



Commonwealth of Massachusetts

OFFICE OF THE COMPTROLLER

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Outreach Coordinator, Program Coordinator III

FY 2022- 011

About the Office of the Comptroller

The Office of the Comptroller of the Commonwealth of Massachusetts is an independent and apolitical overseer of governmental and other funding sources, totaling more than \$94 billion in revenue and \$95 billion in spending in Fiscal Year 2021. In addition, the Office of the Comptroller oversees the Commonwealth's expenditure, payroll management, and major audit functions.

As stewards of the public trust, we aspire to inspire confidence by maintaining our core principles: clarity, integrity, and accountability.

The powers and obligations of the Office of the Comptroller are generally dictated by M.G.L. c. 7A.

Position Summary

CTR is seeking a qualified candidate for consideration to fill a Program Coordinator III position, Outreach Coordinator for Non-Tax Revenue. This position is within the Statewide Contract and Non-Tax Revenue Team (NTR), reporting to the Non-Tax Revenue Team Manager. The position's primary focus is outreach, promotion, and coordination of non-tax revenue billing and collections systems and programs, while supporting the daily operations of the NTR Team. Systems and programs supported include the Billing and Accounts Receivable System (BARS), BARS invoicing and reporting coordination, the Intercept system, and debt collection vendor/contract coordination. Daily operations support includes program coordination, daily reconciliations, reporting coordination and other duties as required.

The position requires a self-starter with the following capabilities and attributes: Strong interpersonal and communication skills; demonstrated ability to articulate complex issues across all levels of management and organizations; impeccable attention to detail; superior time management and multitasking skills; ability to contribute and work productively as part of a team; positive attitude; capacity to remain flexible and learn new standards and guidelines as necessary; and the ability to work well under pressure; some travel may be required for conference attendance and outreach duties.

Specific Duties Include:

- Remain current and knowledgeable with CTR Policies regarding non-tax revenue billing, collection, dunning, Intercept, and write-off.
- Maintain a liaison role with various private, municipal, state, and federal departments and others in order to promote non-tax revenue initiatives, programs and requirements, including debt collection coordination, municipal outreach for various NTR initiatives, and federal outreach as intercept expands to include federal debt and payments.
- Educate state departments on the Intercept program, the Intercept web application, and their related functional responsibilities.
- Ability to work closely with and articulate issues to CTR solutions desk staff when constituent agencies require assistance and advice both within and outside the office.
- Perform daily reconciliations supporting various non-tax revenue billing and collection systems.
- Create system incidents in tracking software and develop test plans for system patches after analyzing and documenting revenue related system issues.
- Provide weekly and monthly status updates of debt collection, Intercept, Outreach projects and others as assigned.
- Review state agency request for Write Offs and submit documentation for approval.
- Use MMARS, the Commonwealth's Information Warehouse (CIW) and local databases to perform NTR reconciliation.
- Recommend actions to streamline business processes to ensure efficiency and data integrity.
- Maintain awareness of and compliance with all CTR operating policies and procedures.
- Immediately raise questionable actions, requests or potential errors or issues to the NTR Manager and/or Assistant Comptroller.
- Contribute to the overall CTR work environment in a positive, respectful, and cooperative fashion.
- Participate in the completion of special projects that occur from time to time.
- Assist with other assignments that may be requested from members of the Comptroller's Office.
- Read and understand CTR memos, updates, attend annual internal control, and attend risk and fraud prevention trainings.

Capabilities and Attributes:

- Educational experience, or other experience with business process improvement, change management, technology integration.
- Professional and assured interpersonal and writing communication style.
- Ability to think big, work smart, and do the small stuff well while staying focused on the big picture.
- Exceptional organizational skills with the capacity to plan and coordinate with team members and external constituents across all organizational levels.
- Project management experience.
- Strong attention to detail.
- Positive attitude.

- Critical thinker with courage to challenge old processes and propose innovative solutions.
- Self-starter.
- Willingness to learn new processes.

- Ability to understand new software and hardware functionality.
- Proficiency in Windows applications such as PowerPoint, Word, Access, Excel, Outlook.
- Self-motivated, disciplined individual who completes tasks in a timely manner
- Ability to work both independently and/or as part of a team.

Minimum Entrance Requirements:

Applicants must have at least (A) four years of full-time, or equivalent part-time, professional, administrative or managerial experience in business administration, business management or public administration the major duties of which involved program management, program administration, program coordination, program planning and/or program analysis, and (B) of which at least one year must have been in a supervisory capacity, or (C) any equivalent combination of the required experience and substitutions below:

Substitutions:

1. A Bachelor's degree with a major in business administration, business management or public administration may be substituted for a maximum of two years of the required (A) experience.*
2. A Graduate degree with a major in business administration, business management or public administration may be substituted for a maximum of three years of the required (A) experience.*
3. A Bachelor's or higher degree with a major other than in business administration, business management or public administration may be substituted for a maximum of one year of the required (A) experience.*

*Education toward such a degree or diploma will be prorated on the basis of the proportion of the requirements actually completed.

