

Accounting Manager

Job Summary

Perform general accounting duties that are assigned by Supervisor(s), and assist the Assistant Controller in end-of-period closings, audit preparation, etc.

Core Duties and Responsibilities

- Using various financial systems, the Accounting Manager is responsible for:
 - Monitoring financial aid expenditures, obligations and commitments of each office to identify trends in spending of Federal, State, or local funds.
 - Projecting the expenditures and appropriate enrollment level for child care financial aid and identifies and documents trends in spending and enrollment which may affect projections
 - Preparing monthly billing reports and required financial reports at each period for submission to funders.
 - Ensuring all expenditures are reported each billing period.
 - Reviewing and researching expense trends and reconcile transactions by comparing and correcting data.
 - Developing financial models, conduct benchmarking and process analysis.
 - Reviewing past, future and comparative performance and develop forecast models.
 - Performing cost-benefit analysis; propose cost cutting measures, where possible; monitor compliance with funder/grantor stipulations such match requirements, budget line item limits, etc.
 - Tracking expenses and revenues vs. budget and reforecast and analyze fluctuations.
 - Leading the closing of monthly and program year accounting periods.
- Identifies financial status by comparing and analyzing actual results with budgets and forecasts.
- Reviews for accuracy and approves direct service payments up to \$50,000.
- Recommend actions to program managers by analyzing and interpreting data and making comparative analysis
- Improve financial status by analyzing results; monitoring variances; identifying trends; recommending actions to management.
- Monitor contract budgets and amend as necessary; assist in the budgets and reforecast process.
- Provide appropriate accounting information to managers / program managers when needed.
- Develop analytical and technical skills to increase accuracy and productivity; assist in training other staff to improve and enrich knowledge.
- Maintain communication with program staff for reports, requirements and projected expenses.
- Develops and maintains professional working relationship with managers within Workforce Solutions, vendors, career office staff and Houston-Galveston Area Council Staff.
- Develop and document processes and procedures in managing financial aid funds and payments to vendors.
- Ensures unit staff understands and adheres to policies and procedures as well as adherence to contractual obligations including the allowable use of each funding source
- Assist with other accounting duties and special projects as assigned by supervisor (s).
- Assist in the agency responses to monitors and responses for the agency's annual audit Attend onsite and offsite meetings as needed.
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Qualification Skills

MINIMUM EDUCATION: <ul style="list-style-type: none">• Bachelor's degree (B.A.) from accredited four-year college or university		YEARS OF EXPERIENCE: <ul style="list-style-type: none">• 5 - 10 years' related experience and/or training; or equivalent combination of education and experience	
SKILLS: <ul style="list-style-type: none">• Experience and working knowledge with general ledger transactions such as adjustments, journal entries, reclassifications and reconciliations of accounts.• Ability to project and budget, knowledge of statistical analysis skills and financial skills.• Knowledge and understanding of account coding and reconciliations.• Experience with preparation of billings and submissions for grants.• Experience in non-profit accounting/finance or management of federally funded programs preferred.• Proficient in spreadsheets, databases, MS Office and financial software applications.• Uphold confidentiality and discretion with all sensitive matters.		COMPUTER PROFICIENCY: <ul style="list-style-type: none">• Microsoft Office Excel, Word, Access, Adobe and Outlook. Knowledge of Financial Edge, PaperSave and SharePoint is preferred.	
		LANGUAGE REQUIREMENTS: <ul style="list-style-type: none">• English (written & verbal)	

Salary Range

\$41,813 - \$71,082

Accounts Payable Specialist

Job Summary

Timely and accurate payments to vendors within the Workforce Solutions system and other special projects as assigned within the program or corporate requirements.

Core Duties and Responsibilities

- Reviews invoices and check request for accuracy and completion.
- Processes invoices for payment.
- Processes check requests.
- Reconciles payments.
- Monitors accounts to ensure payments are up-to-date.
- Resolves invoice and payment discrepancies.
- Corresponds with vendors and responds to inquiries.
- Performs other duties as may be assigned.

Qualification Skills

MINIMUM EDUCATION: High School Diploma or One year certification from college or technical school.	YEARS OF EXPERIENCE: 2 - 5 years' related experience and/or training; or equivalent combination of education and experience
SKILLS: <ul style="list-style-type: none">• Intermediate level skills in Microsoft Office Suites including Outlook, Word, Excel, and PowerPoint required, advanced skills in Microsoft Excel including formulas are desired.• Demonstrated understanding of standard GAAP accounting policies and procedures.• Understanding of Workforce Solutions funding and contractual requirements desired.• Demonstrated ability to work with business accounting software.	COMPUTER PROFICIENCY: Microsoft Office Excel, Word, Access, Adobe and Outlook. Knowledge of Financial Edge, PaperSave and SharePoint is preferred.
	LANGUAGE REQUIREMENTS: English (written & verbal)

SALARY RANGE:

\$30,972 - \$58,000

Assistant Director

Job Summary

Provides leadership and direction to staff. Develop new efficiencies, innovations in service delivery methods, and policies and procedures. Implement and evaluate the effectiveness of services delivery methods and policies and procedures. Oversee the daily operations of assigned programs, functions, and groups.

Core Duties and Responsibilities

- Establishes and leads project teams to develop and implement new ideas and/or processes.
- Understands Management Information Systems (MIS).
- Oversees program expenditures and costs related to operations.
- Demonstrates leadership in understanding policies and procedures as well as contractual obligations and ensures that staff complies with them.
- Establishes quality controls. Ensures that information is timely and professionally presented to monitors and auditors. Prepares responses to monitor and auditor findings and reports.
- Takes immediate action to address and resolve poor staff performance and recognizes outstanding performance.
- Determines when and how improvements should be made in order to enhance efficiency.
- Identifies and documents process improvement opportunities. May produces customer service and other performance reports.
- Ensures that staff is meeting performance objectives, and that supervisors and managers are taking appropriate actions to timely and effectively address performance deficiencies.
- Professionally represents the Agency to career office operators, the Gulf Coast Workforce Board, and Houston-Galveston Advisory Council H-GAC staff.
- Interviews, hires, and coaches employees.
- Assess staff performance to ensure proficiency
- Ensure workplace safety.
- Performs other duties as may be assigned.

