

## I. DESCRIPTION OF WORK

Positions in this banded class have duties that primarily involve the maintenance, oversight, and reporting of banking and financial data, or the position may be a specialist in an area or program requiring specialized banking knowledge, such as but not limited to deposits, electronic warrants, disbursements, fraud, account balances, investments, collateralization of deposits, positive pay, cash flow analysis, funds transfer or bank reconciliation. Technical skills may include independent responsibility for maintaining records or separate accounts receivable/payable and payroll functions. Other positions may include varied responsibilities affecting the financial operations of only their respective work unit, or involvement in the workflow and performance process. Positions have delegated responsibility to analyze data for accuracy, problem-solve, interpretation of regulations, and may reverse errors. Accountable for accuracy of entries and reconciliation of data and information. Positions coordinate and/or make recommendations for system changes and possibly supervise work of lower level technicians. Position requires accuracy and attention to detail.

## II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
<p>Positions at this level performs entry level banking duties involving the maintenance reporting of routine financial data following standardized methods and procedures. Work involves accepting deposits, processing electronic warrants, researching basic out-of-balance issues, reconciling and verifying entries, maintaining and controlling general ledgers reports, register and statements, and may require familiarity with spreadsheets and formulas. Most work is subject to review by a higher level supervisor. Positions also must adhere to a standard of customer service to include phone, face-to-face and written communication. Basic knowledge of banking software and programs is mandatory. Position requires a high level of attention to detail.</p>	<p>Positions at this level perform technical banking duties involving the maintenance and reporting of financial data. Work involves research, problem-solving, and independent decision-making on accounts of moderate variety and complexity. Positions take initiative to complete tasks. Positions require a working knowledge of Federal Reserve rules and regulations, as well as practical knowledge of industry standards and terms. These positions provide account guidance to others and ensures integrity of functions. Positions interpret policies, rules and regulations and may reverse/correct errors. Work requires considerable knowledge of work unit practices and procedures, including cross-training of other positions with the unit. Positions may supervise support staff, and may assist in training staff.</p>	<p>Positions at this level independently perform full range of technical banking work which may include independent responsibility for maintaining records of considerable complexity, or supervising a separate financial function of considerable complexity. Positions research and resolve more complex issues. Positions independently analyze work for accuracy and problem-solves issues. They test new processes and coordinate and implement system changes. Positions at this level interpret policies, rules and regulations and may reverse/correct errors. They leverage extensive knowledge of Federal Reserve rules, regulations and procedures, as well as banking industry standards. Positions may supervise technical and support staff. Must be cross-trained on all unit functions, and be able to assist in training other staff within the unit. Positions may serve as a back-up to the Unit Banking Manager in his/her absence and make independent decisions in absence of supervisor.</p>

**III. COMPETENCIES**

Competency	Definition
<b>Technical and Professional Knowledge</b>	Knowledge of technical banking duties involving the maintenance and reporting of financial data. Ability to remain current in developments and trends in area of assignment. Familiarity with banking software and Federal Reserve reporting. Knowledge of banking industry and Federal Reserve terminology, standards and processes. Knowledge of accepted research practices, reconciliation, and written procedures.
<b>Financial Monitoring, Analysis and Decision Making</b>	Ability to gather, monitor, analyze and record financial data. Ability to determine accuracy and validity of data and ensure compliance with standards, rules, regulations and other risk factors. Ability to interpret and evaluate results. Ability to understand issues and identify problems and opportunities in order to determine the appropriate course of action.
<b>Communications</b>	Ability to convey information and ideas in verbal or written form, tailoring the communication or terminology to meet the needs of the recipient. Ability to communicate clearly and concisely to present accurate solutions/ findings and to ensure understanding by the audience. Ability to listen and respond appropriately to others.
<b>Information/Records Administration</b>	Ability to compile, assimilate and organize both printed and electronic information. Knowledge of data collection, storage, organization, manipulation and/or analysis of data.
<b>Manage Work Performance/ Work Coordination</b>	Ability to develop plans to accomplish work operations, work flow, objectives, goals and policies. Ability to arrange and assign work to best use manpower and resources. Ability to enforce work rules and establish acceptable levels of quality and quantity of work to meet assigned unit objectives. Ability to review work, measure performance of others, and develop individuals' competencies.
<b>Customer Service</b>	Ability to adhere to the highest levels of courtesy, attentiveness and responsiveness in all interactions with agencies, universities, and fellow employees. Ability to maintain positive relationships.

Note: Not all competencies apply to every position/employee; evaluate only those that apply. Competency statements are progressive.

