



## ASSOCIATION FOR CHILD DEVELOPMENT

Job Title:	Bilingual Customer Service Specialist – IL	Position Type:	Full Time
Department/Group:	Customer Service	Job Status:	Non-Exempt
Location:	Hillside IL	Expected Hours:	8:00 a.m. – 4:30 p.m. M-F
Reports to:	Customer Service Manager	Travel Required:	Daily
Level/Grade:	Non-Manager	Date last reviewed:	July 2018

### Summary/Objective:

To deliver the highest quality of service to child care Providers, specifically through the delivery of excellent customer service and processing Provider claims for reimbursements, and in the fulfillment of organizational and departmental goals. Under the supervision of the Customer Service Manager, interprets Child and Adult Care Program (CACFP) related information in order to inform Association for Child Development (ACD) Illinois Providers about rules and regulations of the CACFP to ensure compliance.

### Essential Functions:

- Analyze forms received to ensure compliance with menus and Provider file information
- Assist in developing nutrition-training handouts (e.g., handouts, trouble shooters, and Master Menu)
- Assist the Customer Service Manager in the implementation of new procedures and processes as needed to enhance communication and productivity
- Communicate and coordinate with internal departments
- Conduct claim adjustments (negative or positive) upon Provider request and supervisor approval; including, but not limited to: Illinois State Board of Education (ISBE) review report results, management approval, licensing, compliance, and/or tiering reasons
- Ensure that all claims meet the criteria for reimbursement set forth by the United States Department of Agriculture (USDA) and (ISBE) guidelines
- Ensure that incoming and outgoing calls are received and made in a professional manner
- File all documents, including ACD Home Review Forms, problem sheets, Child Enrollment Forms and other documents in the Provider file(s) in a timely fashion
- Follow up on customer interactions
- Following established procedures, review and process all components of menus to verify the validity of monthly reimbursement claims submitted from the child care Providers
- Maintain a working knowledge of federal and state procedures and policies to the CACFP in order to ensure that all menus and other documents meet the appropriate USDA requirements
- Maintain knowledge of all requirements for processing menus manually, on-line, and when scanned
- Monitor the incoming mail to ensure that it is accounted for and routed to the proper areas
- Provide oversight to the entering of Provider information into the ACD database including information on new Providers, Provider changes/updates, Child Enrollment Forms, child enrollments changes, Field Monitor research information, and tiering information
- Record details of inquiries, comments, and complaints. Record details on actions taken
- Record missing documentation or information according to established procedures in the Provider file and/or ACD database, as appropriate
- Research and write articles relating to nutrition and/or the CACFP
- Travel to Post Office to deliver and pick-up daily mail

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#### Competencies:

- Adaptability
- Attention to detail and accuracy
- Excellent written and verbal communication skills
- Conflict resolution
- Customer service orientation
- Data collection and ordering
- Detail oriented with ability to multi-task
- Initiative
- Interpersonal skills
- Listening skills
- Positive, professional, and helpful attitude
- Problem analysis and problem-solving
- Stress tolerance

#### Education and Experience:

- High School Diploma or General Equivalency Diploma (GED) required, some college preferred
- Minimum of 5 years extensive customer service experience in a professional environment required
- Fluent Bilingual (English/Spanish) required
- Knowledge of customer service principles and practices required
- Daily access to a reliable form of transportation, valid driver's license, and auto insurance required
- Knowledge of CACFP preferred

#### Supervisory Responsibilities:

- None

#### Work Environment:

- This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, telephones, photocopiers, and printers, and there is moderate noise associated with the use of such equipment. The job requires the ability to sit at a computer terminal for an extended period of time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

#### Physical Demands:

- While performing the duties of this job, employees are regularly required to sit, walk and stand; talk or hear, both in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift up to 10 pounds.

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**Other Duties:**

- This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice

Approved by:	Print:	
	Signature:	Date:
Accepted by:	Print:	
	Signature:	Date: