

**#14 POSITION SUMMARY – MAJOR GOALS**

This position performs accounting, bookkeeping and auditing duties for the Division of Facilities Management (DFM), Bureau of Real Estate Management under the general supervision of the Bureau's Enterprise Program Supervisor. This position is part of a group that works in and with multi-disciplined, cross-functional teams and is responsible for communicating with internal and external customers, assisting, coordinating and performing work duties and responsibilities to ensure that the administrative-related processes in support of the Division's mission are carried out. This position processes payments and purchase orders for services provided to 28 DFM managed or owned facilities. This position provides support to DFM's Information Center and assists with year-end purchasing activities, along with other financial services, as needed. This position requires proficiency in the use of a number of state database and accounting programs including Purchase Plus, VendorNet, Access Parking Database, WisBUILD, AIM and Contact Center Anywhere.

**#15 GOALS AND WORKER ACTIVITIES/OBJECTIVES**

**TIME %**

**50% A. PROVIDE DIVISION SUPPORT BY PROCESSING PAYMENTS AND PURCHASE ORDERS UTILIZING PURCHASE PLUS SOFTWARE, ADHERING TO THE DEPARTMENTS PROMPT PAYMENT GUIDELINES AND ASSIST SUPERVISOR WITH FISCAL YEAR-END PURCHASING ACTIVITIES.**

- A1. Determine which building the invoice is for and seek payment approval from building manager by scanning invoice to appropriate building manager within 48 hours of receipt. Follow up with building manager if no response is received within 48 hours of scanning them the invoice.
- A2. Prepare Notice to Vendor of Good Faith Dispute or Improper Invoice when necessary within 10 days of receipt of invoice. Email or fax dispute to vendor. Make sure to note date this was done. Record in excel spreadsheet used to track vendor disputes.
- A3. After approval is received from building manager, determine how the invoice will be paid – by blanket order, purchase order, direct charge or credit card.
- A4. Process invoice by stamping and coding invoice correctly; recording invoice properly; accurately entering invoice into purchase plus and submitting; copy and scan invoice and backup materials and file in proper place. Send invoice to DOAS Accounts Payable within 14 days of receipt.
- A5. Research and resolve inquiries regarding status of payment of invoices either by phone, fax, email or statement. Request a copy of the invoice if payment is not found in purchase plus or in disputed invoice spreadsheet so that payment process can begin.
- A6. Correctly prepare purchase orders and blanket orders from source documentation provided by supervisor within 48 hours of request. Print purchase requisition and forward to approver.
- A7. Send W-9 form to vendors who are not in the purchase plus database as a purchase order cannot be released without this information. Work with DOAS Financial Management to get this information entered into the vendor file.
- A8. Accurately prepare simplified bid forms from source documentation provided by supervisor for purchases between \$5,000 to \$50,000.

- A9. Process purchase orders by stamping vendor copy of purchase order with procurement signature and mail out to vendor and match file copy of purchase order with purchase requisition and file in appropriate binder.
- A10. Audit active purchase orders. Contact building manager to see if work has been completed. If not, find out timeframe and determine whether the purchase order should be carried over to the next year. If work is completed, call vendor and request invoice be sent so it can be processed in correct fiscal year.
- A11. Audit ledger cover sheets of blanket orders to make sure orders that have monthly payments have all been processed before the end of the fiscal year. If a monthly payment is missing, check the dispute file to see if it is possibly disputed. If so, contact vendor to try to resolve before fiscal year-end deadline. If not disputed, call vendor to request invoice so we can process by the end of the fiscal year deadline.
- A12. Assist supervisor with renewals of blanket orders at the beginning of the fiscal year. Review blanket orders from prior year to determine the appropriate dollar amount for the renewal. And set up ledger cover sheets for the blanket orders.
- A13. Pull prior year blanket orders from binder and match up payments in file to the ledger sheet. If hard copy payment is missing check electronic file. Attach all payments to blanket order and arrange file in alphabetic order if more than one vendor exists in that file.

**35% B. OPERATE AS THE LEAD TEAM MEMBER THAT EFFICIENTLY AND EFFECTIVELY MANAGES THE DEPARTMENT OF ADMINISTRATION PAID PARKING PROGRAM WHICH HAS OVER 6000 STATE OWNED AND LEASED PARKING STALLS LOCATED THROUGHOUT THE STATE AND GENERATES APPROXIMATELY \$2.9 MILLION IN REVENUE.**

- B1. Act as the departmental resource for the paid parking program. Promptly research and respond to any parking concerns, questions or problems. This requires thorough knowledge of the Capitol Police parking rules and procedures, Chapter 1 of the Administrative Code and state statute 16.843. Refer any unresolved problems related to the above mentioned to Capitol Police for further clarification and/or enforcement.
- B2. The DOA parking administrator will maintain a master file by parking facility. The master file consists of binders containing parking lot maps, parking permits, cancellations, payroll reports and any related correspondence as well as the comprehensive access database. Information contained in the master file is confidential and treated with a high degree of security. Destroy/purge confidential payroll information and parking application information per records disposition authority guidelines.
- B3. The DOA parking administrator will review new parking applications, changes or cancellations received on a daily basis to make sure they are complete. Contact agency parking coordinator if there are any questions or concerns. Collect applications, changes and cancellations in a central area after their review to be referenced during the biweekly payroll reconciliation.
- B4. Biweekly reconcile the records supplied by DOA payroll against the previous reconciled printout. Research any discrepancies between the two reports, locating supporting information such as parking applications, changes or cancellations. Once the discrepancy is resolved and/or verified, update the access database to reflect the change and properly file supporting documentation.
- B5. Any discrepancies that pertain to back payment or overpayment must be rectified immediately. If back payment is due, a written record must be issued that indicates the problem and proposed solution. If overpayment has been received, authorize a refund. If the corresponding paperwork is not on file, secure it and properly file it, making sure the access database reflects any necessary

changes. If necessary, negotiate a settlement with the party and communicate this to the individual's supervisor and payroll department. This requires knowledge of a variety of complex rules, administrative code, state statute and departmental rules and policies.