Qualification Skills

MINIMUM EDUCATION: Bachelor's degree from four-year college or university or equivalent combination of education and experience.	YEARS OF EXPERIENCE: 5 - 10 years' related experience and/or training; or equivalent combination of education and experience
SKILLS: <ul style="list-style-type: none">• Excellent written and oral communication skills• Strong management and leadership skills• Ability to understand and interpret a variety of policies and procedures• Ability to understand and use basic accounting and financial principals	COMPUTER PROFICIENCY: Microsoft Office Excel, Word, Access, Adobe and Outlook. Knowledge of Financial Edge, PaperSave and SharePoint is preferred.

<ul style="list-style-type: none"> • Ability to define problems, collect data, establish facts, and draw valid conclusions • Ability to use various computer systems • Ability to effectively and proficiently develop complex spreadsheets using MS Excel • Ability to manage multiple budgets and multiple funding sources • Ability to effectively present complex financial information to others • Ability to define realistic, specific goals and objectives and to prioritize objectives • Ability to use a systematic approach in solving problems through analysis of the problem and evaluation of alternate solutions • Ability to critically think, analyze information, identify trends, and develop strategic courses of action 	
	LANGUAGE REQUIREMENTS: English (written & verbal)

SALARY RANGE:	\$90,000 - \$100,500
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Compliance Supervisor

Job Summary

Provide support, direction and training to the initiative of review, fact finding, and performance evaluation of the workforce system operation. Reviews the work of the Compliance Representative and provides feedback and approval. Write reports summarizing findings and make recommendation for course of action. Interpret and accurately apply the regulation of federal and state programs. Able to work cooperatively with others and have strong communication skills.

Core Duties and Responsibilities

- Serves as lead compliance representative and supports the director in ensuring the function maintains a high level of excellence.
- Supervise compliance representative and reviews work to provide guidance training, coaching, and feedback.
- Conduct fact finding activities to ensure compliance by Workforce Solutions financial aid recipients and vendors.
- Prepares comprehensive reports in order to present and interpret data, identify alternatives and make recommendations.
- Attend and actively participate in team meetings to help solve problems, provide leadership support and assist in team building.
- Establishes and maintains a professional working relationship with external/internal contacts. Works cooperatively with operations team and HGAC Board staff in developing policies and procedures.
- Presents information to HGAC Board Staff regarding the results of fact finding and technical assistance as requested.
- Communicates with contractors and participates in system initiatives as a subject matter expert.
- Capability to travel occasionally within the regional counties served
- Develops and implements appropriate investigation plan.
- Collects facts relating to suspected fraudulent act, locate and interview suspects if warranted.
- Reviews computation of overpayments resulting from fraudulent act.
- Gathers, assembles, preserves, and reports facts, sworn statements or affidavits and other evidence for use in legal actions.
- Testifies in court to conduct of investigation and/or methods of evidence collection when requested.
- Deals effectively with citizens, Workforce Solutions staff, and public officials under conditions requiring tact and good judgment.
- Maintains professional working relationship with Workforce Solutions staff, vendors, customers, Houston-Galveston Area Council staff, District Attorney's office, and Texas Workforce Commissions.
- Performs other duties as may be assigned.

Qualification Skills

MINIMUM EDUCATION: Bachelor's degree from four-year college or university in Public Policy, Business Administration, Social Work, or a related field of study • Applicable experience may substitute for education.	YEARS OF EXPERIENANCE: Three (3) years' experience in monitoring program operations and making quality improvement recommendation. Demonstrated understanding of Workforce Solutions policies and procedures.
SKILLS: <ul style="list-style-type: none">• Intermediate experience in Microsoft Word, Excel and Outlook.• Ability to handle escalated situations with critical thinking skills and problem solving techniques.	COMPUTER PROFICIENCY: Microsoft Office Excel, Word, Access, Adobe and Outlook. Knowledge of Financial Edge, PaperSave and SharePoint is preferred.
	LANGUAGE REQUIREMENTS: English (written & verbal)

SALARY RANGE:	\$41,813 - \$71,082
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Compliance Technician

Job Summary

Perform fact-finding activities to ensure compliance by Workforce Solutions financial aid recipients and vendors.

Core Duties and Responsibilities

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| <ul style="list-style-type: none">• Develops and implements appropriate investigation plan.• Collects facts relating to suspected fraudulent act.• Assist Compliance Representative in locating and interviewing suspects.• Reviews computation of overpayments resulting from fraudulent act.• Analyze and examine a variety of records to secure information concerning suspected violations.• Gathers, assembles, preserves, and reports facts, sworn statements or affidavits and other evidence for use in legal actions upon request by TWC.• Testifies in court to conduct of investigation and/or methods of evidence collection when requested upon request by TWC.• Keep up-to-date written documentation of the overall Workforce Solutions operations.• Deals effectively with citizens, Workforce Solutions staff, and public officials under conditions requiring tact and good judgment.• Maintains professional working relationship with Workforce Solutions staff, vendors, customers, Houston-Galveston Area Council staff, and Texas Workforce Commissions.• Performs other duties as may be assigned. |
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Qualification Skills

MINIMUM EDUCATION: Bachelor's degree from four-year college or university or equivalent combination of education and experience.	YEARS OF EXPERIENCE: Minimum of two years experience in conducting investigations in the public service sector.
SKILLS: <ul style="list-style-type: none">• Ability to effectively present information and respond to questions both orally and in writing in a manner that is understandable to others.• Ability to conduct investigations with tact, diplomacy and persuasiveness.• Ability to calculate figures and amounts such as discounts, tax, and interest.• Intermediate experience with computer and Microsoft Office software• Ability to analyze situations accurately	COMPUTER PROFICIENCY: Microsoft Office Excel, Word, Access, Adobe and Outlook. Knowledge of Financial Edge, PaperSave and SharePoint is preferred.
	LANGUAGE REQUIREMENTS: English (written & verbal)

SALARY RANGE:	\$30,972 - \$52,653
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Data Analyst

Job Summary

Develops and maintains database queries and reporting applications to support Workforce Solutions program. Documents reports and reporting processes, procedures, and report design.

