

DEPARTMENT OF NATURAL RESOURCES POSITION DESCRIPTION

Working Title: Business Services Coordinator

Classification: Natural Resources Program Specialist 1

Location: Central Office – Remediation and Redevelopment Program, Fiscal and Information Technology Section

Position Summary: Under the general supervision of the Fiscal and IT Section Chief, this position provides professional budgetary, fiscal, and programmatic support throughout the state to all Remediation and Redevelopment (RR) staff. This position is responsible for the administration of the owner financial responsibility program with regard to sediment projects and program deductibles and fees, specifically the drafting and filing of liens, the review of financial responsibility proof documents, billings for Voluntary Party Liability Exemption, and the tracking of financial information in the state financial system and the program database (BRRTS). This position is responsible for working closely with the Contract Coordinator to ensure the timely entering of program purchase orders, payment of vendor invoices, compliance with public participation requirements, and tracking of project budgets. This position also helps develop, administer, maintain and disseminate policy and procedural information related to the program's budget, workplans, performance metrics, fiscal soundness, and grant commitments. This position will process vouchers and all PECFA reimbursements until the program sunset in 2020.

This position also serves as the program's Records Coordinator and is responsible for the coordination of open records requests, retention and destruction of records, development and implementation of procedures, and the tracking and storing of programmatic records. This position administers the collection of program policy documents including management decisions and legal documents. This position provides support in reviewing operational and programmatic policies and procedures to identify efficiencies and inconsistencies; leads the tracking and reporting of Strategic Direction Plan actions; and also serves as the primary contact for internal review, editing and approval of the Director and Section Chiefs' formal program documents.

Location, Geographic Scope, and Travel Requirements: This position is located in the Central Office in Madison at NR Building (GEF-2) with responsibilities statewide. Occasional travel within the state is required.

Scope of Authority: This position works under the general supervision and reports to the Fiscal and Information Technology Section Chief, Remediation and Redevelopment Program, Division of Environmental Management.

Responsibilities and Outcomes:

50% A. Budget support activities and administration of owner Financial Responsibility Program

A1. Develop and update external and internal guidance on owner financial responsibility, liens, and other fiscal processes.

A2. Manage lien notices for waiver/deferral of PECFA and tank pull deductibles, correspond with claimants regarding liens, receive lien satisfaction payments, and complete paperwork with county Register of Deeds.

A3. Draft, record and track liens in the program database. Serve as program expert for required processes and template documents for superior liens under Wis. Stats. §292.81.

A4. Evaluate financial hardship proof, conduct detailed record reviews, interpret code and statute related to cost recovery, and provide recommendations on lien/fee forgiveness or waiver based on records review.

A5. Responsible for statewide voluntary party liability exemption (VPLE) billing, including quarterly billing. Assist VPLE manager with initiation of project tracking, insurance claims, and issuance of certificates of completion.

A6. Administer the review and tracking of financial responsibility for sediment projects. Serve as the program point of contact and coordinator with Water Quality.

A7. Assist in the preparation of budget reports for the division, department, Legal Fiscal Bureau, the legislature, and externals. Assist in the development of administrative rule revisions affecting fiscal matters.

A8. Assist the Grant and Budget Manager with fiscal, grant and budgetary tasks as requested, including development of allotments, reporting, and grant budget development.

A9. Assist the Contract Coordinator as requested with developing requests for bids/proposals/qualifications, evaluating proposals, ensuring timely development of purchase requisitions and payments.

A10. Prepare and processes purchase orders, invoice vouchers, and accounts payable/receivable transactions for all program contracts and authorized fees.

A11. Enter data into the state's financial management system, and monitor that data for adherence fiscal management rules; Analyze and recommend efficiencies to maintain or reduce program costs.

A12. Audit, code, enter and track all Program payments (encumbered and direct) to vendors and employees in a timely manner. Schedule and complete payments in accordance with vendor terms and the Prompt Payment Law. Maintain payment file. Develop a maintain contacts with General Accounting and Management Accountants.

A13. Responsible for reviewing Procurement Card transactions for errors, coordinating entry fixes by staff, and notifying Supervisors of transactions that are ready to be approved, in line with the Department's procurement card timeline for each pay period.

A14. Provide PeopleSoft (state's financial and human resources system) support to Program staff. Responsibilities include training, developing instructions and troubleshooting.

A15. Process all PECFA reimbursements. Receive and update claimant tax information. Process vouchers for payments.

30% B. Serve as program Records Coordinator

B1. Manage and prepare the program's records, determine retention requirements and appropriate retention methods in accordance with the Records Disposition Authorizations (RDAs). Coordinate necessary updates to the Program's RDAs. Manage and report on digitization metrics to RRMT and the division.

B2. Lead the digitization, tracking and retention of non-site specific records. Develop and implement process documents, train staff, and ensure integrity and security of digitized records. Coordinate with section chiefs and paralegals on the retention and access of legal opinions and documents.

B3. Serve as the Program's open records coordinator. Coordinate the collection of information and response to Program open records requests. Manage, coordinate and track the collection, consolidation, response and transmittal of open records. Prepare cost estimates and invoices for records requests and provide to requestor.

B4. Request and track transport of files from DOA State Records Center. Disseminate files to staff or arrange for and host file reviews. Support the program's digitization efforts following all protocols and procedures to ensure all documents are consistently and accurately digitized into the BRRTS document module. Attend and participate in all required team meetings and offer input and feedback to the team to address issues or make improvement. Update record location notes in program's database (BRRTS) and the State Records Center database (Versatile).

B5. Coordinate with the regional offices and the Records Officer on destruction of records.

