

Role Code: 19013
Role Title: Administrative and Office Specialist III
Working Title: Senior Fiscal Technician
Agency: 00157 Compensation Board
Loc: 760 Richmond (City)
SOC: 23413
Position: 00025

Band: 3
Open To: General Public
Hiring Range: \$23,999 to \$40,000
Application: State Form 10-12 Required

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Application Closing Date: March 31, 2008

The Compensation Board is seeking an experienced individual to work in the Customer Service section that will serve as the primary contact between the Compensation Board and assigned constituency groups and their employees. Incumbent must be able to provide assistance via telephone and process monthly payroll and expense reimbursements through COIN (Constitutional Officer Information Network); submit invoices and transmit for payment to Constituents via CARS (Commonwealth Accounting Reporting System). Incumbent will be responsible for ensuring personnel changes for constituents are within Compensation Board policy; providing written analysis to the Executive Secretary and the Board on budget amendments requested by constituents and preparing the related monthly docket. Incumbent will assist constituents in completion of annual budget requests and provide instruction in the use of COIN. Makes presentations on job related topics at designated conferences. Incumbent must demonstrate a positive customer service attitude in the performance of all duties; and a cooperative teamwork approach in all staff interaction.

Qualifications:

Accounting experience preferred. Ability to perform detailed work with numeric data, to make arithmetical calculations rapidly and accurately required. Working experience preparing financial reports and statements utilizing Excel and Word software applications is required. Working experience preparing financial reports, statements and presentation utilizing automated systems, Access and PowerPoint is preferred. Ability to communicate effectively, both orally and in writing required. Experience in dealing with multiple priorities and frequent deadlines is preferred. Experience with customer service required. An Associate or Bachelors degree in business or accounting preferred. High school diploma or GED required. Some overnight travel required. Valid Virginia motor vehicle operators license required. A Virginia State Police criminal records check will be conducted upon employment.

An Equal Opportunity Employer

Parts I, II, III, and IV are written or reviewed by the supervisor and discussed with the employee at the beginning of the evaluation cycle.



EMPLOYEE WORK PROFILE

WORK DESCRIPTION/PERFORMANCE PLAN

PART I – Position Identification Information	
1. Position Number: 00025	2. Agency Name & Code; Division/Department: Compensation Board #00157
3. Location Code and Work Location Code: #760-Richmond	4. Occupational Family & Career Group: Administrative Services Adm. & Program Support
5. Role Title & Code: Administrative & Program Specialist III 19013	6. Pay Band: 3
7. Work Title:	8. SOC Title & Code: Fiscal Technician Senior 23413
9. Level Indicator: <input checked="" type="checkbox"/> Employee <input type="checkbox"/> Supervisor <input type="checkbox"/> Manager	10. FLSA Status: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt
11. Supervisor's Position Number: 00026	12. Supervisor's Role Title & Code: General Administration Practitioner II 19052
13. EEO Code: E	14. Date: November 1, 2007-October 31, 2008

PART II – Work Description & Performance Plan
<p>15. Organizational Objective: The mission of the Compensation Board is to determine a reasonable budget for the participation of the Commonwealth toward the total cost of office operations for Constitutional Officers, and to assist those Officers and their staff through automation, training and other means, to improve efficiencies and to enhance the level of services provided to the citizens of Virginia.</p>
<p>16. Purpose of Position: Serves as the primary contact between the Compensation Board and assigned constituency group(s) and their employees. Provides customer service to these constituents by providing information, process reimbursements, and resolving reimbursement discrepancies.</p>
<p>17. KSA's and or Competencies required to successfully perform the work (attach Competency Model, if applicable): Demonstrated customer service skills. Working knowledge of basic bookkeeping/accounting principles. Ability to perform detailed work with numeric data to make arithmetical calculations rapidly and accurately. Knowledge and ability to prepare financial reports and statements through automated systems. Knowledge and ability to use personal computer and associated software(e.g., Word, Excel, Access). Ability to communicate effectively, both orally and in writing. Ability to develop technical data to be presented by others to large audiences. Demonstrated ability to interpret and apply policies/criteria to a variety of requests.</p>
<p>18. Education, Experience, Licensure, Certification required for entry into position: Graduation from high school program which included, or was supplemented, by basic bookkeeping/accounting courses and related training. Previous accounting/bookkeeping experience. Experience with PC's with knowledge of Excel, Access, and Word preferred. Experience with customer service.</p>