Core Duties and Responsibilities

- Creates ad-hoc SQL queries and R&R Report Writer reports on an as needed basis for management staff.
- Ensures that reports and reporting tools address the goals and concerns of all stakeholders, including NCI management and other parts of Workforce Solutions system.
- Identifies and documents process improvement opportunities and create reports and data tools to take advantage of these opportunities.
- Produces customer service and billing reports for distribution to the appropriate office staff.
- Evaluates new data tools for implementation by office staff.
- Maintains mature problem solving attitude while dealing with interpersonal conflict or time demands.
- Professionally represents the Agency to career office operators, the Gulf Coast Workforce Board, and HGAC (spell out abbreviation) staff.
- Ensures department compliance functions are supported with adequate reports.
- Takes immediate action to address and resolve customer and vendor complaints.
- Performs other duties as may be assigned.

Qualification Skills

MINIMUM EDUCATION: Bachelor's degree from four-year college or university in MIS, CIS, or Business.	YEARS OF EXPERIENCE: 5-7 years' experience with business operations or data management. 1-2 years of experience working with SQL developing queries for reports and data generation 1-2 years of experience with report writing tools
SKILLS: <ul style="list-style-type: none">• Extensive knowledge of Relational Database Management Systems (RDBMS) and SQL.• Demonstrated understanding of standard business practices.• Strong analysis and problem solving skills.• Strong Microsoft Office skills, plus advanced understanding of data and automation systems.	COMPUTER PROFICIENCY: Microsoft Office Excel, Word, Access, Adobe and Outlook. Knowledge of Financial Edge, PaperSave and SharePoint is preferred.
	LANGUAGE REQUIREMENTS: English (written & verbal)

SALARY RANGE:	\$52,266 - \$88,852
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Director

Job Summary

The Director applies effective communication and problem solving to oversee and provide program leadership and direction for Workforce Solutions programs. Develops, implements, and evaluates new efficiencies, service, and delivery innovations, policies and procedures to ensure the fiscal and operational integrity of the program. Success measures include budget utilization, program compliance rates, vendor and customer satisfaction, and contract measure completion.

Core Duties and Responsibilities

- Ensures that timely and accurate reports are provided to funders as well as BakerRipley management.
- Reviews for accuracy and approves direct service payments \$50,001 and above.
- Exhibits good judgment in leading others to achieve programmatic goals and objectives.
- Actively encourages staff to identify and develop new ways to do business as well as address and solve current problems with business functions.
- Oversees the development of contractual budgets for program operations. Ensure that operational budgets are maintained and understood by staff and are accurately tracked.
- Develops strong working relationships with contract managers and attends funder meetings as required by funder staff.
- Ensures that contractual requirements are met, and that information regarding any changes in budget is clearly and timely communicated to contract managers and management staff.
- Ensures staff is meeting performance objectives and supervisors are taking appropriate actions to effectively address performance deficiencies in a timely manner.
- Ensure direct service payments are reviewed for accuracy and approved by appropriate staff according to authorized approval levels.
- Performs other duties as may be assigned.

Qualification Skills

MINIMUM EDUCATION: Bachelor's degree (B.A.) from accredited four-year college or university	YEARS OF EXPERIENCE: 5 - 10 years' related experience and/or training; or equivalent combination of education and experience
SKILLS: <ul style="list-style-type: none">• Excellent written and oral communication skills• Strong management and leadership skills• Ability to understand and interpret a variety of policies and procedures• Ability to understand and use basic accounting and financial principals• Ability to define problems, collect data, establish facts, and draw valid conclusions• Ability to use various computer systems• Ability to effectively and proficiently develop complex spreadsheets using MS Excel	COMPUTER PROFICIENCY: Microsoft Office Excel, Word, Access, Adobe and Outlook. Knowledge of Financial Edge, PaperSave and SharePoint is preferred.
	LANGUAGE REQUIREMENTS: English (written & verbal)

<ul style="list-style-type: none"> • Ability to manage multiple budgets and multiple funding sources • Ability to effectively present complex financial information to others • Ability to define realistic, specific goals and objectives and to prioritize objectives • Ability to use a systematic approach in solving problems through analysis of the problem and evaluation of alternate solutions • Ability to critically think, analyze information, identify trends, and develop strategic courses of action 	
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SALARY RANGE:	\$73,172 - \$131,710
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Funds Analyst

Job Summary

The Financial Analyst manages and monitors grants and funding sources that comprise Workforce Solutions financial aid, financial aid budgets, expenditures, obligations, and/or enrollment trends for career offices as well as the entire Workforce Solutions system. The FA is accountable and responsible for the timely and accurate communication of financial information through databases, spreadsheets, charts, graphs, and narrative to the Agency's Finance department, NCI management and staff, Workforce Solutions contract partners, and Houston-Galveston Area Council (HGAC) staff. The FA is an effective team builder who works collaboratively with internal and external stakeholders to ensure timely payments to Workforce Solutions vendors.

