



# Redwood Coast Regional Center

Respecting Choice in the Redwood Community

*POSITION ANNOUNCEMENT*  
(This is not a full job description)

## **SENIOR FISCAL CLERK/SENIOR SYSTEMS OPERATOR**

Redwood Coast Regional Center is currently recruiting for a Senior Fiscal Clerk/Senior Systems Operator with three years of paid fiscal experience, including use of a computerized accounting system and microcomputer accounting tools, and associated computer hardware, software and programs, such as, spreadsheets and databases is required. An AA in accounting, finance or business administration is preferred.

Under supervision, the Senior Fiscal Clerk/Systems Operator is responsible to audit, process and maintain a variety of financial and statistical records; compile, investigate and verify financial, numerical and other information such as purchase of service agreements, invoices, disbursement requests, time distribution, and accounts payable; maintain vendor data; prepare requested reports; and perform related work as assigned. This position is also responsible for all technical operations, updates, maintenance, ongoing operation and troubleshooting of the agency's information system.

Requires a valid CA driver's license, reliable transportation, minimum vehicle insurance as prescribed by law or the ability to provide for independent transportation. A background check will be required prior to employment.

Salary range: Starting \$3742/month (8 step range) with excellent benefits

Location: Full Time: Ukiah, CA

Accepting Applications: Through May 31<sup>st</sup>, 2019

Start Date: July 1<sup>st</sup>, 2019

Please visit our website: [www.redwoodcoastrc.org](http://www.redwoodcoastrc.org) Click *ABOUT US* tab; *Career Opportunities* in the dropdown box. Please download the application and forward the completed application with a current resume and letter of interest. Incomplete packets will not be considered for an interview.

EOE



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## **Position Title: Senior Fiscal Clerk/Senior Systems Operator**

**Job Description:** Under supervision, the Senior Fiscal Clerk/Systems Operator is responsible to audit, process and maintain a variety of financial and statistical records; compile, investigate and verify financial, numerical and other information such as purchase of service agreements, invoices, disbursement requests, time distribution, and accounts payable; maintain vendor data; prepare requested reports; and preform related work as assigned.

The Senior Fiscal Clerk/Systems Operator is also responsible for all technical operations, updates, maintenance, ongoing operation and troubleshooting of the agency's i5/AS400 information system dedicated to the fiscal processes utilized by RCRC on behalf of the State of California. This includes running all backups and other related work as needed or assigned. It should be noted that these duties are not the responsibility of the agency's IT/Network Manager, with whom various aspects of the following responsibilities must be coordinated.

**Examples of Duties:** (the following are illustrative of the duties performed by employees in this classification.

### Senior Fiscal Clerk

- Review and processes vendor invoices, verifying, checking and correcting information received.
- Review and processes purchase of service requests received from case management. Review, calculate and input data.
- Print/upload authorizations and turnaround invoices.
- Organize and prioritize computer input.
- Create, update, and maintain policies and procedures of implemented programs assigned.
- Implement and maintain computer programs such as e-billing, vendor database, SANDIS database and the Service Provider Portal.
- Provide training to fiscal department staff, addressing review and processing of vendor claims, purchase of service requests, computer input and general duties such as prepare and file invoices and authorizations, sort and distribute mail, shred materials, etc.
- Answer inquiries from staff and service providers on procedures, guidelines and problems with authorizations, invoices and payments; research and provide requested information, and make or request changes if needed to resolve problems.
- Perform a variety of clerical duties such as prepare and file a variety of materials, including invoices, checks and authorizations; sort and distribute mail, sort and mail materials, type, shred materials and assist with bank deposits and other fiscal work.



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- Interact in a manner creating an atmosphere of teamwork to include behaving in a respectful, cooperative and courteous manner with all staff, members of the community, clients and their families, other agencies and supervisors at all times.
- Act as the fiscal department liaison with the Community Resources Department at one or more monthly (and ad hoc) meetings that are the responsibility of the Community Resources Department.
- Coordinates claims payment processes with the associated processes in the Community Resources Department.
- Oversee the processing of client POS loans.
- Direct job scheduling regarding POS payment processing.
- Assist with the development of associated forms and procedure manuals.
- Special projects as assigned by Supervisor
- Other duties as assigned

## Senior Systems Operator

- Set up and maintain system user profiles for the SANDIS and UFS programs.
- Maintain all peripheral hardware such as dedicated printers, including supplies and periodic maintenance and repair.
- Set up new fiscal programs to be operational as required by DDS.
- Perform all system updates per DDS requirements.
- Run all reports that are on the system's spool from external sources on a daily basis.
- Observe electronic data processing equipment during job processing, analyzing improper processing and taking corrective action as needed.
- Create and run ad hoc reports as requested by RCRC Management and DDS.
- Run all system backups (nightly, weekly, monthly and quarterly).
- Run Operations & POS checks per the designated check writing schedule.
- Run all reports associated with each check run.
- Ensure the proper flow of data processing activities.
- Assist with the development of related forms and procedures.
- Interface with SANDIS and UFS personnel at the state level, to resolve any processing problems.
- Interface with system and hardware third-party providers to resolve any processing problems.
- Interface with the agency's IT/Network Manager regarding the installation, configuration and testing of new hardware.
- Interface with the appropriate Office Operations Manager to ensure staff are set up properly to access all needed programs and files.
- Attend ongoing training associated with the SANDIS and UFS programs.
- Perform basic care and maintenance of system components.



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- Special projects as assigned by Supervisor.
- Other duties as assigned.

