



ASSOCIATION FOR CHILD DEVELOPMENT

Job Title:	Bi-lingual Customer Service Specialist/Field Monitor– IL	Position Type:	Full Time
Department/Group:	Monitoring	Job Status:	Non-Exempt
Location:	Hillside IL	Expected Hours:	40 hrs per week
Reports to:	Field Operations Manager	Travel Required:	Up to 50%
Level/Grade:	Non-Manager	Date last reviewed:	June 2022

Summary/Objective:

To deliver the highest quality of service and program monitoring to child care Providers, specifically through the delivery of excellent customer service, training and monitoring of sponsored child care Providers, and in the fulfillment of organizational and departmental goals. Under the supervision of the Field Operations 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:

CUSTOMER SERVICE ESSENTIAL FUNCTIONS:

- Analyze forms received to ensure compliance with menus and Provider file information
- 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 missing documentation or information according to established procedures in the Provider file and/or ACD database, as appropriate

FIELD MONITOR ESSENTIAL FUNCTIONS:

- Check, verify, and document that the child care Provider has all required documentation at each home review including, but not limited to: last 30 days of menus, Permanent Agreement, letter of approval for child care Provider's own children, child care Providers' last three Home Review Forms, Enrollment Forms for all children in care
- Conduct 4-week follow-up reviews within 28 days of the date the child care Provider begins claiming
- Conduct at least one regular home review each trimester with each child care Provider in his/her assigned caseload. A total of three reviews are required in each fiscal year, and at least two reviews must be unannounced. At least one of the two unannounced reviews must include a meal/snack observation

- Conduct Introductory Visits as required; educating new child care Providers on the rules and regulations of the Child and Adult Care Food Program (CACFP)
- Educate child care Providers on all CACFP requirements, including specific United States Department of Agriculture (USDA), Illinois State Board of Education (ISBE), and ACD rules, regulations, and guidelines
- Observe at least two meals and/or snack with each child care Provider each fiscal year. Children must be observed eating for the review to count as a meal observation
- Participate in ACD in-service training sessions and attend conferences as assigned by ACD management
- Recruit and enroll new child care Providers. Return child care Provider and Outreach calls within 24 hours and report results to the Customer Service Team Leader
- Verify and document that licensed child care Providers have his/her day care license displayed on the premises; confirm the license is up to date and the child care Provider is within licensed capacity. Document and report any cases of over-capacity, abuse, neglect, or other non-compliance issues to supervisor

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:

- Bi-lingual (English/Spanish) required
- High School diploma or General Equivalency Diploma (GED) required, some college preferred
- Minimum of 3-5 years extensive customer service experience in a professional environment
- Two to three years of related work experience in Child/Family/Human Services
- Daily access to a reliable form of transportation, valid driver's license, and auto insurance
- Computer skills: E-mail - the ability to send and receive e-mail correspondence, open and download attachments, and identify and delete junk/spam mail
- Knowledge of CACFP preferred

Supervisory Responsibilities:

- None

Work Environment:

CUSTOMER SERVICE 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.

FIELD MONITOR WORK ENVIRONMENT

- This job operates in the homes of day care providers, and in a home office. 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 also requires extensive travel in a car to and from the homes of day care providers.

Physical Demands:

Approximate amount of on-the-job work time spent in the following activities:

Stand - up to 70%

Walk - up to 70%

Sit - between 60% to 100%

Use hands to finger, handle or touch - between 60% to 100%

Reach above shoulder - up to 10%

Climb or balance - up to 70%

Stoop, kneel, crawl - up to 30%

Talk or hear - 70% to 100%

Use foot/feel to operate machinery - up to 100%

Approximate amount of force to be exerted or weight lifted:

Up to 10 pounds - Up to 30%

Up to 25 pounds - Up to 30%

Up to 50 pounds - Up to 10%

Up to 100 pounds - 0% (rarely)

- **Over 100 pounds** - 0% (rarely)

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: