

## Financial Specialist

### Senior

#### POSITION

#### SUMMARY

Under the general supervision of the WDA Director, this position is responsible for financial and recordkeeping work for the Division, requiring the application of established accounting-related and documentation duties to include data and account reconciliations and audits. The position is responsible for a full range of documentation and accounting-related duties and fiscal activities. This position serves as a liaison with the Center for Consumer Payments, Bureau of Fiscal Services and maintains a full series of records in IRIS; as required. The Financial Specialist Senior shall comply with the Department's administrative rules and the agency's policies and procedures. The position is accountable for ensuring that vocational services are rendered as intended, timely, and that purchase orders, payments, and invoices are processed appropriately. This position works in a team environment and provides the full scope of case management support when necessary. This can include management of an active caseload of individuals with disabilities, documenting all casework activity in the Integrated Rehabilitation Information System (IRIS) to ensure compliance with state and federal laws and regulations. This program responsibility involves satisfying fiscal and non-fiscal requirements.

#### **TIME %      GOALS AND WORKER ACTIVITIES**

- 55% A.      Review encumbrances including auditing purchase orders, identifying goods/services that are no longer needed, analyzing for proper coding, following established directives, policies, fee schedules and processing timeframes.
- A1. Audit open purchase orders to verify compliance with directives, policies, established fee schedules, contracts, proposals.
  - A2. Audit open purchase orders for accurate coding and verify that change orders are completed when directives are updated or revised.
  - A3. Audit open purchase orders to identify, reduce or cancel those no longer needed due to changes in vendor, consumer's plan, case closure.
  - A4. Audit open purchase orders and identify those that qualify for an extension, complete an authorization case note explaining the need for the extension, update the purchase order and provide the revised PO to the vendor. (This allows vendors to operate with a valid authorization for services.)
  - A5. Verify receipt of goods/services via communication with consumer/guardian in their preferred contact method, case note the contact and verification, and complete receiving (prior to receiving an alert from CCP-Center for Consumer Payments Staff).
  - A6. Prepare purchase orders reflecting the correct accounting codes including coding updates

during fiscal year changeovers.

A7. Process training grants following established directives, policies, procedures and processing timeframes.

A8. Initiate communication with Providers, CCP, Consumers and other DWD staff regarding discrepancies between invoices and purchase orders, contracts, quotes; missing reports and those that do not meet the technical specifications.

A9. Issue invoice resolution forms when an invoiced goods/services are being denied, case note, and communicate with the appropriate parties (vendor and CCP staff person).

A10. Review, analyze and when appropriate negotiate an adjusted payment amount on disputed invoices.

A11. Maintain accurate encumbrance balances through use of agency reports.

A12. Reconcile purchase orders on a periodic basis to encumbrance reports, perform quality assurance reviews, recommend improvements.

A13. Audit transactions to ensure that payments are processed in the proper fiscal year in accordance with budgetary/statutory requirements.

15% B. Assure the creation, review, and receipt of purchase orders, direct payments and documents involving non-fiscal casework activities are following state and federal requirements and that services are rendered accordingly.

B1. Contact vendors to obtain bills and progress reports due for services rendered to consumers.

B2. Review and confirm payment requirements with consumers and staff and make recommendations to service providers as necessary.

B3. Collect invoices and route for payment.

B4. Provide billing procedures to providers and potential vendors, and resolve payment disputes.

B5. Obtain cost comparisons to obtain the most cost efficient and effective services.

B6. Follow specific and detailed purchasing policies and procedures.

10% C. Program, project and service development and coordination within the WDA region and statewide to provide DVR information, oversight and implementation of DVR projects and services for DVR consumers.

C1. Assist in development and implementation of program and service design, delivery and outcome measures.