Core Duties and Responsibilities

- Assists in the preparation of monthly financial reports.
- Responds to requests for information from various sources including the Workforce Solution system, management, auditors, state agencies, and H-GAC.
- Reconciles Income Statement and Balance Sheet accounts in accordance with GAAP.
- Projects expenditures and obligations for education training and support service financial aid.
- Prepares journal entries for cash receipt, disbursement, accruals, corrections, or other journal entries as needed.
- Accesses Workforce Solutions MIS systems to prepare various reports that tie financial aid disbursements to individual resident customers and career offices.
- Validate Financial Aid Commitments.
- Learns, follows, and ensures compliance with Workforce Solutions contractual obligations and internal policies and procedures in providing services to customers.
- Develops effective methods of communicating and reporting financial information.
- Performs other duties as may be assigned

Qualification Skills

MINIMUM EDUCATION: Bachelor's degree in Business Administration, Finance, Accounting or a related field from a four-year accredited institution.	YEARS OF EXPERIENCE: Minimum of twelve (12) months experience working in finance or accounting department, handling account receivables, payables, and monthly reconciliations.
SKILLS: <ul style="list-style-type: none">• Intermediate experience with Microsoft Office software• Intermediate experience in working with small to mid-size business accounting software.• Ability to demonstrate understanding of Workforce Solutions / standard accounting policies and procedures.	COMPUTER PROFICIENCY: Microsoft Office Excel, Word, Access, Adobe and Outlook. Knowledge of Financial Edge, PaperSave and SharePoint is preferred.
	LANGUAGE REQUIREMENTS: English (written & verbal)

SALARY RANGE:	\$41,813 - \$71,082
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Grant Administrator

Job Summary

Responsible for the preparation of accurate and timely billing submissions to funders of grant contracts. Reviewing expenses for reasonableness and accuracy and proposing corrections as needed.

Core Duties and Responsibilities

- Ensure all expenditures are posted for each billing period
- Review and research expense coding, as needed
- Review general ledger for coding accuracy and initiate journal entries for corrections
- Compile documentation and prepare journal entries for accrual of expenses
- Prepare entry to record receivables and revenues
- Reconcile accounts receivables and other accounts
- Prepare required financial reports to submit to funders
- Assist with closing of monthly and annual accounting periods
- Generate various reports needed for auditing purposes, monthly expenditures & expenditures analysis
- Monitor contract budgets and amend as necessary
- Maintain communication with program staff for reports requirements
- Assist in the preparation of the agency's Schedule of Federal Awards

Qualification Skills

MINIMUM EDUCATION: Associate's degree (A. A.) or equivalent of a two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.	YEARS OF EXPERIENCE: One to three years of experience, or equivalent combination of education and experience.
SKILLS: <ul style="list-style-type: none">• Knowledge and understanding of account coding and reconciliations• Experience and working knowledge with general ledger transactions such as adjustments, journal entries, reclassifications and reconciliations of accounts.• Experience with preparation of billings and submissions for grants• Uphold confidentiality and discretion with all sensitive matters.• Experience in non-profit accounting/finance or management of federally funded programs preferred.	LANGUAGE REQUIREMENTS: English (written & verbal)
SALARY RANGE:	\$41,813 - \$71,082

Lead Accounts Payable Specialist

Job Summary

Pay providers of the Workforce Solutions system and other special projects within program and corporate requirements while providing technical guidance and assistance to fellow accounts payable representatives.

Core Duties and Responsibilities

- Provides leadership in the absences of the Program Accounts Manager
- Reviews invoices and check requests
- Processes invoices for payment
- Processes check requests
- Reconciles payments
- Monitors accounts to ensure payments are up to date
- Resolves invoice and payment discrepancies
- Corresponds with vendors and respond to inquiries
- Performs other duties as may be assigned.

Qualification Skills

MINIMUM EDUCATION: Bachelor's degree from four-year college or university or equivalent combination of education and experience.	YEARS OF EXPERIENCE: 2 - 5 years' related experience and/or training; or equivalent combination of education and experience
SKILLS: <ul style="list-style-type: none">• Critical thinking• Problem solving• Intermediate experience with Microsoft office software• Excellent customer service	COMPUTER PROFICIENCY: Microsoft Office Excel, Word, Access, Adobe and Outlook. Knowledge of Financial Edge, PaperSave and SharePoint is preferred.
	LANGUAGE REQUIREMENTS: English (written & verbal)
SALARY RANGE:	\$30,972 - \$58,000

Lead Treasury Specialist

Job Summary

Make payments to childcare/non-childcare vendors, Gift/debit card distribution and inventory management. Preparing Bank and Inventory reconciliation, recoupment payments collection and reporting. Ensuring the timely payments to Workforce Solutions vendors.

Core Duties and Responsibilities

- Provides leadership in the absence of the Accounting Manager
- Bank Reconciliation
- Assist with the development of processes and unit interviews
- Processes Workforce Solutions vendor's ACH applications.
- Makes child care and non-child care and other special projects payment.
- Processes stop payment and issue manual checks, using multiple payment databases.
- Resolves check batch issues.
- Processes recoupment payments.
- Processes IRS and TWC levies.
- Manages and distributes cash substitute/Global Cash Card inventory.
- Prepares documents for internal and external monitoring.
- Performs other duties as may be assigned

Qualification Skills

MINIMUM EDUCATION: Bachelor's degree from accredited institution in Business Administration, Finance, Accounting or a related field or equivalent combination of education and experience.	YEARS OF EXPERIENCE: Twelve (12) months experience working in a Treasury department. Five (5) plus years experience in accounts payable and cash and inventory management.
SKILLS: <ul style="list-style-type: none">• Intermediate experience with Microsoft Office software• Intermediate experience in working with small to mid-size business accounting software.• Ability to demonstrate understanding of Workforce Solutions / standard accounting policies and procedures.	COMPUTER PROFICIENCY: Microsoft Office, Adobe Pro and MIP is a plus.
	LANGUAGE REQUIREMENTS: English (written & verbal) Bilingual is a plus.

Salary Range	\$41,813 - \$71,082
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Lead Vendor Service Representative

Job Summary

Responsible for directly interacting with resident customers and vendors to determine their needs and provide Workforce Solutions services and information, including vendor agreements and modifications.

