



ASSOCIATION FOR CHILD DEVELOPMENT

Job Title:	Customer Service Specialist MI	Position Type:	Full Time
Department/Group:	Monitoring	Job Status:	Non-Exempt
Location:	East Lansing MI	Expected Hours:	8:00 a.m. – 4:30 p.m. M-F
Reports to:	Customer Service Manager	Travel Required:	Minimal
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 provision to customer service and processing Provider claims for reimbursements, in the fulfillment of organizational and departmental goals. Under the supervision of the Customer Service Manager, interprets Child and Adult Care Food Program (CACFP) related information in order to inform Association for Child Development (ACD) Michigan 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
- 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, Michigan Department of Education (MDE) 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 (MDE)
- 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, 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 pick up mail

Competencies:

- Adaptability
- Attention to detail and accuracy
- Communication skills – written and verbal
- Conflict resolution
- Customer service orientation
- Data collection
- Initiative
- Interpersonal skills
- Listening skills
- Problem analysis and problem-solving
- Stress tolerance
- Time management skills

Education and Experience:

- High School diploma or General Equivalency Diploma (GED) required; college degree preferred
- Intermediate to advanced level in Microsoft Office including: Word, Excel, Outlook and Access required
- Knowledge of customer service principles and practices required
- Must be able to type a minimum of 40 wpm
- Must have Driver's License and Automobile Insurance

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.

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: