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.

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 Payment 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.

This position performs duties in support of BANANAS' mission and program operations. The duties listed below represent the essential functions of the position. Reasonable accommodations may be made to enable qualified individuals to perform these essential functions.

Job duties, responsibilities, work locations, and schedules may change based on organizational needs.

About BANANAS Inc.

BANANAS is a nonprofit organization that supports families, children, and early care and education providers. Our programs help families connect with all types of child care options, from family child care, home-based settings, preschool centers, family, friend, neighbor caregivers, and nannies, so they can work or continue their education. Providers are supported with technical assistance and professional development. We are experts in the field of early care and education, and our wide variety of services supports families and child care providers in raising early learners. We offer workshops, playgroups, coaching, and

support groups for parents and caregivers. Low-income families are supported with financial assistance so they can access quality child care. BANANAS is a great place to work with colleagues who care about their clients, our youngest learners, and each other.

Primary Duties and Responsibilities

- Process, calculate, and reconcile monthly provider reimbursements upon receipt of attendance records from child care payment assistance program participants, in compliance with Local, State, and Federal regulations, as well as agency policies, procedures, and protocols.
- Attendance records are calculated and reimbursed accurately, and child care payments are made in accordance with 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 promptly 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 the 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.
- Maintain current reports for statistical data regarding attendance record printing, outstanding family fees, and error tracking spreadsheets.
- File and archive attendance records and other documents promptly, as instructed by the Provider Payment Manager and/or Lead.
- 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, and provider garnishment withholding orders.
- Comply with contract regulations and agency policies and procedures.
- Other Duties as assigned to ensure the smooth flow of work for the organization.

Secondary Duties and Responsibilities

This job description is not intended to be an exhaustive list of duties. Responsibilities may change at any time, with or without notice.

Role Scope

This position is responsible for performing assigned duties in support of BANANAS' programs and operations. This role does not include supervisory responsibility over staff.

Employees are expected to follow established procedures, collaborate with team members, and escalate issues as appropriate.

Work Location Flexibility and Travel Requirements

This position may be assigned to work at different locations to support program needs, coverage requirements, and operational priorities. Employees are expected to demonstrate flexibility in work assignments and locations.

Travel between BANANAS' locations during the workday will be considered compensable hours worked for non-exempt staff, and business mileage and approved work-related expenses will be reimbursed in accordance with California Labor Code Section 2802 and BANANAS' policy.

This position is assigned to a designated, fully equipped BANANAS workspace. While partial telecommuting may be permitted as a convenience to the employee, on-site workspace and resources remain fully available. Voluntary remote work expenses associated with a home office (such as home internet or utilities) are not deemed necessary job expenditures and are not subject to reimbursement, unless otherwise required by law or pre-approved in writing by the Human Resources Department. Employees are expected to utilize BANANAS-provided communication tools and equipment for all business tasks; use of personal devices for work purposes must be pre-authorized.

Qualifications and Experience

Required Qualifications

- Associate's degree or higher or equivalent work experience
- 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 the confidentiality of participants' 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 & Technology Experience: Fast and accurate Data Entry; Intermediate proficiency with a strong emphasis on Microsoft Office (Word, Excel, etc.), and Google Suite.
- Experience using databases, applications, and technological systems.

Preferred Qualifications

- Bilingual in Spanish, Cantonese, or Mandarin
- 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 knowledge of the non-profit sector; +1 years of experience preferred
- Working for a social service agency
- Working in the early childhood and education field
- Experience using databases
- Computer experience: Intermediate proficiency with a strong emphasis on Microsoft Word, Excel, and G-Suite

Physical Requirements

While performing the duties of this job, the employee is regularly required to communicate and exchange information accurately. The role frequently involves using hands to type, handle, or feel, and occasionally requires reaching with hands and arms. Requires the ability to view and read data on standard digital screens and computer monitors for extended periods.

The position is primarily sedentary, though some standing, walking, and light handling of office files or materials may be required. The employee may occasionally need to lift or move office supplies and materials up to 10 pounds.

Reasonable Accommodation

BANANAS provides reasonable accommodations to qualified individuals with disabilities and others as required by applicable law. Employees requesting an accommodation should contact the Human Resources Department to initiate the interactive process.

Salary

$30.26 - $31.52

Placement within the range is determined based on experience, education, internal equity, and BANANAS' budget considerations.

This position is classified as Non-Exempt under the Fair Labor Standards Act (FLSA). Non-exempt employees are eligible for overtime compensation in accordance with federal and California wage and hour laws.

BANANAS complies with the California Equal Pay Act.

Schedule

BANANAS has a 37.5-hour work week (7.5 hours/day) Monday through Friday. The incumbent for this position must have the flexibility to work certain weekends, as needed. Flexibility and adaptability are essential for success in this role.

Work Environment and Safety

This role operates in a professional environment using standard office tools and technology. BANANAS maintains workplace safety practices consistent with applicable Cal/OSHA requirements and public health guidance.

BANANAS reserves the right to change or update the conditions of employment 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.

At-Will Employment Statement

Employment with BANANAS is at-will and may be terminated at any time by either party, with or without cause or notice, as permitted by law. This job description does not constitute a contract of employment or guarantee of continued employment. The at-will nature of employment can only be modified by an express written agreement signed by the CEO of BANANAS.

How to Apply

To apply for the position, please email a cover letter and your resume to 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. We intend 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.

We actively seek to recruit, hire, and retain individuals from diverse backgrounds and perspectives, and we strive to create a workplace where everyone has an equal opportunity to thrive.