Core Duties and Responsibilities

- Provides information and enrolls vendors in the Workforce Solutions' vendor network.
- Provides information to customers on how to receive and apply for child care financial assistance.
- Prepares all correspondence to customers and vendors in an accurate and professional manner.
- Enters customer and vendor information into Workforce Solutions MIS systems.
- Creates and maintains files of customer and vendor information in chronological order according to activity dates with accuracy.
- Completes requests of actions authorized by career offices and governing board.
- Serves as Lead to support the manager and train staff.
- Performs other duties as may be assigned.

Qualification Skills

MINIMUM EDUCATION: Associate degree or equivalent combination of education and experience in related field.	YEARS OF EXPERIENCE: 3 - 6 years' related experience and/or training; or equivalent combination of education and experience
SKILLS: <ul style="list-style-type: none">• Intermediate level skill in Microsoft Office Suites including Outlook, Word, Excel, and PowerPoint.• Demonstrated understanding of Workforce Solutions policies and procedures.• Demonstrated ability to work with multiple computer programs at once, including ability to use Workforce Solutions MIS.	COMPUTER PROFICIENCY: Microsoft Office Excel, Word, Access, Adobe and Outlook. Knowledge of Financial Edge, PaperSave and SharePoint is preferred.
	LANGUAGE REQUIREMENTS: English (written & verbal)

Salary Range	\$35,792 - \$57,953
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Operations Coordinator

Job Summary

The Operations Coordinator is a highly motivated and organized individual with a passion and talent for working with others. Provides systematic monitoring and evaluation of the various aspects of projects, services or procedures to maximize adherence to policies and standards. The Operations Coordinator provides forecast and guidance information related to performance goals. Works in partnership with the Workforce System staff and is a highly effective communicator with all levels of management both internally and externally. Prepares materials and leads training sessions, usually on a system-wide basis. Success measures for this position include reliability, resourcefulness, attention to detail, and the ability to build relationships with diverse populations.

Core Duties and Responsibilities

- Provides effective staff development activities by applying the mission of Work Force Solutions to collect, review and present staff evaluations.
- Collaborates and coordinates with various aspects of the Workforce System.
- Communicates effectively in both written and oral forms with all levels of management, both internal and external to the agency.
- Presents data in charts, graphs, tables; designs and develops relational databases for collecting data.
- Improves data quality; presents conclusions gained from analyzing data using statistical tools.
- Recommends, plans, assembles, and reviews, curriculums for varies employment related training plans. Assists offices with developing and managing training objectives for staff.
- Reviews reports of on-going work to ensure performance expectations are being met; Ensures that company and contract policies and procedures are followed.
- Ensures activities and tasks are aligned with the annual and long-term goals of Workforce Solutions System and assists managers with setting short-term goals and objectives
- Provides technical assistance to staff members as deficiencies are detected.
- Performs other duties as assigned
- Utilizing computer applications including Work-In-Texas, the Workforce Information System or Texas (TWIST) and TWIST reporting
- Preparing and presenting training material and topics to diverse groups

Qualification Skills

MINIMUM EDUCATION:

Bachelor's degree and a minimum of two years' experience in the work place or Substitute 1 year of workforce experience for each year of college.

YEARS OF EXPERIENCE:

Minimum of two years' experience in the work place or substitute 1 year of workforce experience for each year of college.

SKILLS: <ul style="list-style-type: none"> • Identify and solve problems • Generate, interpret, and analyze reports • Communicates professionally in both written and oral forms flexible and creative in the use of resources to meet customer changing demands 	COMPUTER PROFICIENCY: Intermediate experience in Microsoft Windows and Office LANGUAGE REQUIREMENTS: English
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SALARY RANGE:	\$41,813 - \$71,082
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Program Accounts Manager

Job Summary

Oversee timely and accurate processing of invoices and claims for payments and recoupment of funds.

Core Duties and Responsibilities

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| <ul style="list-style-type: none">• Determines work procedures, prepares work schedule, and expedites work flow to ensure timely completion of tasks.• Monitors staff in verifying accuracy and completeness of invoices and claims, and resolves any billing and payment issues within 10 days of vendor contact.• Oversees the recoupment process of collecting funds from customers and vendors.• Prepares and/or develops accurate and timely management reports regarding the unit's workload, staff performance, efficiencies and cost savings gained, and expenditures.• Coaches staff to achieve proficiency in their job functions.• Oversees daily reports generation and distribution.• Develops and maintains professional working relationship with other managers within Workforce Solutions, vendors, career office staff, and Houston-Galveston Area Council staff.• Attends onsite and offsite meetings as needed.• Performs other duties as may be assigned. |
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Qualification Skills

MINIMUM EDUCATION: Bachelor's degree from four-year college or university in Business Administration, Finance, Accounting or a related field or equivalent combination of education and experience.	YEARS OF EXPERIENCE: 5 - 10 years' related experience and/or training; or equivalent combination of education and experience
SKILLS: <ul style="list-style-type: none">• Intermediate level skills in Microsoft Office Suites including Outlook, Word, Excel, and PowerPoint required, advanced skills in Microsoft Excel including formulas are desired.• Demonstrated understanding of standard GAAP accounting policies and procedures.• Understanding of Workforce Solutions funding and contractual requirements desired.• Demonstrated ability to work with business accounting software.	COMPUTER PROFICIENCY: Microsoft Office Excel, Word, Access, Adobe and Outlook. Knowledge of Financial Edge, PaperSave and SharePoint is preferred.
	LANGUAGE REQUIREMENTS: English (written & verbal)

SALARY RANGE:

\$52,266 – \$88,852

Program Assistant

Job Summary

The Program Assistant provides clerical support to a program or department by performing the duties outlined below as assigned by management. The Program Assistant is a good communicator with both spoken and written correspondence. She or he is organized, may arrange own and other's schedules, and completes data entries as assigned. The Program Assistant possesses excellent customer service skills and problem solving ability.

