

STATE CONTROLLER FINANCIAL/BUSINESS SYSTEMS MANAGER

Schematic Code 10733 (31000246)

I. DESCRIPTION OF WORK

Positions in this banded class are the top financial, business systems, and/or risk mitigation managers in the Office of the State Controller with responsibility for formulating and implementing all agency policy and plans for use by management in decision-making processes. Positions are responsible for providing overall direction for financial functions and systems. Positions in this class ensure that all financial operations, systems, transactions, policies, and procedures meet the short- and long-term objectives of the State Controller and that they are in compliance with all oversight or regulatory entity standards and requirements. Positions assist with or have full responsibility for the formulation of business systems, programs, and policies and the overall direction of staffing, training and development. Positions will provide leadership in the development of guidelines and programs in financial, risk mitigation, internal control, program operation, systems or other areas and initiatives. Positions are responsible for allocating available staff, assets and resources in order to meet work goals. Positions must deal with controversial issues/problems and maintain successful working relationships with clients, other employees, administrators, and the public.

II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
<p>Positions at this level supervise functions while learning the area of assignment. Positions may perform training functions for their individual area of assignment, review work of assigned staff, assist with interviewing and selecting staff, interpret and provide input into standard operating policies and procedures and resolve minor discipline and other employee relations issues. Positions at this level have approval authority.</p>	<p>Positions at this level independently manage, assess, and ensure for the provision of a full range of services in the area of assignment. Positions exercise a high level of independent decision-making. They perform training functions for their individual area of assignment, review work of assigned staff, assist with interviewing and selecting staff, interpret and provide input into the governing body and unit standard operating policies and procedures, and resolve minor discipline and other employee relations issues.</p>	<p>Positions at this level proactively manage work and operate as the expert in the area of assignment for the State Controller's Office. Positions exercise a high level of independent decision-making. Positions anticipate, identify, and resolve business system issues in a proactive manner.</p>

III. COMPETENCIES

Competency	Definition
Knowledge - Professional	Full knowledge of professional fiscal theory, information systems, risk mitigation, and internal control techniques, practices and procedures. Considerable knowledge of the fiscal area of assignment and skill in applying this knowledge in a review. General knowledge of state and federal rules and regulations governing the fiscal program. General knowledge of statewide enterprise level/agency/university practices, procedures and principles.
Program Supervision and Administration	Ability to establish expectations and clear direction to meet goals and objectives. Ability to motivate and engage employees through effective communication. Knowledge of appropriate policies and procedures for recruiting, selecting, developing, counseling, disciplining and evaluating performance of employees to retain a diverse workforce. Ability to administer and ensure compliance with human resources policies and procedures. Ability to observe and assess work. Ability to provide feedback. Ability to provide technical supervision of staff. Ability to develop plans for employees to gain necessary knowledge, skills, and abilities to successfully perform their duties. Ability to plan for and support employees in career development opportunities. Ability to assign work and to establish work rules and acceptable levels of quality and quantity of work. Ability to review work and evaluate performance of others and to develop individuals' competencies.
Critical Thinking	Ability to utilize questioning, analysis, synthesis, interpretation, inference, inductive and deductive reasoning, intuition, application and creativity. Ability to assess and interpret work. Ability to develop, evaluate, implement and modify work. Ability to make accurate decisions.
Change Management	Ability to plan and implement change initiatives. Ability to support innovation and creativity by encouraging staff to accept and resolve challenges. Ability to remain flexible to meet constantly changing and sometimes opposing demands.
Communication	Ability to present information effectively in a manner suited to the characteristics and needs of the audience. Ability to convey information clearly and concisely either verbally or in writing to ensure that the intended audience understands the information and the message. Ability to listen and respond appropriately to others.

Note: Not all competencies apply to every position/employee; evaluate only those that apply. Competency statements are progressive. For positions with some supervision consider the highest level of professional work performed.

IV. COMPETENCY STATEMENTS BY LEVEL

Professional Knowledge

Full knowledge of professional fiscal and financial theory, information systems, risk mitigation, and internal control techniques, practices and procedures. Considerable knowledge of the fiscal area of assignment and skill in applying this knowledge in a review. General knowledge of state and federal rules and regulations governing the fiscal program, industry standards, and best business practices. General knowledge of state entities' practices, procedures and principles.