- B6. Per DOA/DOAS' pre-established schedule, accurately prepare and issue monthly invoices to all outside parties and agencies for parking fees. These invoices generate approximately \$40,000 of revenue per month.
- B7. Receive and reconcile monies collected by agency parking coordinators in the form of cash or check relating to non-payroll parking and ensure that the monies are deposited into the proper accounts. Prepare, document and deliver a monthly deposit of parking monies to DOA.
- B8. Quarterly send an email to all agency parking coordinators reminding them to audit and verify their associated carpools to make sure they meet the criteria to continue parking as a carpool. Assist parking coordinators if there is a question to whether the carpool is valid or not and with the resolution of the situation.
- B9. Conduct a complete audit on the master file every six months. Match each record in the master book with payroll records and agency invoices and then match each record with the database. Other summary reports included in the master file to be audited are lists of facility parking coordinators, parking facilities (permits issued, number of stalls, payroll, agency, etc.), parking maps, invoices and parking fees.
- B10. The DOA parking administrator is responsible for the printing and distribution of parking stickers. The DOA parking administrator will determine the number of parking stickers needed for each lot and issue stickers to each of the facility parking coordinators on a periodic basis. Prepare replacement stickers upon request. When necessary, verify the number of parking stickers needed for each lot and make any changes to layout of the stickers so that the printing can be bid.
- B11. Cultivate a respectful, cooperative relationship with the Capitol Police and each of the agency parking coordinators.
- B12. Locate or create if necessary up-to-date parking maps for each of the parking lots.
- B13. Train other members of the team in all aspects of the paid parking program so they can cover during absences/vacation.
- B14. Assist the Capitol Police, permit holders and building supervisors when the need arises to temporarily vacate a parking stall and relocate the permit holders to another stall.
- B15. Work with the Access database programmer to refine and improve the parking database for ease of use and understanding. Provide guidance to programmer regarding the reports you need or would like to help you do your job more efficiently and effectively. Ultimately, provide input so the parking database can be available to all who need it – coworkers, Capitol Police and agency coordinators.

**10% C. PROVIDE ADMINISTRATIVE SUPPORT DUTIES FOR THE DIVISION'S FACILITIES MANAGEMENT INFORMATION CENTER**

- C1. Serve as the initial contact and resource for the Division's Facilities Management Information Center. Properly determine and distribute messages to appropriate personnel for action. This includes compiling a list of employee absences on a daily basis.
- C2. Maintain knowledge and navigational skills of Contact Center Anywhere software to route calls and log call outcomes to ensure accurate reporting.

- C3. Act as the initial contact and resource for Capitol Tours. Utilize the tours reservation program to schedule and modify tours of the State Capitol. Notify lead tour guide of any changes or modifications.
- C4. Serve as initial contact and resource for the WisBuild Help Desk. Check in-basket frequently throughout the day, determine the best resource to handle the problem and assign it to that person.
- C5. Utilizing AIM, the division's workorder software, to check for tenant work requests. Create, review, accept and assign work orders to the appropriate building supervisor. Contact tenants with any questions regarding work requests such as building, funding code etc.
- C6. Serve as a resource for the AIM software, Facilities Management Information Center webpage and WISBUILD webpage so you are able to assist users when they have problems or questions.
- C7. Schedule/reserve state-owned vehicles for use by division staff.
- C8. Receive, sort, and distribute mail and faxes for 4<sup>th</sup> floor.
- C9. Suggest improvements that would enhance the Division's Facilities Management Information Center's customer service.

**5% D. MISCELLANEOUS DUTIES AS REQUESTED BY SUPERVISOR**

- D1. Perform other tasks not specifically enumerated, but which are of a similar nature.

**KNOWLEDGE, SKILLS AND ABILITIES**

- Thorough knowledge of the Capitol Police parking rules and procedures, Chapter 1 of the Administrative Code and state statute 16.843.
- Ability to interpret parking rules, Admin Code 1 and state statute 16.843 and apply them to situations that arise
- Knowledge of the State Procurement policies and procedures
- Thorough knowledge of s. 16.528 Wis. Stats, for timely processing of invoices
- Knowledge of Vendornet to reference state contracts and bulletins
- Clear knowledge of Division's coding including the chart of accounts, object codes and commodity codes
- Thorough knowledge of the Purchase Plus system to process purchase orders and payments
- Thorough knowledge of AIM to create or reference work-orders
- Thorough knowledge of Contact Center Anywhere
- Thorough knowledge of the Capitol Tours Program
- Knowledge of purchasing card policies and procedures
- Thorough knowledge of WISBUILD
- Ability to process transactions accurately within prescribed timeframes
- Thorough knowledge of personal computers and Microsoft package of programs (Word, Excel, Outlook)
- Through knowledge and ability to work with computerized databases and spreadsheet logs
- Effective verbal, written and oral communication skills
- Ability to prioritize and complete multiple tasks within prescribed timeframes
- Ability to exercise sound judgment, make decisions and work on own initiative
- Ability to establish and maintain effective working relationships both within the Division and with external partners and vendors
- Ability to use adding machine or calculator
- Ability to use copier, fax and scanner