Core Duties and Responsibilities

- Processes outgoing and incoming correspondence including mail, email and faxes.
- Composes and types routine correspondence.
- Organizes and maintains file system of correspondence and other records.
- Answers and routes telephone calls including providing appropriate information to customers on program services and requirements. Arranges conference calls as directed.
- Coordinates schedules and makes appointments.
- Greets visitors or customers and directs to appropriate area or person.
- Conducts research, and compiles and types statistical reports.
- Coordinates and arranges meetings, prepares agendas, reserves and prepares facilities, and records and transcribes minutes of meetings.
- Makes copies of correspondence or other printed materials.
- Coordinates supply requests with appropriate staff for assigned program.
- Documents required activities in Texas Workforce Commission database.
- Creates and maintains accurate logs of pertinent transaction data.
- Performs other duties as assigned

Qualification Skills

MINIMUM EDUCATION: Associate's degree (A. A.) or equivalent from two-year College or technical school	YEARS OF EXPERIENCE: Six (6) months to one year related experience and/or training; or equivalent combination of education and experience.
SKILLS: <ul style="list-style-type: none">• Intermediate skill in Microsoft Windows and Office; able to use computer, and to learn new software.• Excellent customer service skills• Problem solving ability• Able to use office equipment• Able to assist persons with impaired speech and vision by using available resources• Able to assist persons with translation services by using available resources.	COMPUTER PROFICIENCY: Microsoft Office Excel, Word, Access, Adobe and Outlook. Knowledge of Financial Edge, PaperSave and SharePoint is preferred. LANGUAGE REQUIREMENTS: English (written & verbal)

SALARY RANGE:	\$23,824 - \$39,199
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Quality Assurance Analyst (Regional QA)

Job Summary

Provide support, direction and training to the initiative of review and performance evaluation of the workforce system operation. Reviews the work of the monitoring team and provides feedback. Write reports summarizing findings and make recommendation for quality improvement plans. Interpret and accurately apply the regulation of federal and state programs. Able to work cooperatively with others and have strong communication skills.

Core Duties and Responsibilities

- Serves as monitor and supports the manager in ensuring the system is functioning as a high level of excellence.
- Conduct monitoring reviews of state and federal programs in order to interpret and provide guidance on local, state, and federal rules, policies, and regulations.
- Prepares comprehensive reports in order to present and interpret data, identify alternatives and make recommendations.
- Attend and actively participate in team meetings to help solve problems, provide leadership support and assist in team building.
- Establishes and maintains a professional working relationship with external/internal contacts. Works cooperatively with operations team in developing board issuances.
- Develops processes and procedures for areas to be monitored.
- Presents information to contractors regarding monitoring findings and technical assistance as requested.
- Communicates with contractors and participates in system initiatives as a subject matter expert.
- Capability to travel occasionally within the regional counties served
- Performs other duties as may be assigned.

Qualification Skills

MINIMUM EDUCATION: Bachelor's degree from four-year college or university in Public Policy, Business Administration, Social Work, or a related field of study • Applicable experience may substitute for education.	YEARS OF EXPERIENCE: Three (3) years' experience in monitoring program operations and making quality improvement recommendation. Demonstrated understanding of Workforce Solutions policies and procedures.
SKILLS: <ul style="list-style-type: none">• Intermediate level skill in Microsoft Office Suites including Outlook, Word, Excel, and PowerPoint.• Demonstrated understanding of Workforce Solutions policies and procedures.• Demonstrated ability to work with multiple computer programs at once, including ability to use Workforce Solutions MIS.	COMPUTER PROFICIENCY: Microsoft Office Excel, Word, Access, Adobe and Outlook. Knowledge of Financial Edge, PaperSave and SharePoint is preferred. LANGUAGE REQUIREMENTS: English (written & verbal)

Salary Range	\$41,813 - \$71,082
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Quality Assurance Analyst

Job Summary

Provide support, direction and training to the initiative of review and performance evaluation of the workforce system operation. Reviews the work of the monitoring team and provides feedback. Write reports summarizing findings and make recommendation for quality improvement plans. Interpret and accurately apply the regulation of federal and state programs. Able to work cooperatively with others and have strong communication skills.

Core Duties and Responsibilities

- Serves as monitor and supports the manager in ensuring the system is functioning as a high level of excellence.
- Conduct monitoring reviews of state and federal programs in order to interpret and provide guidance on local, state, and federal rules, policies, and regulations.
- Prepares comprehensive reports in order to present and interpret data, identify alternatives and make recommendations.
- Attend and actively participate in team meetings to help solve problems, provide leadership support and assist in team building.
- Establishes and maintains a professional working relationship with external/internal contacts. Works cooperatively with operations team in developing board issuances.
- Develops processes and procedures for areas to be monitored.
- Presents information to contractors regarding monitoring findings and technical assistance as requested.
- Communicates with contractors and participates in system initiatives as a subject matter expert.
- Capability to travel occasionally within the regional counties served
- Performs other duties as may be assigned.

Qualification Skills

MINIMUM EDUCATION: Bachelor's degree from four-year college or university in Public Policy, Business Administration, Social Work, or a related field of study • Applicable experience may substitute for education.	YEARS OF EXPERIENCE: Three (3) years' experience in monitoring program operations and making quality improvement recommendation. Demonstrated understanding of Workforce Solutions policies and procedures.
SKILLS: <ul style="list-style-type: none">• Intermediate experience in Microsoft Word, Excel and Outlook.• Ability to handle escalated situations with critical thinking skills and problem solving techniques.	COMPUTER PROFICIENCY: Microsoft Office Excel, Word, Access, Adobe and Outlook. Knowledge of Financial Edge, PaperSave and SharePoint is preferred.
	LANGUAGE REQUIREMENTS: English (written & verbal)

SALARY RANGE:	\$41,813 - \$71,082
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Systems Analyst

Job Summary

Oversees the development and maintenance of database queries and reporting applications to support Workforce Solutions program. Documents reports and reporting processes, procedures, and report design. Configures, maintains and supports computer systems used by Workforce Solutions staff. Provides data for various uses by Workforce Solutions staff.

