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FINANCIAL SERVICES JOB FAMILY – FINANCIAL SERVICES MANAGEMENT

JOB FAMILY CONCEPT: The Financial Services job family is responsible for all aspects of accounting, budgeting, and financial activities related to maintaining and managing the university's diverse fiscal resources to ensure compliance with applicable laws, regulations, and policies. Financial Services roles serve to provide fiscally responsible services to the university community including but not limited to accounting, budgeting, reconciliation, sponsored project and grant management, financial services, medical billing, reporting, asset management, payroll and general financial assistance.

FINANCIAL SERVICES MANAGEMENT

The Financial Services Management role provides leadership, direction, training, and management for financial activities, resources, and operations of the division, college, institution, campus, or system. Serves in an advisory role to senior-level management. Develops and manages budgets, provides expertise and analysis for strategic and long-range planning, provides interpretation of rules and regulations and is responsible for ensuring compliance. Assesses risk and makes determinations on assumption of risk. This role sets and develops processes, procedures, initiatives and identifies alternative methods to accomplish goals while maintaining compliance. Serves as a liaison with federal, state, and local officials, and is responsible for high-level reporting to internal and external stakeholders.

The **Financial Services Management** role is distinguished from the **Financial Services Professional** role in that it provides senior-level strategic expertise and guidance, and has increased accountability. The **Financial Services Management** role is primarily responsible for people and resource management of a division, college, campus, or institute.

The **Financial Services Management** role is distinguished from other management roles by its primary focus on financial services.

FINANCIAL SERVICES MANAGEMENT 1

Typical Functions

Under general direction, serves as operational manager of a team of finance professionals or a financial program. Typically focuses on one specialty area in finance, such as accounting, budget, reconciliation, sponsored project and grant management, financial services, medical billing, reporting, asset management, payroll and general finances. Serves as a professional resource to less experienced staff. Utilizes a mastery of generally accepted accounting principles (GAAP), institutional knowledge, and/or experience in the areas of expertise in order to provide operational oversight. Ensures efficient and effective operations within established compliance guidelines, university policy and division/college goals. Ensures policies and practices of the organization are followed in accordance with university policy and generally accepted accounting practices. Manages financial record keeping, reporting, and other accounting functions for a division or college. Oversees and leads the preparation of reports which summarize and forecasts business activity and financial performance. Establishes operational goals and objectives that align with the overall strategic plan. Identifies, evaluates, supports, and solves complex issues related to area of expertise. Participates in the planning and administration of division/college and project activities. Resolves escalated problems referred by subordinate supervisors or staff. Plans and coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees. Advises faculty, staff, and administrators regarding university policies and procedures related to their assigned area. Serves as a link between management and employees by handling questions, interpreting and administering policies/procedures, and resolving work related problems.

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Complexity and Decision Making Authority

Makes decisions within defined parameters and decisions require ability to discern appropriate courses of action based on available options. Typically reports to senior leadership.

Knowledge, Skills, and Abilities

Working knowledge of accounting theory and generally accepted accounting principles (GAAP). Knowledge of related regulations, policies, and procedures necessary to perform assigned managerial/supervisory tasks. Intermediate computer skills in spreadsheet, database, and reporting. Demonstrated skills in planning, organizing, directing, and facilitating skills along with ability to define work objectives, plans, priorities and deadlines and delegate routine tasks appropriately; review completed work of others to verify technical soundness and adherence to deadlines; coach, mentor, and motivate staff in a fair and consistent manner to achieve goals; coach employees on practices that promote the value of diversity, safety, and environmental consciousness in the workplace; demonstrate intermediate ability to communicate using more complex terms relevant to specific discipline; develop creative recommendations for solving problems that are varied and somewhat difficult in nature but with limited scope; identify and implement changes/improvements to quality improvement processes, procedures, policies, and plans; supervise staff and coordinate activities to ensure successful completion of tasks.

Education/Experience

Bachelor's degree with progressive experience in specialty area. Supervisory experience. May prefer advanced degree and/or professional certification.

FINANCIAL SERVICES MANAGEMENT 2

Typical Functions

Under limited supervision, assists the administrator in the management of one or more aspects of a financial planning and budgeting unit. Generally responsible for the management of a segment of a finance department or a major function at campus level. Assists in the analysis of the effectiveness of and establishes future direction for functional policies and programs. The primary duty is the management of other managers, professionals, and support staff. Provides management oversight and supports the budgeting process including the analysis and review of financial information and its impacts on the college, department, or university. Oversees the production of accurate and timely budget and expense management reports. Analyzes and interprets financial information for planning and control purposes. Serves on the management team with the director or other appropriate administrator. Participates in the strategic planning for assigned areas and assists in developing and implementing the overall departmental strategic plan. Establishes performance goals and measures to evaluate success of assigned area of responsibility. Participates in formulating and implementing policies and procedures. Supervises day-to-day operations of assigned area. Provides guidance and direction to staff involved in services and programs. Responsible for ensuring that all programs, activities, and services comply with university, state, and federal regulations.

Complexity and Decision Making Authority

Makes operational decisions within defined parameters and decisions require an intermediate level of judgment. Deviations from university policies generally require higher managerial approval. Typically reports to senior leadership.

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Knowledge, Skills, and Abilities

Thorough knowledge of accounting theory and generally accepted accounting principles (GAAP). Working knowledge of rules and regulations associated with fiscal or budget activities. Advanced computer skills in complex spreadsheet, database development, and reporting. Demonstrated proficiency in work design, project management, financial planning and development of goals for accomplishing difficult unit assignments; demonstrated awareness of emerging trends, and changes in related regulations, policies and procedures to proactively address issues; ability to: review completed work of others for conformity to policy, and effectiveness of approach; efficiently delegate tasks to others; facilitate optimal group dynamics and evaluate employee performance and recommend appropriate developmental opportunities; develop and implement practices that promote a culture of diversity, safety, and environmental consciousness and that is conducive to effective relationships among diverse groups of employees; use diplomacy and advanced communication skills; modify, adapt, or refine guidelines, if necessary, to resolve issues or problems; develop, evaluate, enhance, and/or implement quality improvement practices, processes, procedures, or policies that have an impact on unit operations.

Education/Experience

Master's degree in appropriate area of specialization and management experience in area of specialization or an equivalent combination of applicable experience and/or training. May require professional certification.

FINANCIAL SERVICES MANAGEMENT 3

Typical Functions

Under administrative leadership assists the administrator in the overall management and administrative direction of all aspects of a financial planning and budgeting. Provides leadership in the annual budgeting process including the analysis and review of financial information and its impacts on the organizational unit. Generally responsible for the management of a finance or budgeting department or major function at the system level. Assists in the analysis of the effectiveness of and establishes future direction for functional policies and programs. The primary duty is the management of other managers, professionals, and support staff. Provides leadership and supports the budgeting process including the analysis and review of financial information and its impacts on the college, department, or university. Oversees the production of accurate and timely budget and expense management reports. Analyzes and interprets financial information for planning and control purposes. Serves as part of the leadership team. Leads the strategic planning of assigned areas and assists in developing and implementing the overall strategic plan. Establishes performance goals and measures to evaluate success of assigned area of responsibility. Assists in formulating and implementing policies and procedures. Provides guidance and direction to staff involved in department services and programs. Responsible for ensuring all programs, activities, and series comply with university, state, and federal regulations.

Complexity and Decision Making Authority

Makes operational decisions within broadly defined parameters and decisions require a high level of judgment. Deviations from university policies generally require higher managerial approval. Typically reports to senior or executive leadership.

Knowledge, Skills, and Abilities

Advanced knowledge of budget/financial management, business development, communications, and leadership. Demonstrated skills in execution of objectives critical to unit or division success; demonstrated ability to provide detailed plans for changes to specific policies and procedures that may result from trends and changes in overall

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direction of functional and/or organizational responsibilities; ability to monitor completed work of others to ensure soundness of approach, effectiveness in meeting requirements, the feasibility of recommendations and adherences to requirements; ability to evaluate and enhance practices that promote a strong commitment to inclusionary practices which support diversity, safety, and environmental consciousness throughout the University; demonstrated diplomacy in persuading and influencing a variety of people to achieve results; ability to resolve complex, controversial or unprecedented issues and problems, and demonstrate sound judgment by considering values, risks, impact and implications of actions throughout organization; ability to set clear expectations and hold management team accountable for effectively coaching, mentoring and motivating their respective staffs; ability to develop, evaluate, enhance, and/or implement quality improvement practices, processes, procedures, or policies that have an impact on University operations.

Education/Experience

Master's degree in appropriate area of specialization and progressively responsible experience at management level or an equivalent combination of applicable experience and/or training.

FINANCIAL SERVICES MANAGEMENT 4

Typical Functions

Under executive leadership, provides executive leadership to a team of finance professionals or a significant financial services program with institutional impact. Responsible for the operational management and administrative direction of financial planning and budgeting with broad responsibility. Provides leadership in the annual budgeting process including the analysis and review of financial information and its impacts on the organizational unit. Directs the long-range strategic planning, operations, and/or administrative activities in multiple units, departments, large academic school, or major functional area. Analyzes the effectiveness of and establishes future direction for functional policies and programs. Provides leadership and supports the budgeting process including the analysis and review of financial information and its impacts on the college, department, or university. Oversees the production of accurate and timely budget and expense management reports. Analyzes and interprets financial information for planning and control purposes. Translates strategic and tactical business plans into financial plans. Establishes the direction, goals, implementation strategy and policies of the department or unit within an administrative area. Directs the efforts of and supervises staff, sets performance standards and accountability. Develops growth and development plans to maximize learning and development opportunities in order to improve team members' performance and addresses departmental skill gaps. Formulates and administers the annual operating budget. Advises senior administrators in implementing programs, new initiatives, and special projects. Responsible for ensuring all programs, activities, and services comply with university, state, and federal regulations. Responsible for developing and maintaining partnerships throughout the University. Oversees communications, promotions, and public relations in order to achieve goals and objectives. Serves on various university committees and represents the department at various state and national associations.

Complexity and Decision Making Authority

Possesses the authority to make complex, independent decisions to ensure the financial goals for university are met. Decisions and quality of services provided have a significant impact on service delivery and legal compliance. May represent the university in financial affairs with internal and external entities. Has significant input into the development and implementation of finance policy and procedures in compliance with legal and regulatory constraints. Typically reports to executive leadership.

DRAFT – December 21, 2017*Knowledge, Skills, and Abilities*

Demonstrated awareness of broad issues and management trends with ability to evaluate the impact of policy and procedure changes and adjust accordingly; demonstrated application of management principles to ensure optimal performance throughout organization; ability to ensure appropriate skills are developed and maintained at all levels of responsibility and realign staff responsibilities to meet desired changes in organization and/or University mission; demonstrated ability to develop plans, practices and efforts to ensure optimal support or diversity, safety, and environmental consciousness throughout the University; demonstrate high level of diplomacy in persuading and influencing a wide variety of people at various levels and locations to achieve results; ability to develop and implement solutions to highly complex and often controversial problems that may have University-wide impact and establish new precedents for solving problems; proficiency in developing and articulating broad goals and objectives for unit with multi-functions or University-wide impact; ability to develop, evaluate, enhance, and/or implement quality improvement practices, processes, procedures, or policies that have a strategic impact on University operations.

Education/Experience

Master's degree in appropriate area of specialization and substantive related experience or an equivalent combination of applicable experience and/or training. May require professional certification.