



OFFICE of the COMPTROLLER

Statewide Vendor/Customer Team

Program Coordinator I JOB POSTING FY20-023, 00007981

About the Office of the Comptroller

The Office of the Comptroller (CTR) is an Independent, Executive Level Agency. Our mission is to oversee the Commonwealth's financial systems, promoting integrity, mitigating risk, and providing accurate reporting and promoting transparency to illustrate the financial health of Massachusetts. Our vision is to be a solutions-oriented public agency, promoting innovation and focused on being a national leader in good governance. We are continuously improving the transparency of financial information. As stewards of the public trust, we aspire to inspire confidence by maintaining our core principles: clarity, integrity, and accountability.

CTR is responsible for the processing of approximately \$60 B in annual transactions, including a bi-weekly payroll of approximately 95,000 individuals. The office is organized into several business teams all of which are located within the Boston office.

Position to Fill – Program Coordinators I

CTR is seeking qualified candidates for consideration in order to fill one Program Coordinator I position reporting to the Vendor/Customer Team Manager. The employee will work independently and with other team members by assisting with Quality Assurance (QA) processes to enhance CTR's ongoing efforts to mitigate the risks of fraud, waste, and abuse.

This position requires a self-starter with the following capabilities and attributes:

- strong communication skills;
- impeccable attention to detail;
- superior time management;
- multitasking skills;
- ability to contribute and work productively as part of a team;
- positive attitude;
- capacity to remain flexible and learn new standards and guidelines as necessary; and
- The ability to work well under pressure.

Specific Duties Include:

Statewide Vendor/Customer Team

- Remain current and knowledgeable with CTR Policies regarding Payees & Payments;
- Quality Assurance that vendor and payee registrations are submitted accurately and completely;
- Independent third party verification and documentation of data changes requested;
- Coordinate return of original documents incorrectly submitted by the agencies and departments of state government;
- Communicate with department staff, as needed;
- Prepare/provide weekly status log of activities;
- Assist with daily preparation, scanning and validation of documents;
- Maintain a log of any correspondence related to QA functions;
- Use MMARS (Massachusetts Management Accounting and Reporting System) in order to provide timely and accurate processing of registrations or modifications to VCUST and related table entries;
- Use both MMARS and the Commonwealth's Information Warehouse (CIW) to research actions taken on VCUST codes in order to assist in the resolution of contracting and payment issues;
- Demonstrates proficiency in the use of desktop tools, programs, applications, and systems to meet Team processing and accounting goals and objectives. (These include but are not limited to: MMARS, Word, Access, Excel, CIW, Power-Point, etc.);
- Maintain file room and prepare documents to be disposed/shredded consistent with Comptroller policy and procedures;
- Recommend actions to streamline business processes to ensure efficiency and data integrity;
- Maintain awareness of and compliance with all CTR operating policies and procedures;
- Immediately raise questionable actions, requests or potential errors or issues to the attention of the team manager and/or Assistant Comptroller;
- Contribute to the overall CTR work environment in a positive, respectful and cooperative fashion;
- Assist Statewide Vendor/Customer Manager and Assistant Comptroller in analysis of data, etc., as needed (confer with user to determine specific business needs/requirements);
- Participate in the completion of special projects that occur from time to time;
- Assist with other assignments that may be requested from members of the Comptroller's Office; and
- Actively assist Team Leadership with cross training, knowledge transfer, disaster recovery, risk assessment and internal control review.

COVID19 Note:

While current emergency COVID19 procedures and protocols temporarily have most CTR staff working remotely, this is not an affirmation of what a potential telecommuting policy may look like, the types of positions that may be eligible, the frequency of days that telecommuting may be available. The successful candidate understands that this position may require full or considerable onsite work as CTR reopens its workplace.

Minimum Qualifications:

- Ability to think big, work smart, and do the small stuff well while staying focused on the big picture;
- Exceptional organizational skill;
- Strong attention to detail;
- Positive attitude;
- Self-starter;
- Willingness to learn new processes;
- Ability to understand new software and hardware functionality;
- Capacity to plan, and coordinate with other team members; and
- Proficiency in Windows applications such as Word, Access, Excel, Outlook.