Core Duties and Responsibilities

- Coordinates the production of reports scheduled for distribution to the local workforce board staff and other contractors.
- Evaluates current processes, and develops and implements new ways for automation and/or efficiency.
Ensures projects are completed in a timely fashion and perform the required function as assigned.
- Demonstrates understanding of policies and procedures as well as contractual obligations and ensures staff complies with them.
- Conducts system development activities so that they support all parts of Workforce Solutions system.
- Develops and maintains professional working relationship with other managers within Workforce Solutions, vendors, career office staff, and
- Houston-Galveston Area Council staff.
- Attends onsite and offsite meetings as needed.
- Performs other duties as may be assigned.

Qualification Skills

MINIMUM EDUCATION: Bachelor's degree from four-year college or university in MIS, CIS, or Business.	YEARS OF EXPERIENCE: 5-7 years experience with business operations or systems development. Demonstrated understanding of standard business practices.
SKILLS: <ul style="list-style-type: none">• Programming skills in Visual Basics, visual Foxpro or other equivalent language.• Strong analysis and problem solving skills.• Advanced level in Microsoft Office Suites including Outlook, Word, Excel, and PowerPoint.• Demonstrated understanding of Workforce Solutions and standard accounting policies and procedures.• Experience in working with small to mid-size business accounting software.	COMPUTER PROFICIENCY: Microsoft Office Excel, Word, Access, Adobe and Outlook. Knowledge of Financial Edge, PaperSave and SharePoint is preferred.
	LANGUAGE REQUIREMENTS: English (written & verbal)

SALARY RANGE:

\$52,266 - \$88,852

Treasury Specialist

Job Summary

Make payments to childcare/non-childcare vendors, Gift/debit card distribution and inventory management. Preparing Bank and Inventory reconciliation, recoupment payments collection and reporting. Ensuring the timely payments to Workforce Solutions vendors.

Core Duties and Responsibilities

- Assist with the development of processes and unit interviews
- Processes Workforce Solutions vendor's ACH applications.
- Makes childcare and non-child care and other special projects payment.
- Processes stop payment and issue manual checks, using multiple payment databases.
- Resolves check batch issues.
- Processes recoupment payments.
- Processes IRS and TWC levies.
- Manages and distributes cash substitute/Global Cash Card inventory.
- Prepares documents for internal and external monitoring.
- Performs other duties as may be assigned

Qualification Skills

MINIMUM EDUCATION: Bachelor's degree from accredited institution in Business Administration, Finance, Accounting or a related field or equivalent combination of education and experience.	YEARS OF EXPERIENCE: Twelve (12) months experience working in a Treasury department. Five (5) plus years experience in accounts payable and cash and inventory management.
SKILLS: <ul style="list-style-type: none">• Intermediate experience with Microsoft Office software• Intermediate experience in working with small to mid-size business accounting software.• Ability to demonstrate understanding of Workforce Solutions / standard accounting policies and procedures.	COMPUTER PROFICIENCY: Microsoft Office, Adobe Pro and MIP is a plus.
	LANGUAGE REQUIREMENTS: English (written & verbal) Bilingual is a plus.

SALARY RANGE:	\$30,972 - \$55,000
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Treasury

Job Summary

Make payments to childcare/non-childcare vendors, Gift/debit card distribution and inventory management. Preparing Bank and Inventory reconciliation, recoupment payments collection and reporting. Ensuring the timely payments to Workforce Solutions vendors.

Core Duties and Responsibilities

- Works with Workforce Solutions payment staff in ensuring the timely delivery of cash substitute and release of payment
- Processes Workforce Solutions vendor's ACH applications
- Makes child care and non-child care and other special projects payment
- Processes stop payment and issue manual checks, using multiple payment databases
- Works with Workforce Solutions funds analyst and NCI finance department to solve provider payment problems
- Processes recoupment payments and work with Workforce Solutions staff on recoupment issues
- Processes IRS and TWC levies and complete data entry for backup withholding
- Manages and distribute cash substitute/Chase Card inventory
- Prepares documents for internal and external monitoring
- Performs other duties as may be assigned

Qualification Skills

MINIMUM EDUCATION: Bachelor's degree from accredited institution in Business Administration, Finance, Accounting or a related field.	YEARS OF EXPERIENCE: Twelve (12) months experience working in a Treasury department and handling account receivables/Payables, cash and inventory management.
SKILLS: <ul style="list-style-type: none">• Intermediate experience with Microsoft Office software• Intermediate experience in working with small to mid-size business accounting software• Ability to demonstrate understanding of Workforce Solutions / standard accounting policies and procedures	LANGUAGE REQUIREMENTS: English (written & verbal)

SALARY RANGE:	\$30,972 - \$55,000
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Training Vendor Procurement Coordinator

Job Summary

Provide oversight in providing services to resident customers and vendors to determine their needs and provide Workforce Solutions' services and information. Coordinate procurement activities for goods and services requested by customers, supporting agencies and training institutions. Follow and ensure compliance with Workforce Solutions contractual obligations.

Core Duties and Responsibilities

- Leads in the process of recruitment, selection, setup and maintenance of training vendors in Workforce Solutions' vendor network.
- Interfaces with BakerRipley's Procurement Department in facilitating various procurement activities.
- Provides supervision to Customer Service Representative Team in absence of its manager.
- Develops methods, procedures and systems to support vendor selection, tracking, and reporting.
- Travels to career schools to review training materials, curriculum, records and compliance with federal and/or local standards.
- Coaches staff to achieve proficiency in their job functions.
- Develops and maintains professional working relationship with other managers within Workforce Solutions, vendors, career office staff, and Houston-Galveston Area Council staff.
- Performs other duties as may be assigned.