19. Core Responsibilities	20. Measures for Core Responsibilities
<p>A. Performance Management (for employees who supervise others) Managers, see existing PD</p>	<p>Examples of Measures for Performance Management:</p> <ul style="list-style-type: none"> • Expectations are clear, well communicated, and relate to the goals and objectives of the department or unit; • Staff receive frequent, constructive feedback, including interim evaluations as appropriate; • Staff have the necessary knowledge, skills, and abilities to accomplish goals; • The requirements of the performance planning and evaluation system are met and evaluations are completed by established deadlines with proper documentation; • Performance issues are addressed and documented as they occur. • Safety issues are reviewed and communicated to assure a safe and healthy workplace.
<p>B. Provides assistance to constituents and their employees, primarily via telephone, in processing monthly payrolls and expenses through the Constitutional Officer Information Network (COIN) reimbursement systems. Answers constituent inquiries about payrolls, personnel changes, docket information, etc. Inputs data regarding new positions, additional allowances, and other Board-approved actions in COIN. Answers constituent inquiries about payrolls, personnel changes, docket information, Officer's and deputies Career Development programs, etc. Verifies the number of positions, approved salaries, and fringe benefits, and reconciles requested expense reimbursements and employees with supporting documentation and CB authorization. Verifies changes in position count and the on-line personnel form CB-10). Verifies that unexpended funds are available from which to draw reimbursements. Disallows claims not reimbursable by the State and contacts localities when questions arise. Coordinates error correction for constituents either by making the correction personally, through phone calls to their offices, a letter requesting the overpayment of funds or through training sessions.</p> <p>Verifies the base budget of each budgeted category to the per capita report.</p> <p>Verifies Constitutional Officer's Salaries and updates CO salary report to ensure new officers salaries are approved based on salaries in the appropriations act or noted when exceptions arise.</p>	<p>Managers, verify responsibilities and determine measures; should be the same measures for the same roles</p> <p>Customer Service Survey reflects at least a 90% timely response to constituent inquiries</p> <p>Reimbursements to constituents are validated for accuracy, within Compensation Board policy and are processed within the current month.</p> <p>Officer and/or Administrators are contacted for completion of reimbursement within two days after prescribed certification deadline.</p> <p>Update all systems within two workdays of changes approved by the Compensation Board on a monthly basis and/or before the Reimbursement is made available to constituent.</p> <p>Reports to Supervisor, on the last day of each month, Reimbursements that were authorized by the Compensation Board for 99% of the 648 monthly payrolls submitted by a CO and approved by the local governing body on or before the 10th of each month, no later than the last day of the same month.</p> <p>Monthly verifies base budget of budgeted categories to the per capita reports.</p> <p>Updates Constitutional Officer's Salary Report and verifies to the appropriations act and exceptions noted, annually and as needed upon Constitutional Officer turnover.</p>
<p>C. Approves reimbursements, creates vouchers and transmits vouchers to CARS for payment to Constituents. Verification of the payment vouchers to the reimbursement system. Updates SCB control log when vouchers are submitted and received and posts</p>	<p>Approves and creates vouchers and transmittal for payment to officers completed on a daily basis.</p> <p>Reconciliation of current expense report to batch control log completed after submission of vouchers and monthly to</p>

<p>batches the SCB control log.</p>	<p>ensure all offices have been reimbursed.</p> <p>Reports to Supervisor, on the 13th of each month, material financial weaknesses and findings of inaccurate reimbursements to ensure that the Auditor of Public Accounts annual report will not report material financial weaknesses and no findings of inaccurate reimbursements in its management letter.</p>
<p>D. Verifies and posts personnel changes in constituents' offices including verifying salary offers at the minimum of the salary range. Audits promotional increases based on CB policies and verifies that money is available for the salary increases. Provides written analysis and recommendations to the Executive Secretary for approval. Forwards any personnel requests that are outside of approved CB policies for approval by the Compensation Board. Approves and post pending fund transfers within policy as requested by officer. Forwards fund transfers outside of approved Compensation Policy for approval by the Board.</p>	<p>Ensures CB10 requests entered are within Compensation Board policy and that funds are available.</p> <p>Monitors CB10 and Fund Transfer files for potential docket submission within prescribed timelines.</p> <p>Verifies and post CB-10s (personnel changes) and Fund Transfers to the current budget prior to the reimbursement cycle.</p> <p>Monitors vacancy savings/turnover on a monthly basis, ensuring screens do not reflect a negative balance.</p>
<p>E. Provides docket information to the Executive Secretary and the Board on constituent budget for transfer/increase requests by preparing the related monthly docket. Provides analysis on the requests after reviewing the constituent's rationale for the requests are within Compensation Board policy. Makes recommendations to the Executive Secretary for action.</p>	<p>Prepares docket submissions with accuracy and in compliance with Compensation Board policy. Analysis, recommendation, and back up documentation are submitted within 2 days of receipt of request or by docket cutoff whichever comes first. .</p> <p>Docket approvals are updated to the Compensation Board database prior to the reimbursement cycle.</p>
<p>F. Assist Officers in completion of budget certification through instruction of system Assist and/or conducts Online Budget training as needed. Contact Officers not certified within prescribed timeline.</p> <p>Conducts monthly COIN training.</p> <p>Reviews all annual budget submissions by constituents for completeness, accuracy, and compliance with CB policy. Requests additional information from constituents as needed. Verifies data in the CB on-line budget system utilizing Excel and access spreadsheets. Utilizing e-mail, brings any unusual requests to the attention of the Executive Secretary. Conducts analysis of Percent of Need as Related to Staffing Standards.</p>	<p>Annually assists and/or conducts online budget training and ongoing training via telephone or as requested by officer. Contacts all Officers not certifying the online budget within on day of prescribed timeline.</p> <p>Conducts at least 1 monthly COIN training annually.</p> <p>Budget requests submitted by constituents are validated for accuracy, within Compensation Board policy and are marked in process within the budget workplan timeline.</p> <p>Base budget changes are updated in the Online Budget as approved by Compensation Board during monthly Board meetings.</p> <p>Conducts percent of Need as related to Staffing Standards within the budget workplan timeline.</p>

G. Demonstrates a positive customer service attitude in the performance of all duties, demonstrates a cooperative teamwork approach in all staff interaction.

Performs other duties as assigned.

Provides back-up support to other Senior Fiscal Technicians and Administrative staff in the office as necessary. Maintains effective working relationship with all co-workers, Constitutional Officers and the public on a daily basis by achieving an 87% or greater level of satisfaction in customer service for FY07.