Preferred Qualifications:

- Educational experience, internship or other experience with business process; improvement, change management, technology integration;
- Professional and assured communications styles;
- Project management experience; and
- Compliance with all CTR operating policies and procedures.

Continual Efforts:

- Remain current with CTR policies and procedures, read CTR memos, updates, attend annual internal control, risk and fraud prevention trainings;
- Immediately raise questionable actions, requests or potential errors or issues to the attention of your supervisor, manager or director;
- Contribute to the overall CTR work environment in a positive, respectful and cooperative fashion; and
- All employees of CTR may be asked to engage in other assignments, on an as needed basis.

Minimum Entrance Requirements:

Applicants must have at least (A) two years of full-time, or equivalent part-time, professional, administrative or managerial experience in business administration, business management or public administration the major duties of which involved program management, program administration, program coordination, program planning and/or program analysis, or (B) any equivalent combination of the required experience and the substitutions below.

Substitutions:

I. A Bachelor's or higher degree with a major in business administration, business management or public administration may be substituted for the required experience.*

II. A Bachelor's or higher degree with a major other than in business administration, business management or public administration may be substituted for a maximum of one year of the required experience.*

*Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

Special Requirements: None

Salary Range: \$53,055.60 to \$75,629.06 BU6 / Grade 10

As per the Unit 6 Collective Bargaining Agreement between the Commonwealth of Massachusetts and the National Association of Government Employees.

Benefits Package:

CTR is pleased to offer a comprehensive benefits package to its employees. The specific components and eligibility may vary based upon position classification, hours worked per week and other variables. Therefore, specific benefits for this position may be discussed as part of the interview and offer process.

The overall benefits available include: paid vacation, sick and personal leave time, health, dental and vision insurance through the Commonwealth's Group Insurance Commission (some benefits may be provided through the union for its members), and optional pre-tax health savings account plans. In addition, CTR provides employees the opportunity to elect life insurance, long term disability insurance, deferred compensation savings, tuition remission, pre-tax commuter account plans, along with other programs.

CTR employees also participate in the Commonwealth's State Retirement Plan, which can become a defined benefit plan for those that both vest and subsequently retire from state service. Follow this link for additional retirement information:

<http://www.mass.gov/treasury/retirement/state-board-of-retire/> .

At this time, CTR also offers Identify Force Credit Monitoring for all members of the CTR Team.

Commitment to Diversity:

CTR is committed to building a diverse staff across the entire agency and at all levels.

THE OFFICE OF THE COMPTROLLER IS AN EQUAL
OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

Required Background Check – Including Tax Compliance:

CTR requires a background check on all prospective employees as a condition of employment.

The background check process is not initiated until:

- 1) A candidate is invited past a first round interview; and

2) The candidate has signed the Background Check Authorization Form and related releases.

The background check includes:

- 1) A Criminal Offender Record Information (CORI) check,
- 2) A federal IRS compliance verification, for up to 7 years, and
- 3) A Department of Revenue state tax compliance verification.

Candidates with advanced degrees and professional licenses may have these credentials verified.

Individuals other than the references provided by a candidate may be contacted in the course of completing a full background and qualification check.

Application Packet, Filing Email Address & Deadline:

CTR encourages interested candidates that meet the minimum entrance requirements and qualifications to apply for this position.

Interested candidates must submit by email an application packet that contains:

- A cover letter,
- Resume,
- Two business writing samples, and
- And a list of three professional references.

Please include the position title and number in the subject line of your email: Program Coordinator I, FY20-023, 00007981. Applications will be considered on a rolling basis, so candidates are encouraged to apply as early as possible. The closing date for this position is 5:00 pm on July 15, 2020. Late submissions may be considered solely at the discretion of CTR.

Application packets should be sent to: CTR-HR@mass.gov

Further Information:

To learn more about CTR please visit our website, <http://www.macomptroller.org> and follow us on Twitter! https://twitter.com/MA_Comptroller.

Those candidates invited to interview will be contacted by the Hiring Manager for this position. Unfortunately, due to the anticipated high volume of applicants for this vacancy, we are unable to provide status updates to specific individuals.

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