- C2. Develop and implement approved program procedures regarding the DVR responsibilities and requirements.
- C3. Collaboratively work and consult with WDA stakeholders to assist successful service/program implementation and understanding of DVR services.
- C4. Respond and provide training and technical assistance to DVR staff, service providers, vendors and individual program participants, including individuals interested in learning more about services.
- C5. Travel in assigned area for contacting referral sources and prospective consumers or service providers.
- C6. Act as WDA main point of contact for contracted statewide vendors.

10% D. Coordination and Case Management to ensure appropriate service provision as authorized by the Rehabilitation Act.

- D1. Prioritize and organize time to cover assigned area and manage workload within a team environment.
- D2. Develop and actively pursue collaborative relationships with public and private agencies which may have responsibilities and/or the ability to provide services to individuals with disabilities.
- D3. Work with Financial Aid Offices to ensure agreements are implemented and consumers are receiving the appropriate training grant allocation.
- D4. Record case notes in consumer IRIS case record to document rehabilitation progress.
- D5. Complete all necessary service and consumer information, documents and demographic data to comply with federal and state regulations, policies and procedures.
- D6. Complete all written and verbal correspondence to consumers, referral sources, service vendors, and others to ensure that all parties are informed of case progress.
- D7. Contact DVR Consumers to ensure his/her progress and satisfaction with services and experiences; discuss next steps towards vocational goal.

10 % E. Provision of primary phone coverage, greeting public, and mail handling/distribution for the WDA.

- E1. Using Outlook, enter messages into system and forward to the appropriate contact person/Bureau.
- E2. Sort, review and distribute all incoming mail.
- E3. Assure that all outgoing and incoming mail is slotted appropriately.

- E4. Handle telephone or written requests for information from a variety of sources. This may include obtaining the requested information, sending it out or determining the appropriate person to be contacted to supply the information.
- E5. Greet the public and direct visitors to the appropriate staff person.
- E6. Develop and maintain a process of incoming packages, supplies, etc.; notify staff via email or as appropriate.
- E7. All other duties as assigned.

### Knowledge, Skills & Abilities Required

- Knowledge of basic accounting methods and practices.
- Knowledge of United States Treasury Prompt Payment Laws.
- Knowledge of policies, procedures, rules and regulations of the Department, Division, and Institution.
- Knowledge of principles of written and oral communications, with the ability to compose letters and memos, and proofread.
- Knowledge of customer service principles and techniques, including the skill in their application.
- Knowledge of business office machine operations, postage meter, plus mail operations and processing, and other office equipment.
- Knowledge and skill in maintaining files, reports and record keeping and organizational techniques.
- Knowledge and skill in case management.
- Knowledge of physical and mental impairments and their relation to vocational and social adjustment.
- Knowledge of the principles, methods and techniques of rehabilitation training.
- Knowledge of the community resources available to individuals with disabilities.
- Knowledge of federal and state laws, rules, regulations, policies and procedures relating to the vocational rehabilitation program.
- Knowledge of comparable benefits available from federal, state and local resources.
- Knowledge of American with Disabilities Act as Amended.
- Knowledge of the Workforce Innovation and Opportunities Act (WIOA), particularly Title IV (VR).
- Knowledge of technical literature and research utilization.
- Knowledge and skill using Windows operating system and software tools such as MS Outlook, Excel, Word, Access, etc.
- Skill in working with and presenting to public stakeholders.
- Skill in training and communicating process changes.
- Skill in assessing compliance with established policies and procedures.
- Ability to handle multiple tasks and complete projects on short notice.
- Ability to resolve problems independently in an effective manner.
- Ability to review and audit documents/transactions for compliance with policies and standards.
- Skill in organization of workload and establishing priorities.
- Skill in time management techniques.
- Skill in data entry, review and analysis of data, policies/procedures, and financial records.
- Knowledge of needs of individuals with disabilities.
- Knowledge of current VR service delivery systems.
- Skill in use of VR case management system (IRIS).
- Skills in investigative techniques.
- Skills in oral and written communication.

- Skills in effective teamwork practices.