## Knowledge and Abilities

Knowledge of general office methods and procedures, including use of word processing and email; knowledge of bookkeeping and accounting terminology, practices and procedures; familiarity and hands-on experience with computerized accounting and information programs, including familiarity with spreadsheets and databases, good accounting control and audit considerations; knowledge of information technology concepts and the ability to follow detailed, and sometimes lengthy, technical instructions; and knowledge and understanding of file structures and program language of multi-user computer systems.

Ability to operate basic office equipment including computer, copier, fax machine and calculator with acceptable average proficiency; ability to operate multi-user computer and related peripheral equipment to complete data processing jobs in a timely manner; ability to work closely and effectively with others; ability to maintain confidentiality of all information; ability to use good verbal and written communication skills; ability to make calculations rapidly and accurately; ability to organize a sometimes demanding workload and be highly flexible; ability to quickly learn new manual and computer procedures; ability to consistently meet deadlines; ability to prepare statistical summaries and reports.

## Minimum Employment Standards

- AA degree in Accounting, finance or business administration is preferred.
- Three years of Regional Center or paid fiscal experience, including use of a computerized accounting system and microcomputer accounting tools, and associated computer hardware, software and programs, such as, spreadsheets and databases is required. A bachelor's degree in accounting or business administration may be substituted for two years of experience.

## Travel and Work Schedule Requirements

Travel is not normally a requirement of this position but occasionally may be necessary. Flexibility in scheduling workdays and hours is vital to this position, and is frequently necessary when deadlines must be met.

Physical requirements include: excessive sitting in office setting (70% of time); frequent walking, standing and occasional lifting of up to 20 lbs with occasional bending, stooping, reaching and stretching to complete work duties; adequate manual dexterity and coordination for operation of a computer and other standard office equipment including calculator and copy machine;



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hearing and vision corrected to normal range. Any of the above with reasonable accommodation.

This position requires the ability to work under pressure of deadlines and a fast-paced environment; cope with complex and often stressful situations; give attention to detail & learn new tasks quickly; work as a team and exhibit effective communication with team members; be predictable, reliable, and prompt attendance; interact with co-workers on-site; attend meetings; and be available for in-person communication.

## Supervision

This position is supervised by the Director of Administration.

## Core Competencies for Senior Fiscal Clerk/Senior Systems Operator

### 1. Support/Service

- Understands and “demonstrates” RCRC Mission and Vision.
- Interacts professionally with clients, families, agencies, service providers and associates at all times.
- Employs person centered thinking principles in interactions with clients, staff and service providers.
- Demonstrates a problem-solving approach when challenges are encountered.

### 2. Initiative

- Takes personal responsibility for one’s own job performance and demonstrates a commitment to professional growth and development through on-going training.
- Ability to function autonomously when needed within parameters of job and assigned tasks and utilize prudent, professional judgement and seek assistance when needed by consulting with supervisor.
- Works effectively without constant and direct supervision or guidance.

### 3. Adaptability

- Demonstrates flexibility in the face of change.



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- Projects a positive demeanor regardless of changes in working conditions and work load.
- Adapts to changes in processes and data management systems and learn and utilize new processes and programs for multiple tasks.

## 4. Communication Skill

- Communicates clearly and accurately both verbally and in writing to project a positive image of the agency.
- Speaks with confidence using clear, concise sentences and is easily understood, and is diplomatic in all communication.
- Ability to document and communicate information in a factual, accurate, concise and timely manner.
- Exhibits active listening skills when receiving input on other's ideas and/or concerns.
- Responds to phone calls and emails in a professional and timely manner.

## 5. Team Player

- Works as a competent member of the team, willingly providing back-up support for co-workers when appropriate and actively supporting group goals.
- Willingly assists other departments as appropriate.
- Represents the Redwood Coast Regional Center in a professional and positive manner.
- Maintains working relationship with one's supervisor through regular communications.
- Promotes cooperation with other work units, agency departments and allied agencies.

## 6. Judgment

- Exhibits sound judgment and the ability to make reasonable decisions in the absence of direction in a manner that is consistent with person centered principles and the agency's mission and vision.
- Demonstrates the ability to swiftly refer problems/issues to the appropriate person, and identify when additional information is needed to clarify a situation or to make a decision.
- Demonstrates professional ethics in all aspects of work including confidentiality, honesty, integrity, respectfulness, and accountability for one's actions.
- Maintains appropriate confidentiality regarding information accessed in the course of executing assigned duties.

## 7. Proactive



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- Demonstrates the ability to foresee problems and prevent them by taking action.
- Utilizes analytical skills and a broad understanding of the business to effectively interpret and anticipate needs.
- Approaches challenging tasks with a “can-do” attitude.

## 8. Organization

- Ability to balance conflicting priorities in order to manage workflow and management of time to ensure the completion of essential projects, and meet critical deadlines.
- Effectively manages the workspace (i.e. keeps a clean and organized office, appropriately handles all paperwork, maintains control over the physical environment).
- Shows the ability to manage multiple conflicting priorities without loss of composure.

## 9. Computer/Technical Skills

- Displays proficiency using standard office equipment such as a computer, fax, photocopier, scanner.
- Demonstrates a solid working knowledge of the computer programs and information systems required for the completion of one’s work responsibilities including but not limited to SANDIS, ADP, Microsoft Outlook, and Microsoft Word.
- Demonstrates advanced proficiency by quickly adapting to new technology and easily acquiring new technical skills.
- Able to create tracking systems, utilize Excel spreadsheets for monthly, quarterly, yearly statistics.
- Is detail oriented and familiar with accounting principles.

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2/14/19