Bargaining Unit / Salary Range

NAGE UNIT 6 / Grade 14: \$ 66,682.98 - \$ 96,585.32

As per the Unit 6 Collective Bargaining Agreement between the Commonwealth of Massachusetts and the National Association of Government Employees. The range is based upon a series of steps. Any potential offer is determined based upon an analysis of the minimum entrance requirements, the candidate's relevant work experience and educational achievement level.

Benefits Package:

CTR is pleased to offer a comprehensive benefits package to its employees. The specific components and eligibility may vary based upon position classification, hours worked per week and other variables. Therefore, specific benefits for this position may be discussed as part of the interview and offer process. The overall benefits available include paid vacation, sick and personal leave time, health, dental and vision insurance through the Commonwealth's Group Insurance, and optional pre-tax Health Savings Account plans. Details of the various plans and the cost split between employer and employee may be reviewed by looking at the Group Insurance website, <https://www.mass.gov/orgs/group-insurance-commission> and/or as part of the interview process.

CTR employees also participate in the Commonwealth's State Retirement Plan, which can become a Defined Benefit Plan for those that both vest and subsequently retire from State service. Follow this link for additional retirement information: <http://www.mass.gov/treasury/retirement/state-board-of-retire/>

In addition, CTR provides employees the opportunity to elect life insurance, long term disability insurance, deferred compensation savings, tuition remission, pre-tax commuter account plans, along with other programs.

COVID-19 Vaccination Requirement

The successful applicant will be required to have received the full required regimen of vaccine doses of a COVID-19 vaccine (two doses of the Pfizer/Moderna vaccine or one dose of the Johnson & Johnson vaccine) prior to their start date, and may be required to demonstrate that they continue to maintain COVID-19 vaccination in accordance with updated public health recommendations or policies that may be adopted by the Office of the Comptroller (e.g., staff shall obtain all recommended boosters.)

Applicants who request to be exempt from the requirement for COVID-19 vaccination due to a documented medical condition that makes vaccination medically contraindicated or based on a sincerely held religious beliefs must obtain approval for such an exemption from the Office of the Comptroller before their start date.

Details relating to how to comply with this requirement may be discussed with CTR's Chief Human Resources Officer during the selection process.

CTR Hybrid-Work Model

CTR began operating its hybrid work model on November 1, 2021. Under this policy, employees are currently required to work four business days per month (two set by management and two set by the employee) at CTR's Boston office and may work remotely the remainder of the time at a location approved by their supervisor. Under this policy, all employees must be able to report to the Boston office with little or no notice, even including the same workday should an exigent circumstance arise. Therefore, a reasonable proximity to the office is necessary. CTR does not reimburse for employees to travel to the office.

In addition, the successful candidate may be required to work primarily on site in Boston during the initial training and orientation period.

Commitment to Diversity:

CTR is committed to building a diverse staff at all levels across its entire agency.

CTR IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

Required Background Check – Including Tax Compliance:

CTR requires a background check on all prospective employees as a condition of employment. However, an application and Background Check Authorization Forms are not initiated until a candidate is invited in for an interview.

Candidates should know that the background check is not initiated until:

1. A candidate is invited to a second or subsequent interview and
2. The candidate has signed the Background Check Authorization Form and related releases.

This background check includes a Criminal Offender Record Information (CORI) check, Federal IRS and a Commonwealth Department of Revenue state tax compliance check, for all prospective employees as a condition of their employment.

Candidates with advanced degrees and professional licenses may have these credentials verified.

Individuals other than those references provided by a candidate may be contacted in the course of completing a full background and qualification check.

Application Process:

The Office of the Comptroller encourages interested candidates that meet the minimum entrance requirements and qualifications to apply for this position.

Interested candidates must submit their materials electronically, by **E-mail** no later than 5:00 pm, on **May 27, 2022:**

- a cover letter; and
- resume.

Candidates chosen to advance to a second-round interview will also be required to submit:

- three business writing samples; and
- three professional references.

Please include position title and posting number in the subject line of your submission. Your application package should be submitted to:

CTR-HR@mass.gov

Late submissions may be considered solely at the discretion of CTR.

Further Information:

Please visit <https://www.macomptroller.org> for more information about the Office of the Comptroller.