Contributing	Journey	Advanced
<p>Considerable knowledge of professional fiscal theory, information systems, risk mitigation, and internal control techniques, practices and procedures. Knowledge of generally accepted accounting principles and skill in applying this knowledge.</p> <p>Considerable knowledge of local, state and federal regulations and statutes governing the area of work.</p> <p>General knowledge of applicable information technology and internal controls to meet work needs.</p> <p>Basic knowledge of supervisory practices and skill in supervising others, including communication skills, how to delegate and assign duties, how to deal effectively with difficult employees, how to evaluate performance and to participate in disciplinary actions. Basic knowledge of state government's human resources interview policies and procedures.</p>	<p>Full knowledge of professional fiscal and accounting theory, information systems, risk mitigation, and internal control techniques, practices and procedures. Full knowledge of generally accepted accounting principles and skill in applying this knowledge.</p> <p>Full knowledge of local, state and federal regulations, statutes, industry standards and best business practices governing the area of work. (For example, ability to draft legislation, participate in justification for the defense of legislation, and/or participate in negotiation on issues in dispute.)</p> <p>Knowledge of applicable information technology to independently perform work. Ability to ensure integrity of information systems, internal controls and data, including recommending modifications as required. Knowledge of updated information technology to facilitate program goals and program procedures. Ability to direct staff to research and recommend changes to software.</p>	<p>Extensive knowledge of professional fiscal and accounting theory, information systems, risk mitigation, and internal control techniques, practices and procedures and ability to apply this knowledge proactively.</p> <p>Extensive knowledge of local, state and federal regulations statutes, industry standards and best business practices governing the area of work. (For example, ability to assist in defense of legislation before governing bodies and/or negotiate on issues in dispute.)</p> <p>Thorough knowledge of the reliability of systems and internal controls; identifies problems and/or changing requirements. Ability to analyze and direct implementation of recommended business processes and technology changes.</p>

Professional Knowledge, cont.

Contributing	Journey	Advanced
	<p>Full knowledge of supervisory practices and skill in supervising others, including communication skills, how to delegate and assign work, how to deal effectively with difficult employees, how to evaluate performance and may assist or conduct investigations and participate in disciplinary actions. Working knowledge of state government's human resources policies and procedures. Ability to mentor new supervisors.</p> <p>Basic knowledge of strategic planning methodologies and practices.</p>	<p>Extensive knowledge of supervisory practices and skill in supervising others, including communication skills, how to delegate and assign work, how to deal effectively with difficult employees, how to evaluate performance and to conduct investigations and participate in disciplinary actions. Full knowledge of state government's human resources policies and procedures.</p> <p>Considerable knowledge of strategic planning methodologies and practices.</p>

Definitions:

Basic knowledge - The span of knowledge minimally necessary to complete defined assignments.

Full/Considerable knowledge - The span of knowledge necessary to independently complete defined assignments to produce an effort or activity directed toward the production or accomplishment of the fiscal responsibilities.

Extensive knowledge - The broad scope of knowledge demonstrated on the job that is beyond journey competencies.

Proactive - Controlling a situation by causing something to happen rather than waiting to respond to it after it happens.

Program Supervision and Administration

Ability to establish expectations and clear direction to meet goals and objectives. Ability to motivate and engage employees through effective communication. Knowledge of appropriate policies and procedures for recruiting, selecting, developing, counseling, disciplining and evaluating performance of employees to retain a diverse workforce. Ability to administer and ensure compliance with human resources policies and procedures. Ability to observe and assess work. Ability to provide feedback. Ability to provide technical supervision of staff. Ability to develop plans for employees to gain necessary knowledge, skills, and abilities to successfully perform their duties. Ability to plan for and support employees in career development opportunities. Ability to assign work and to establish work rules and acceptable levels of quality and quantity of work. Ability to review work and evaluate performance of others and to develop individuals' competencies.

Contributing	Journey	Advanced
<p>Ability to set standards and expectations for competency and career development. Ability to develop and direct staff to more challenging projects/assignments. Ability to participate with senior management in overall agency strategic planning. Ability to direct work unit staff in fulfilling agency mission/strategic planning.</p> <p>Ability to develop strategies to improve quality of service, performance, and budgetary/operational efficiency.</p> <p>Ability to review and approve work findings/written reports of moderate complexity.</p> <p>Ability to provide fiscal and business oversight for area(s). Ability to ensure that fiscal and business rules and regulations are interpreted correctly, internal and external to the area(s) of assignment.</p>	<p>Ability to coach and facilitate the enhancement of employee competencies as appropriate to the needs of the work unit.</p> <p>Ability to manage resources effectively to provide for employee training and growth to meet the operational goals and objectives.</p> <p>Ability to address quality monitoring and performance improvement issues for the program or area of responsibility.</p> <p>Ability to review and approve work, often regarding more complex or unique issues.</p> <p>Ability to ensure that fiscal rules and regulations are interpreted correctly.</p>	<p>Ability to mentor, coach and manage the total competencies of staff. Ability to seek sources and opportunities for employee training and growth. Ability to involve employees in strategic planning and implementation and in the development of policies and procedures.</p> <p>Ability to independently manage program and staff resources.</p> <p>Ability to identify and address quality monitoring and performance improvement issues for fiscal services for the program or area of responsibility.</p> <p>Ability to review and approve documents and reports of more complex or unique issues and ability to effectively articulate written conclusions. Ability to ensure that fiscal and business rules and regulations are interpreted correctly, internal and external to the organization.</p>

