



# BANANAS

## **POSITION ANNOUNCEMENT** **Provider Payment Analyst**

### **Position Overview**

BANANAS Inc. is seeking a committed and engaged Provider Payment Analyst with experience. The successful candidate will need to be flexible, have good time management skills, and be able to handle competing priorities.

### **About BANANAS Inc.**

BANANAS is an Oakland based not-for-profit organization that has supported families in their parenting journey since 1974. We consider ourselves experts in the field of early care and education. Our programs and services support families and early care educators in raising our youngest learners to be happy and confident children. We provide assistance to families to find and pay for quality child care, parenting workshops, affinity support groups, playgroups, and professional development early care and education providers. Our support allows working families to thrive and be confident their children are in quality and nurturing learning environments. It is our vision that all children grow up to succeed in life and that they have all the support and tools they need to be eager and curious learners. BANANAS is a great place to work with colleagues who care about our families, early care educators, and each other.

### **Key Responsibilities**

The Provider Payments Analyst executes the timely and accurate processing of monthly child care provider reimbursements in compliance with Local, State and Federal regulations and BANANAS' policies. The Provider Payment Analyst is responsible for the handling and flow of attendance records, from receipt through reimbursement and filing. In addition, the Provider Payments Analyst provides a wide variety of technical and administrative support to Child Care Providers and the entire Provider Payment team. The Provider Payment Analyst will report to the Provider Payment Manager.



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## Major Duties

- Process, calculate and reconcile monthly provider reimbursements upon receipt of attendance records of child care payment assistance program participants in compliance with Local, State and Federal regulations, and agency policies, procedures and protocols.
  - Attendance records are calculated and reimbursed accurately, and child care payments are made in accordance to approved child care agreements. (i.e. hours, days, age of child, etc.)
  - Research, troubleshoot and resolve problems while processing attendance records, such as requesting approval to issue reimbursement and preparing adjustments.
- Maintain and provide technical support to child care providers who receive reimbursements on their assigned caseload.
  - Develop a professional and positive working relationship with program participants and child care providers on their caseload.
  - Respond timely to emails and telephone messages.
  - Research and resolve reimbursement inquiries and payment discrepancies.
  - Assist providers with FAQs regarding the Provider Portal and support a positive onboarding experience for child care providers.
- Respond to phone, email or in person requests from child care providers, Alternative Payment staff, front office staff and/or any other BANANAS team to re-issue attendance record replacements.
- Work collaboratively with Client Services Counselors (CSC) to ensure accuracy of provider reimbursements, communicate any discrepancies in subsidy usage or contract approvals, generate attendance records upon the request of CSC for new child care approvals and notify counselors of delinquent family fees and terminations as a result of the non-payment of family fees.
- Work collaboratively with Quality Assurance Specialists when a provider requests to update their information and rates and assist with outstanding attendance records.
- Assist the Provider Payments Lead and team with monthly attendance records mass mailing.
- Maintains current reports for statistical data regarding attendance record printing, outstanding family fee, and error tracking spreadsheet. File and archive attendance records and other documents.
- Assist with client calls, walk-ins and inquiries while collecting and documenting data in the subsidy database.
- Assist the provider payment team with gathering support documentation for internal and external audits.
- Assist the provider payment team with annual 1099s, outstanding provider checks, provider garnishment withholding orders.
- Compliance with contract regulations and agency policies and procedures.



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## Qualifications

### **Required Attributes and Experience**

- Associate's degree or higher
- Experience with customer service and client communication
- Strong problem solver and analytical thinker.
- Strong Attention to Detail.
- Advanced mathematical and logical deduction skills.
- Excellent verbal and written communication skills.
- Ability to effectively present information and respond to questions.
- Strong organizational and time management skills and the ability to develop and maintain an organized structure.
- Responsible for maintaining confidentiality of participant's information.
- Experience in data collection and analysis.
- Self-starter who works well independently, with minimal supervision.
- Ability to prioritize given tasks and work efficiently towards completing them; consistently meet tight deadlines and comfortable with routinely shifting competing demands.
- Computer experience: Fast and accurate Data Entry, Microsoft Office (Word, Excel, etc.) and G-Suite.
- Transportation required.

### **Desirable Attributes and Skills**

- Bilingual
- Strong understanding of the California Department of Social Services (CDSS) Rules & Regulations, Title 5 Regulations and BANANAS program policies
- Familiarity with Accounting/Payable software programs
- Working or Knowledge of non-profit sector
- Working for a social service agency
- Working in early childhood and education field
- Experience using databases
- Valid driver's license & insurance
- Computer experience: Intermediate proficiency with a strong emphasis on Microsoft Word, Excel, and G-Suite

## Salary

\$26.81 - \$28.25 (DOE) - This is a non-exempt (hourly) position.



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## Schedule

BANANAS has a 37-hour work week (Mon - Thurs - 7.5 hours and Fri - 7.0 hours). The incumbent for this position must have the flexibility to work certain weekends, as needed.

## COVID-19 Considerations

Staff complete daily temperature checks. Face-covering is optional. BANANAS reserves the right to update the requirements for vaccinations and masking mandates to comply with guidance and regulations set forth by the State and/or Federal government of the United States.

## How to Apply

To apply for the position, please email all required information to [hr@bananasbunch.org](mailto:hr@bananasbunch.org). **No phone calls, please.**

BANANAS is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of age (40 and older), race, ethnicity, religious creed, color, natural hairstyles, national origin, ancestry, physical disability, mental disability, medical condition (including genetic characteristics), genetic information, marital status, sex (including pregnancy, childbirth, breastfeeding, reproductive health decision-making or related medical conditions), gender, gender identity, gender expression (including transgender), sexual orientation, military or veteran status, citizenship status, or any other status protected by federal, state, or local laws.