- Participate in external meetings and conferences, such as the California Department of Social Services and California, Thriving Families and other meetings identified by the Payment Supervisor
- Provides backup support in preparing the monthly Subsidy Payments Report (SPR), 801A, Stage 1 Payment Report and processing payments.
- Provides backup support for Payment Supervisor and Payment Specialist, as needed.
- Serves as a contact for Care Connect and Care Control software.

Additional Requirements

- Represent the agency with professionalism in all interactions. This includes over the phone, in person, using electronic media, and written correspondence.
- Provide excellent internal and external customer service by working cooperatively within the department, across the agency, and with clients and partners.
- Support other functions within the department when needed.

Experience, Knowledge, Skills, and Abilities

- Four years of experience working with Quality Assurance systems such as training, compliance monitoring, data analysis, and quality assurance plan development.
- Prior knowledge of county, state and federal contract requirements for Alternative Payment and Child Care Subsidy Programs desired.
- Excellent reading, writing, and oral communication.
- Strong presentation skills; comfortable speaking to both small and large audiences.
- Regular and reliable attendance and punctuality are essential.
- Experience working with diverse populations in a culturally sensitive manner.
- Must be able to work independently and as part of a team.
- Excellent interpersonal skills; flexible and collaborative.
- Highly organized with the ability manage multiple responsibilities and meet deadlines.
- Exceptional attention to detail and accuracy.
- Must have strong analytical skills and problem-solving skills.
- Proven ability to work independently while maintaining confidentiality and discretion.
- Computer Skills: Proficient in Microsoft Office (Word, Excel, Outlook, Teams).

Working Conditions

- Typical of an office environment.
- Eligible for hybrid/telework schedule upon completion of introductory period.
- Flexibility to work occasional evenings and weekends.
- Must successfully pass a criminal background check upon hire.
- Must comply with agency health and safety protocols, including vaccination policy.

Compensation and Benefits

Salary Range is \$26.55 - \$28.32/hour, depending on experience. Salary based on 35-hour workweek. Eligible for performance-based incentive. Competitive benefits package consisting of health, dental, vision, life insurance, 401k employer contribution, paid sick leave, paid time off (PTO), holidays, and a hybrid telework work option (after 90-day introductory probation.)

Organizational Statement

This job description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all-inclusive, and the job may require other essential and/or non-essential functions, duties, or responsibilities not listed herein. Management reserves the sole right to modify this job description at any time. Nothing in this job description is intended to create a contract of employment of any type. Employment at Connections for Children is strictly on an at-will basis.

Equal Opportunity Employment Statement

Connections for Children is committed to the principle of equal employment opportunity for all employees and providing employees with a work environment free of discrimination and harassment. All employment decisions at Connections for Children are based on organizational needs, job requirements and individual qualifications, without regard to age, race, color, religion or belief, sex, sexual orientation, gender identity, national origin, veteran, disability status, family or parental status, or any other status protected by federal and CA state laws.