



Finance, Budget & Planning Job Family: **Account Representative Progression (Non-Transaction Ctr)**

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity.

GENERIC JOB PROFILE SUMMARIES

Account Representative II INDIVIDUAL CONTRIBUTOR	Account Representative III INDIVIDUAL CONTRIBUTOR	Account Representative IV INDIVIDUAL CONTRIBUTOR	Account Representative V INDIVIDUAL CONTRIBUTOR
Answer and direct calls from vendors, students' parents, or other third parties; transfers data from one record to another, follows detailed office procedures and instructions, opens, sorts, and routes mail.	Receives calls from vendors, students' parents, or other third parties, provides routine information within prescribed limits, transfers data from one record to another, follows office procedures, opens, sorts, and routes mail.	Assist with financial reporting preparation to support customer department needs within established practices, requiring the basic interpretation of policies and procedures. Provides assistance in interpretation of university financial policies and procedures.	Perform financial reporting preparation to support customer department needs making decisions requiring consideration of criteria, Provides expertise in interpretation of university financial policies and procedures.
Maintain timely department information using software applications.	Establish and maintain simple databases and run reports using software applications.	Analyze and develop special non-routine reports using software applications.	Analyze and develop customized reports using software applications; provide independent observations and related recommendations.
Per instructed; assist with document gathering and assembly of audit documentation.	Participate in audit reviews; assume responsibility for gathering and assembly of audit documentation.	Assist with coordination of department financial audit and participates in standard department financial audit.	Coordinate and may perform standard department financial audit. Investigate and identify problems/trends on department accounts.
Maintains back-up documentation for all financial data in compliance with record retention guidelines.	Apply appropriate account distribution on routine financial documents (prior to submitting to BSC/FTC); understands university and external policies related to financial aspects. May initiate appropriate e-document for general error corrections.	Verify and apply appropriate account distribution on financial documents for completeness, accuracy and conformance to internal policy and external regulations (prior to submitting to BSC/FTC). Initiate appropriate e-document for general error corrections.	Review financial documents for completeness, accuracy and conformance to internal policy and external regulations in partnership with BSC/FTC.

Account Representative II INDIVIDUAL CONTRIBUTOR	Account Representative III INDIVIDUAL CONTRIBUTOR	Account Representative IV INDIVIDUAL CONTRIBUTOR	Account Representative V INDIVIDUAL CONTRIBUTOR
Provide customer service to review and explain account procedures, within prescribed limits.	Explain University policies and procedures to resolve routine questions and problems specifically related to an accounting area. In conjunction with BSC/FTC and University departments explain transactional procedures and/or payment options, research discrepancies, adjust accounts and release account holds as necessary, and prepare/distribute tax forms.	Interpret University policies and procedures to resolve moderately complex questions and problems specifically related to an accounting area. In conjunction with BSC/FTC and University departments explain transactional procedures and/or payment options as well as identify best practices.	Interpret University policies and resolve complex questions and problems specifically related to an accounting area; perform independent research to respond to non routine inquiries. Work in partnership with BSC/FTC and other departments to ensure operations are structured to meet department goals. Identify and recommend college best processes and procedures.
	Process and/or initiate labor distribution adjustments for departments. May process specified e-documents in accordance with BSC/FTC.	Research labor distribution discrepancies and develop resolutions for departments. May process specified e-documents in accordance with BSC/FTC.	Research complex labor distribution discrepancies and develops resolutions for departments. May process specified e-documents in accordance with BSC/FTC.
		Provide guidance to administrative staff outside department on departmental financial policies and procedures.	Act as group leader and oversee department accounting process and review work for accuracy and policy compliance. Serve as primary department resource for information on University, State and department financial policies and procedures.
Monitor simple accounts.	Establish and monitor moderately complex sponsored fund accounts and reconcile expenditure reports and required close out analysis.	Monitor, verify and advise on complex sponsored fund accounts. Advise and recommend financial security access.	Monitor, verify and advise on all aspects of accounts. Communicate financial or budget changes to BSC/FTC for input into financial accounting system; advise and recommend security assess.
		In conjunction with Manager, provide pre-award financial support, assist with cost sharing, budget development, and submission of grant/contract forms.	Create sponsored fund budgets, effort distribution, cost share and subcontracts in coordination with Sponsored Programs and Fund Accounting; manage letters of credit, submission of case receipts and preparation of quarterly expenditures report.
Review accounting statements to verify accuracy.	Track assigned accounts; investigate discrepancies within standard operating practices and prescribed limits, referring questionable cases to supervisor.	Reconcile assigned accounts; investigate, research and resolve discrepancies, referring questionable cases to supervisor.	Resolve moderately complex discrepancies.
	Prepare routine research budgets and reports within established guidelines.	Prepare required financial reports and research budgets, including interpret, reconcile, review, and apply federal, state and other regulations.	Prepare non-routine financial reports and research budgets, including effort allocations, cost share/salary recovery, etc.

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	Compile the data for various fiscal reports and general ledger account reconciliation.	Reconcile financial statements, requiring an understanding of the inter-relationships of the data. Work with department to verify content, investigate inconsistencies and resolve errors.	Construct financial statements and reports within delivery and reporting systems; prepare periodic ad hoc accounting reports and statements.
	Communicate with internal and external parties to support assigned work.	Prepare reports to comply with external agency regulatory requirements, such as grants and contracts; monitor and review expenditures on all grants and contracts to support reconciliation process.	Prepare reports to comply with external agency regulatory requirements, such as grants and contracts; provide post-award sponsored research administration including: establishing new accounts, consulting agreements, subcontracts and account closure preparation.
		Assist with annual budget cycle, cost sharing, budget development, and submission of grant/contract forms.	Complete annual budget process and provide pre-award financial support, assist with cost sharing, budget development, and submission of grant/contract forms.
	Possess basic interpretation of compliance and other regulations.	May serve as liaison with Office of Sponsored Funds Services, agency reps and PI during pre-award process to provide basic interpretation of compliance and agency-specific terms and conditions of award.	May serve as liaison with Office of Sponsored Programs, agency reps and PI during pre-award process as overseer of the financial administration process. Provide expertise in interpretation of compliance and agency-specific policy guidelines; identify concerns and other non-compliance issues and address appropriately.
			May provide post award financial administration of sponsored awards; verify general ledger accounts, map sponsor budgets to ledger accounts, invoice and report to sponsor agencies.
	May purchase department supplies using E-procurement system and/or procurement card. Work with BSC/FTC to support purchasing process.	May purchase department supplies using E-procurement system and/or procurement card. Work with BSC/FTC to resolve problems/issues.	Oversee purchasing process for department customers and actively participate in purchasing process for high risk/high cost. Acting in partnership with Business Service Center (BSC)/Financial Transaction Center (FTC) to foster business processes and resolve problems/issues.

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Responsible for tracking, updating and maintaining capital equipment inventory.	Perform physical inventories; bar coding new equipment, process asset transfer and disposals of old equipment from University's systems.	Perform and coordinate physical inventories; bar coding new equipment, process asset transfer and disposals of old equipment from University's systems.	May verify inventory and/or provide guidance on department policy and procedures.

JOB FACTOR PROFILE TABLE

FACTOR PROFILE	10002 ACCOUNT REPRESENTATIVE II, BAND B	10003 ACCOUNT REPRESENTATIVE III, BAND C	10004 ACCOUNT REPRESENTATIVE IV, BAND D	10005 ACCOUNT REPRESENTATIVE V, BAND E
MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY	High school diploma and up to 2 years relevant experience or equivalent combination	High school diploma and 2 to 4 years relevant experience or equivalent combination	Associates Degree and 2 to 4 years relevant experience or equivalent combination	Associates Degree and 4 to 6 years relevant experience or equivalent combination
IMPACT	Affects immediate department	Extends beyond department	Extends beyond college/unit	Extends beyond college/unit
CONTACTS - INSIDE	Assists others Cooperation of task completion	Assists others Cooperation of task completion	Coordinate activities Contribute to group projects	Coordinate activities Contribute to group projects
CONTACTS - OUTSIDE	Straightforward business Provide factual information Handle confidential information	Straightforward business Provide factual information Handle confidential information	Conduct somewhat complex business Obtain involved information Provide detailed response	Conduct somewhat complex business Obtain involved information Provide detailed response
CONTACTS - STUDENTS	Deals with confidential information such as grades, financial records, etc	Deals with confidential information such as grades, financial records, etc	Deals with confidential information such as grades, financial records, etc	Deals with confidential information such as grades, financial records, etc

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SUPERVISION	None given	None given	Students Temporaries On-the-job training Occasional guidance on work methods or procedures to employees who do similar work	Administrative supervision Assigns and reviews work Recommend hiring and participate in performance appraisals
COMPLEXITY	Entire field tasks	Entire field tasks	Focus on entire field	Focus on both an entire field and related areas
LEVEL OF DECISION MAKING	Responsible for making some decisions which require consideration of various criteria.	Responsible for making some decisions which require consideration of various criteria. Decisions are usually within limits	Responsible for making some decisions which require consideration of various criteria. Decisions are usually within limits	Responsible for assisting, contributing to and influencing decisions on setting policies and/or procedures, research, planning and development activities
FREEDOM OF ACTION	General supervision Proceeds alone on regular tasks Refers questionable situations to supervisor	Very general supervision Resolve most problems Accomplish most tasks alone Keep supervisor informed of progress	Very general supervision Resolve most problems Accomplish most tasks alone Keep supervisor informed of progress	Little guidance to accomplish work activities Refers only complex situations to supervisor
SUPPORT SKILLS – WRITING	Provides standard responses to inquiries	Provides standard responses to inquiries	Provides a non-standard response or prepares written material that requires some research	Provides a non-standard response or prepares written material that requires some research
SUPPORT SKILLS – COMPUTER	Use business or technical programs for data input or word processing to create documents or reports	Uses a variety of business or technical programs to complete information management or production tasks	Use business or technical programs to complete tasks requiring sophistication in usage	Use business or technical programs to complete tasks requiring sophistication in usage
WORKING CONDITIONS - PHYSICAL	Lift 10 lbs. to 20 lbs.	Lift 10 lbs. to 20 lbs.	Lift 10 lbs. to 20 lbs.	Lift 10 lbs. to 20 lbs.

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WORKING CONDITIONS - VISUAL	Close concentration and visual attention	Close concentration and visual attention	Close concentration and visual attention	Close concentration and visual attention
WORKING CONDITIONS - HAZARD	Normal working conditions including no or limited exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required.	Normal working conditions including no or limited exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required.	Normal working conditions including no or limited exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required.	Normal working conditions including no or limited exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required.