**IV. COMPETENCY STATEMENTS BY LEVEL**

**Technical and Professional Knowledge:**

Knowledge of technical banking duties involving the maintenance and reporting of financial data. Ability to remain current in developments and trends in area of assignment. Familiarity with banking software and Federal Reserve reporting. Knowledge of banking industry and Federal Reserve terminology, standards and processes. Knowledge of accepted research practices, reconciliation, and written procedures.

<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<p>Working knowledge of banking methods, procedures and practices.</p> <p>Knowledge of banking and business software (e.g.: ERP, Excel, Word, Access), including internal programs designed to interface with external programs.</p> <p>Working knowledge of Federal Reserve terminology, standards and practices.</p> <p>Basic knowledge of State Banking Operations rules and regulations.</p> <p>Knowledge of written and established procedures for work.</p>	<p>Considerable knowledge of banking methods, procedures and practices needed to perform the work. Applies basic knowledge of banking laws and regulations needed to perform the work.</p> <p>Knowledge of variety of banking, or financial systems and packages to create and maintain data. Develops formula for moderately complex spreadsheets.</p> <p>Considerable knowledge of Federal Reserve terminology, standards and practices.</p> <p>Considerable knowledge of State Banking Operations rules and regulations.</p> <p>Knowledge to assist in the implementation and training of new procedures</p>	<p>Thorough knowledge of a banking method, procedure and practices. May have basic knowledge of the principles of a specialized field or, program.</p> <p>Knowledge of a broad range of banking technology, financial systems and packages. Knowledge to develop formulas for complex spreadsheets, set up automated procedures, and resolve operational issues of software/hardware.</p> <p>Thorough knowledge of Federal Reserve terminology, standards and practices. Frequently interacts with Federal Reserve associates to resolve issues and define needs.</p> <p>Thorough knowledge of State Banking Operations rules and regulations. Considered reference for clarification of procedures.</p> <p>Knowledge to establish written procedures for position.</p>

**Financial Monitoring, Analysis and Decision Making:**

Ability to gather, monitor, analyze and record financial data. Ability to determine accuracy and validity of data and ensure compliance with standards, rules, regulations and other risk factors. Ability to interpret and evaluate results. Ability to understand issues and identify problems and opportunities in order to determine the appropriate course of action.

Contributing	Journey	Advanced
<p>Ability to access routine financial data, following standardized methods and procedures.</p> <p>Ability to maintain routine banking data and prepare reports in standardized formats.</p> <p>Ability to identify and correct routine and recurring financial problems, referring all other problems to higher levels. Ability to follow/apply oral and written guidelines.</p>	<p>Ability to verify and ensure accuracy and validity of moderately complex transactions. Ability to examine banking records to ensure adherence to banking standards and regulations. (Examples: variety of funding sources with different reporting cycles and standards; re-investment of funds; accountability for the more complex funding sources)</p> <p>Ability to maintain and manage financial records of moderate variety and complexity, including preparation of reconciliations, financial statements and reports.</p> <p>May require the ability to supervise lower level technicians. Ability to provide on-the-job training for all staff in the basic techniques and procedures required to complete the assigned work.</p> <p>Ability to resolve problems of moderate complexity. Ability to select best solution from several options or where no precedent exists. Ability to make suggestions for and/or implement process improvements at the work unit. Ability to interpret oral and/or written guidelines to solve problems.</p>	<p>Ability to manage a variety of transactions which may require considerable banking program knowledge. Ability to monitor and manage financial accounts for completeness, accuracy, and compliance with banking standards and regulations and/or program laws and regulations.</p> <p>Ability to manage reporting of complex financial area or program(s), including analysis and projections of account balances.</p> <p>Ability to supervise two or more different banking functions of moderate to considerable complexity, or serve as back-up to supervisor of unit.</p> <p>Ability to resolve programmatic and financial problems of considerable complexity, requiring research, analysis and implementation of change. Ability to develop and implement procedure changes.</p>

**Communications:**

Ability to convey information and ideas in verbal or written form, tailoring the communication or terminology to meet the needs of the recipient. Ability to communicate clearly and concisely to present accurate solutions/ findings and to ensure understanding by the audience. Ability to listen and respond appropriately to others.