Critical Thinking

Ability to utilize questioning, analysis, interpretation, inductive and deductive reasoning. Ability to assess and interpret work. Ability to develop, evaluate, implement and modify work. Ability to make accurate decisions.

Contributing	Journey	Advanced
<p>Ability to make determinations based on facts Ability to identify problems, report potential problems, and assess options.</p> <p>Ability to interpret delivery of service and compliance with local, state and federal regulations and standards.</p> <p>Ability to recommend modifications to program policy and procedures to minimize risk.</p>	<p>Ability to analyze moderately complex situations. Ability to recommend solutions and options and alert leadership to impact on program.</p> <p>Ability to implement response to a complex situation based on interpretation of local, state and federal regulations and standards.</p> <p>Ability to ensure implementation of program policy and procedure changes.</p>	<p>Ability to manage complex work situations. Ability to anticipate and remain alert to potentially problematic situations. Ability to resolve unusual problems.</p> <p>Ability to develop solutions to unique problems and situations.</p> <p>Ability to ensure implementation of program policy and procedure changes to reduce risk. Ability to apply innovative solutions where appropriate.</p>

Change Management

Ability to plan and implement change initiatives. Ability to support innovation and creativity by encouraging staff to accept and resolve challenges. Ability to remain flexible to meet constantly changing and sometimes opposing demands.

Contributing	Journey	Advanced
<p>Basic knowledge of change management strategies and principles.</p> <p>Ability to communicate and implement new policies and procedures.</p>	<p>Ability to lead a transition from old to new programs.</p> <p>Ability to participate in the development and implementation of new goals and objectives at the statewide level.</p>	<p>Ability to lead the development and implementation of vision and mission statements.</p> <p>Ability to lead and direct the development and implementation of new goals and objectives at the statewide level.</p>

Communication

Ability to present information effectively in a manner suited to the characteristics and needs of the audience. Ability to convey information clearly and concisely either verbally or in writing to ensure that the intended audience understands the information and the message. Ability to listen and respond appropriately to others.

Contributing	Journey	Advanced
<p>Ability to communicate with individual work unit on fiscal program elements. Ability to update existing communications.</p> <p>Ability to disseminate information on changes in policies, procedures and protocols. Ability to review written reports of moderate complexity.</p> <p>Ability to prepare, organize, and review written reports according to documentation standards and requirements. Ability to guide staff in providing appropriate documentation to support conclusions.</p> <p>Ability to listen and understand perspectives and opinions of others internal and external to the program.</p>	<p>Ability to communicate complex fiscal/programmatic information outside of the organization. Ability to interpret fiscal rules and regulations internal to the organization.</p> <p>Ability to review and approve written reports often of a complex nature. Ability to ensure that fiscal rules and regulations are interpreted correctly.</p> <p>Ability to develop contacts and relationships with interested parties in achieving division/organizational goals.</p> <p>Ability to adjust approach in response to the perspectives and opinions of others internal and external to the program. Ability to serve as representative for a particular area/discipline or act as an expert.</p>	<p>Ability to communicate major and/or complex situations and actions internal and external to the organization. Ability to interpret rules and regulations internal and external to the organization. Ability to serve as a technical resource in developing response to the media.</p> <p>Ability to document and report more complex or unique issues and effectively articulate written conclusions. Ability to ensure that fiscal rules and regulations are interpreted correctly, internal and external to the organization.</p> <p>Ability to develop and maintain professional working relationships in complex and/or difficult situations in order to achieve organizational goals.</p> <p>Ability to seek appropriate input from others, internal and external to the program, prior to developing new policies and procedures.</p>

V. MINIMUM TRAINING & EXPERIENCE

Bachelor's degree in accounting, finance, business administration or management, information systems or a related discipline, with 9 credit hours of accounting coursework and three years of professional accounting or business systems experience; or an equivalent combination of training and experience. Some positions may require additional credit hours of accounting coursework. All degrees must be received from appropriately accredited institutions.

Note: This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.