B6. Serve as a member of the Program Support Team.

10% C. Program and operational coordination

C1. Manage, collect, review and assess program metrics. Develop quarterly reports for use by staff, managers and administration. Assist the Process Improvement Coordinator in the development, assessment and implementation of program efficiencies. Assist in the collection, review and assessment of action items related to the Program's Strategic Direction Plan.

C2. Review and analyze operating procedures and processes to evaluate program inefficiencies and develop more accurate program metrics. Develop recommendations to present to management. Lead efforts to streamline decision making and communication with staff statewide.

C3. Manage, review, and assess Team Action Plans. Assist in yearly updates consistent with the Program's Strategic Direction Plan. Serve as cross-team coordinator for topics of mutual interest as assigned.

C4. Assist the management development, tracking and implementation of operational policy, management structure and yearly work planning. Ensure follow up and tracking of assigned management tasks. Assist the Director with managing and tracking approvals, reviews and directives.

C5. Manage program-wide updates and procedural training. Assist in the coordination of communicating policies and procedures to staff. Coordinate the finalization and dissemination of management decisions.

C6. Assist in the completion of Business Services Team projects as requested by section chief to implement Division-wide consistency initiatives.

10%. D. Serve as central office coordinator and program customer contact

D1. Maintain up-to-date knowledge of policies and procedures of the Program and Sections in order to assist the Program Director and Section Chiefs. Assure work projects are completed in a timely fashion consistent with program objectives and priorities.

D2. Respond to telephone calls by handling customer complaints, resolving issues, providing accurate information or referring the caller to the proper source of information for both the Program. Organize mail inflow and outflow, sort correspondence, log in and route to appropriate staff.

D3. Coordinate new procedures, policies and workflows with appropriate staff to ensure timely and consistent completion of work. Work with Outreach section and Process Improvement Coordinator to implement necessary staff trainings.

D4. Perform other position related duties as assigned.

Knowledge, Skills and Abilities:

- Ability to maintain effective communication skills under a wide variety of circumstances.
- Knowledge of and proficiency in STAR financial system.
- Knowledge of and proficiency in state records management policies.
- Skill in organization and planning.
- Skill in reading and interpreting state code and administrative rule.
- Skill in coordinating teams.
- Skill in strategic planning.
- Skill in and program-specific applications including BRRTS and Tracker.
- Knowledge of State Records Center operations and processes, and the RR Program's Records Disposition

Authorization (RDA).

- Knowledge of Division and Program policies in order to respond to public inquiries and manage correspondence.
- Skill in VendorNet, STAR PeopleSoft, state procurement and other state financial systems.
- Knowledge of the Remediation and Redevelopment program, specifically regarding cost recovery, contracts, fee-rule, and other program-specific financial activities, as well as other business services functions.
- Ability to work independently and be self-directed; checking in with supervisor as necessary.

Physical Requirements & Environmental Factors:

Strength Requirements – Sedentary work, exerting up to 20 pounds of force occasionally for no more than 10% of the time; sitting will occur over 75% of the time.

Environmental Factors – The position will spend approximately 95% of the time indoors.

Equipment Used: General office equipment, such as fax machine, photocopier, cellular telephone and computer, including word processing, spreadsheet, database and multimedia presentation software. The position is also required to travel occasionally throughout the state; therefore they must have the ability to travel to locations statewide.

Telework Evaluation:

The duties and responsibilities of this position would be suitable for telecommuting occasionally from an alternative location.

ADDENDUM

Department Competencies

Decision Making: Able to analyze situations fully and accurately to reach productive decisions. Consults appropriate parties when necessary and identifies the key concerns and/or issues that need to be addressed in order to make the best decision possible, at the correct level of the decision hierarchy. The desired outcomes for this competency are excellence and credibility in decisions made.

Organization and Focus: Uses well-reasoned judgment in effectively planning and setting of appropriate work priorities and managing over-all workload responsibilities. Prioritizes tasks, sets milestones, sequences activities, divides tasks among others as needed and sets a reasonable pace. Sustains focus and is persistent and tenacious in the face of any difficulties or resistance encountered. Coordinates realistic time frames and delivers products and services in a timely manner.

Service Excellence: Makes customer service a top priority and constantly seeks to improve customer service. Is responsive to changes in what customers want and need. Delivers on promises made to customers and follows up appropriately. The desired outcome for this competency is a strong connection to our customers.

Effective Communication: Able to express ideas in a clear, concise and effective manner, whether speaking or in writing. Uses correct grammar and sentence structure in communications. Is a good listener, even when differing viewpoints are expressed. Openly shares information and keeps all relevant parties updated. The desired outcomes for this competency are a shared mind set and pool of meaning.

Interpersonal Relationships: Builds and maintains effective working relationships with others both internally and outside the organization; takes a positive and productive approach to resolving any conflicts which may arise. Exemplifies the commitment to the DNR's core value of respect; to work with people, to understand each other's views and to carry out the public will, maintain integrity, and treat everyone with fairness, compassion and dignity. The desired outcome for this competency is strategic unity built on trust.

Leadership: Fosters and encourages support from his/her team to accomplish objectives, follow procedures, and accepts suggestions; inspires confidence and respect; motivates people to achieve agency goals and objectives; promotes respect, honesty, integrity, and fairness to all. Enforces standards/rules fairly and consistently and leads with courage. The desired outcomes for this competency are accountability through ownership of the work, staff alignment with the agency direction, and full engagement of all employees.

Safety/Risk Management - Demonstrated commitment to safety through incident/accident prevention and control of risks in the working environment.