

## Job Description

**Title: Provider Relationship Manager**  
**FLSA Status: Non-Exempt**  
**Date: \_\_\_\_\_**

**Department: Provider Relationship Manager**  
**Reports To: Director of Contracts**  
**Approved: \_\_\_\_\_**

### Job Summary:

The Provider Relationship Manager will manage a caseload assigned of Providers Program contracts and related agreements between the ELC, and early childhood education providers for compliance with local, state and federal requirements.

### Essential Duties and Responsibilities:

- Maintains a caseload assigned of Providers Program contracts.
- Works closely with the Provider Relationship Specialist in regards to early childhood education programs compliance with policies of the VPK/SR programs among others.
- Is familiar with and stays current on all policies relating to the Providers program contracts.
- Assists in the education of ELC staff and provides guidance to staff and department heads on policies, practices and procedures in conjunction with the VPK/SR policies and practices.
- Routinely monitors their assigned contract caseload and brings performance issues to the attention of the appropriate director.
- Interprets and clarifies contract provisions, and legal requirements to Coalition staff.
- Coordinates with the Directors on renewal and extension of contracts and resolve contract issues.
- Reviews contracts and determining key components and requirements.
- Maintain high percentage of 100% compliance with all contracts and send the Non-compliance notices or termination notices to providers and assist during all dispute resolution process. Participate in monthly contracts files peer reviews, review hearings, board meeting or others as requested.
- Payment Invoice Verification for each of the caseload assigned.
- Entering and maintaining provider data in EFS and other systems relating to contracts. Processes contract modifications as necessary.
- Supervisory duties: Responsible for supervising the work, attendance and punctuality of two Provider Relationship Specialists under your Zone which will be reported to the Department's Director.
- Occasional travel will be required.
- Performs related duties as required.

### Skills and Abilities:

- Produce and maintain complex Excel spread sheets
- Ability to master new data systems. Microsoft Office Suite
- Accountability
- Excellent interpersonal skills
- Handle multiple tasks and see through to completion
- Excellent communication skills, both written and oral
- Ability to work effectively with a diverse population
- Bilingual a plus (Spanish and Creole)

### Experience and Training:

- Bachelor's Degree in Business Management, Business Administration, Public Administration or a related field, Masters Degree preferred
- 3 years experience in contract management preferably working with government contracts.
- Paralegal or corporate legal background preferred
- Training, education and/or experience may be substituted for certain minimum qualifications

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, talk, hear and use hands and fingers to operate and handle keyboards and controls. The employee is occasionally required to walk and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Work Environment:**

The work environment characteristics described in this document are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise levels in the work environment may vary but are usually moderately quiet.

**This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities. This document does not create an employment contract, implies or otherwise, other than an "at will" relationship.**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date