Contributing	Journey	Advanced
<p>Ability to communicate effectively to staff, customers and the general public about services, processes, and procedures using prescribed or established guidelines, using program specific terminology. Refers more difficult or confidential requests to superiors. Ability to answer general requests for information via email or phone.</p> <p>Ability to gather readily available information from office records to drafts e-mails, memos and other documents.</p> <p>Ability to proofread documents for grammar, spelling, punctuation and formatting.</p>	<p>Ability to communicate effectively with staff, customers, and superiors. Ability to serve as an informed contact for procedures and processes. Ability to present ideas in a clear, concise, and organized manner. Ability to explain and interpret programs, policies and procedures to meet the specific needs.</p> <p>Ability to compose and organize ideas logically, working in multiple formats such as letters, memos, reports or presentations. Ability to adjust style to meet the needs of the program and audience.</p> <p>Ability to review sensitive materials and edit content constructively.</p>	<p>Ability to interpret guidelines, answer inquiries and advise others regarding processes, services, and operations as applied to non-standard situations.</p> <p>Ability to provide mediation actions with employees as needed and serve as liaison to management on controversial activities of the unit.</p> <p>Ability to independently compile, analyze, assimilate and compose information into varied or non-standard formats with responsibility for content review, accuracy, quality, and timeliness, requiring in-depth program knowledge and interpretation.</p>

**Information/Records Administration:**

Ability to compile, assimilate and organize both printed and electronic information. Knowledge of data collection, storage, organization, manipulation and/or analysis of data.

Contributing	Journey	Advanced
<p>Ability to use established banking systems software to process and review data and information for completeness and accuracy using standard guidelines. Ability to perform tasks with attention to detail. Skill with software used to perform day-to-day functions and in using software or other specialized equipment to access, input, and verify standard information.</p>	<p>Ability to select, understand and fully apply a variety of features of software programs, databases, information systems, and specialized equipment to coordinate varied records processing activities requiring the application and some interpretation of banking procedures, policies, laws, and regulations. Ability to review information for completeness and accuracy using multiple guidelines.</p>	<p>Ability to integrate software applications and systems to perform research, data collection and analysis of information, and report writing. Ability to utilize, reconcile, and manipulate data from different internal and external software systems.</p>

**Managing Work Performance/ Work Coordination:**

Ability to develop plans to accomplish work operations, work flow, objectives, goals and policies. Ability to arrange and assign work to best use manpower and resources. Ability to enforce work rules and establish acceptable levels of quality and quantity of work to meet assigned unit objectives. Ability to review work, measure performance of others, and develop individuals' competencies.

Contributing	Journey	Advanced
N/A	<p>Ability to plan daily or weekly work assignments needed to meet established objectives. Ability to establish deadlines and priorities for lower level technicians and regulate work assignments of the unit over a short-range period. Ability to assess the needs of the unit and recommend or make minor changes in workflow, procedures, or assignments to accommodate changing priorities.</p> <p>Ability to review work of lower level technicians upon completions to assess and problem solve. Ability to review accomplishments of the unit over a short- range period to ensure that performance and service meet the required standards.</p>	<p>Ability to plan work operations, establish priorities, and set deadlines within established goals and objectives. Ability to modify or change work assignments, workflow, or procedures to ensure effective performance of all duties and delivery of services based on changing needs.</p> <p>Ability to evaluate accomplishments of the unit to ensure program missions and goals are being met. Ability to make final review for most difficult, controversial or sensitive work to assess and problem solve.</p>

**Customer Service:**

Ability to adhere to the highest levels of courtesy, attentiveness and responsiveness in all interactions with agencies, universities, and fellow employees. Ability to maintain positive relationships.

Contributing	Journey	Advanced
<p>Ability to serve as first point of contact for basic questions and requests for research. Ability to respond within a reasonable timeframe with a solution/ answer or a referral to a supervisor or higher level employee. Ability to respond to customers/ employee in a timely manner. Ability to maintain a pleasant demeanor.</p> <p>Ability to independently respond to inquiries from customers that require research and analysis.</p>	<p>Ability to serve as a point of contact for issues of moderate complexity. Ability to respond appropriately within a reasonable timeframe. Ability to respond to customers/ employee in a timely manner. Ability to maintain a pleasant demeanor.</p> <p>Ability to demonstrate understanding of customer banking needs of the agency and coordinates with senior management decision-makers on an on-going basis to build and maintain positive relationships.</p>	<p>Ability to serve as an expert or point of contact on more complex issues or research or information. Ability to answer courteously within a reasonable timeframe. Ability to respond to customers/ employee in a timely manner. Ability to maintain a pleasant demeanor.</p> <p>Ability to regularly provide consultation and expertise to customers on banking support and internal controls.</p>

**V. MINIMUM TRAINING & EXPERIENCE**

High school diploma or equivalency and demonstrated possession of the competencies necessary to perform the work.

Note: This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.