Qualification Skills

MINIMUM EDUCATION: Bachelor's degree from four-year college or university or equivalent combination of education and experience.	YEARS OF EXPERIENCE: 2 -5 years' related experience and/or training; or equivalent combination of education and experience
SKILLS: <ul style="list-style-type: none">• Intermediate level skill in Microsoft Office Suites including Outlook, Word, Excel, and PowerPoint.• Demonstrated understanding of Workforce Solutions policies and procedures.• Demonstrated ability to work with multiple computer programs at once, including ability to use Workforce Solutions MIS.• Demonstrated understanding of current workforce development issues and trends.	COMPUTER PROFICIENCY: Microsoft Office Excel, Word, Access, Adobe and Outlook. Knowledge of Financial Edge, PaperSave and SharePoint is preferred.
	LANGUAGE REQUIREMENTS: English (written & verbal)

Salary Range:	\$41,813 - \$71,082
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Vendor Monitor Specialist

Job Summary

Provide guidance and technical assistance to child care vendors in the appropriate use of the CCAA system. Identify inconsistencies in the usage of the Child Care Automated Attendance (CCAA) system at the child care vendors, and make both unannounced and announced visits to monitor child care vendors for compliance with applicable rules, regulations, and policies and procedures. Prepare reports of findings and stats accurately and timely based on monitoring visits.

Core Duties and Responsibilities

- Monitors child care vendors daily to determine ongoing compliance with applicable local and state rules and regulations, contractual requirements, and policies and procedures.
- Coordinates with Accounts Payable Specialists in identifying trends and inconsistencies in the usage of the CCAA system at the child care vendors.
- Develops and uses monitoring tools as needed to support compliance reviews.
- Prepares and issues timely and accurate compliance reports identifying areas of noncompliance, documenting observations, and providing recommendations for corrective actions.
- Maintains complete, organized and accessible compliance records.
- Develops good working knowledge of local, state, and contractual rules and regulations, and interprets information to assess child care vendor compliance.
- Establishes and maintains professional working relationships with external and internal customers.
- Performs other duties as may be assigned.

Qualification Skills

MINIMUM EDUCATION: Associate's degree or equivalent combination of education and experience in related field.	YEARS OF EXPERIENCE: Six (6) months experience as a Financial Aid Specialist or Customer Service Worker, or equivalent experience.
SKILLS: <ul style="list-style-type: none">• Intermediate level skill in Microsoft Office Suites including Outlook, Word, Excel, and PowerPoint.• Demonstrated understanding of Workforce Solutions policies and procedures.• Demonstrated ability to work with multiple computer programs at once, including ability to use Workforce Solutions MIS.	COMPUTER PROFICIENCY: Microsoft Office Excel, Word, Access, Adobe and Outlook. Knowledge of Financial Edge, PaperSave and SharePoint is preferred.
	LANGUAGE REQUIREMENTS: English (written & verbal)
SALARY RANGE:	\$30,972 - \$52,653

Vendor Service Manager

Job Summary

The Vendor Service Manager applies effective communication and problem-solving acumen to oversee and provide leadership for the Vendor Service program. Conducts procurement of goods and services and maintains up-to-date vendor records on paper and in the system. Develops, implements, and evaluates new efficiencies and delivery innovations.

Core Duties and Responsibilities

- Determines work procedures, prepares work schedule, and expedites work flow to ensure timely completion of tasks.
- Monitors staff telephone activity for calls answered and abandoned, and staff actions on transfer and address change requests from the online customer service system.
- Assigns staff to complete requests of actions authorized by career office staff and notifies vendors of customer's status regarding financial aid.
- Coaches staff to achieve proficiency in their job functions.
- Oversees daily reports generation and distribution.
- Develops and maintains professional working relationship with other managers within Workforce Solutions, vendors, career office staff, and Houston-Galveston Area Council staff.
- Attends onsite and offsite meetings as needed.
- Performs other duties as may be assigned.

Qualification Skills

MINIMUM EDUCATION:		YEARS OF EXPERIENCE:	
Bachelor's degree from four-year college or university or equivalent combination of education and experience.		5 - 7 years' related experience and/or training; or equivalent combination of education and experience	
SKILLS: <ul style="list-style-type: none">• Intermediate level skill in Microsoft Office Suites including Outlook, Word, Excel, and PowerPoint.• Demonstrated understanding of Workforce Solutions policies and procedures.• Demonstrated ability to work with multiple computer programs at once, including ability to use Workforce Solutions MIS.		COMPUTER PROFICIENCY: Microsoft Office Excel, Word, Access, Adobe and Outlook. Knowledge of Financial Edge, PaperSave and SharePoint is preferred.	
		LANGUAGE REQUIREMENTS: English (written & verbal)	

Salary Range:	\$52,266 - \$88,852
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Vendor Service Manager

Job Summary

This position directly interacts with resident customers and vendors to determine their needs and provide Workforce Solutions services and information, including vendor agreements and modifications.

Core Duties and Responsibilities

- Provides information and enrolls vendors in the Workforce Solutions' vendor network.
- Provides information to customers on how to receive and apply for child care financial assistance.
- Prepares all correspondence to customers and vendors in an accurate and professional manner.
- Enters customer and vendor information into Workforce Solutions MIS systems.
- Creates and maintains files of customer and vendor information in chronological order according to activity dates with accuracy.
- Completes requests of actions authorized by career offices and governing board.
- Performs other duties as may be assigned.

Qualification Skills

MINIMUM EDUCATION:		YEARS OF EXPERIENCE:	
Bachelor's degree from four-year college or university or equivalent combination of education and experience.		5 - 7 years' related experience and/or training; or equivalent combination of education and experience	
SKILLS: <ul style="list-style-type: none">• Intermediate level skill in Microsoft Office Suites including Outlook, Word, Excel, and PowerPoint.• Demonstrated understanding of Workforce Solutions policies and procedures.• Demonstrated ability to work with multiple computer programs at once, including ability to use Workforce Solutions MIS.		COMPUTER PROFICIENCY: Microsoft Office Excel, Word, Access, Adobe and Outlook. Knowledge of Financial Edge, PaperSave and SharePoint is preferred.	
		LANGUAGE REQUIREMENTS: English (written & verbal)	

Salary Range:

\$52,266 - \$88,852