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Office of the Comptroller (CTR)

Human Resources Generalist/Program Coordinator III

FY2023-027

About the Office of the Comptroller

The Office of the Comptroller ensures that the more than \$50 billion in annual transactions authorized by the general appropriations act and supplemental appropriations are executed in accordance with all statutory requirements and recorded in compliance with accounting standards. We also oversee capital assets, federal funding inflows, and other transactions. We also own and maintain statewide payments and payroll systems, safeguarding critical financial information. We operate in support of our partners, the financial staff at more than 150 departments and agencies across the Commonwealth.

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

The Office of the Comptroller's (CTR) Human Resources team (HR) is part of the Executive and Administration team. Supporting CTR's principles and values, the HR team aims to provide superior customer service to support and drive CTR goals and priorities. The HR team works as strategic business partners by providing effective solutions that support and optimize the operating principles of the agency.

Reporting to the Chief Human Resources Officer, the Human Resources Generalist works independently and part of the CTR HR Team. The HR Generalist's primary focus is to coordinate all aspects of CTR's recruitment and hiring process. The HR Generalist will serve as the point person for all hiring activities which includes creating postings, advertising, reviewing applicant

submissions, phone screening applicants, coordinating interviews, conducting background checks, and preparing recommendations to hire, and offer letters. This position will assist in determining hiring needs, placement of candidates, and plan strategic recruitment activities. The HR Generalist is responsible for coordinating CTR's performance management programs and serves as back-up for the Sr. HR Generalist.

Specific Duties include:

- Provide support with all aspects of the hiring process, including coordinating job postings and partnering with CTR business units, including assisting with the development and implementation of HR programs and processes for recruiting, hiring, background checks, and onboarding.
- Serve as a primary contact in all matters and aspects relating to recruitment and onboarding. Coordinates hiring and onboarding functions including reviewing and preparing job descriptions, postings, offers, address hiring concerns or policy matters, and review processes.
- Perform outreach activities with local schools/universities/temp staffing agencies; external job announcements, attend job fairs (virtual and in-person) and recruitment presentations.
- Coordinate CTR orientation and onboarding to provide new hires with the knowledge and resources needed for successful employment.
- Coordinate, develop, monitor, and use tracking systems to promote effective HR operations and document compliance with established rules, regulations, and standards.
- Make recommendations for changes in tracking systems and databases to enhance the agency's effective use of human resources and technology.
- Conducts position analysis to ensure CTR job descriptions and position classification are current.
- Serves as the agency performance management (EPRS) coordinator.
- Works with the CHRO to maintain and update the HR website including announcements, webpage updates, HR communications, and creating new content as needed.
- Review and analyze data to determine the progress and effectiveness of internal operations.
- Recommend changes, coordinate, and support the implementation of procedures, systems, and guidelines to accomplish CTR program objectives and goals.
- Provide technical assistance and advice concerning data, exchanging information, resolving issues, and ensuring compliance with established policies, procedures, and standards.
- Recommends new approaches, policies, and procedures to continually improve efficiency of services performed.
- Maintains human resource information system records, CTR HR information systems, and compiles reports from the Commonwealth's data warehouse.

- Maintains compliance with federal, state, and local employment and benefits laws and regulations.
- Assists in the coordination and implementation of staff development and event programming, and professional development online education availability and functionality.
- Assist the CHRO in the implementation of personnel policies and procedures; prepares and maintains policy and procedure documents for dissemination.
- Serves as back-up to the Sr. HR Generalist, ensuring personnel actions and agency payroll, is processed accurately and in accordance with all relative, laws, policies, regulations, procedures, and collective bargaining agreements.
- Commitment to diversity, equity, and inclusivity, as well as strong interpersonal skills to foster collaborative relationships across CTR.

Required Skills:

- Excellent oral and written communication skills.
- Demonstrated ability to write clearly and concisely, express thoughts clearly and develop ideas in a logical sequence, ability to assemble items of information in accordance with established procedures.
- Superior time management.
- Demonstrated strong organizational skills that reflect the ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail.
- A solid professional and positive customer service approach to problem solving.
- Comfortable speaking and working in front of groups.
- Collaborative approach to work, process, or issues.
- Ability to analyze data to draw conclusions; troubleshoot scenarios and make appropriate recommendations.
- Ability to contribute effectively to the overall CTR work environment in a positive, respectful, and cooperative fashion.
- Ability to exercise discretion and good judgment with confidential/sensitive material and information.
- Capacity to maintain a high level of confidentiality.
- In depth knowledge and adherence to the techniques used in evaluating measures and reporting compliance to policies and regulations.
- Ability to collaborate in a team-based environment and interact effectively.
- Ability to function independently in a role that often requires multi-tasking of duties.
- Demonstrated ability to prioritize tasks, handle and follow through on competing assignments, and meet deadlines.
- Must possess strong customer service, organizational, interpersonal, verbal, and written communication skills.
- Must possess excellent critical thinking, analytical, and problem-solving skills.
- Proven experience and skills to quickly learn new systems and applications.
- Demonstrated commitment to equity, diversity, and inclusivity.

Preferred Qualifications:

- Experience with Collective Bargaining Agreements or experience dealing with union contracts in a unionized environment.
- SHRM Certified Professional (SHRM-CP) and/or HRCI Professional in Human Resources (PHR)
- Strong knowledge of the state classification system as well as familiarity in working in a bargaining unit environment.
- Prior human resources professional experience in government
- Strong proficiency with the Commonwealth's HR/CMS, or other Human Resources Compensation Systems
- Prior experience with the Commonwealth's Information data Warehouse (CIW) and the ability to create queries and produce reports
- Familiarity with Applicant Tracking Systems (ATS)
- Advanced computer system skills including Microsoft Office 365 suite, SharePoint, Teams, DocuSign, Adobe Sign and other applications.

Minimum Entrance Requirements:

Applicants must have at least (A) four years of full-time, or equivalent part-time, professional, administrative, supervisory, 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 the substitutions below.

- I. 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.*
- II. A Graduate degree with a major in business administration, business management or public administration may be substituted for a maximum of three of the required (A) experience.*
- III. 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 will be prorated on the basis of the proportion of the requirements actually completed.

Salary Range: \$68,016.52 - \$ 98,517.12

Salary range is per the Unit 6 Collective Bargaining Agreement between the Commonwealth of Massachusetts and the National Association of Government Employees. This position is a Human Resources Generalist/Program Coordinator III Grade 14. Salary is determined in accordance with the collective bargaining agreement and Commonwealth hiring guidelines.

Benefits Package

CTR is pleased to offer a comprehensive benefits package for its employees and managers. 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 may 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. This position may be eligible for the federal Public Service Loan Forgiveness (PSLF) program administered by the Federal Government.

CTR Hybrid Work Model

CTR began operating its hybrid work model on November 1, 2021. Under this policy, employees are currently required to work a minimum of four business days per month (two set by management and two set by the employee) on-site at CTR's Boston office and may work remotely the remainder of the time at a location approved by their supervisor, so long as they comply with the requirements of the telework policy. 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 and/or for certain positions a primarily on-site role may be necessary.

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.

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 **email** no later than 5:00 pm, on **April 5, 2023**.

Submissions should include the following:

- a cover letter,
- resume, and
- three business writing samples that showcase a variety of formats.

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

- 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

Submissions are reviewed on a rolling basis. Late submissions may be considered solely at the discretion of CTR.

Required Background Check – Including Tax Compliance

CTR requires a background check on all prospective employees as a condition of employment.

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

1. A candidate is invited to a second or subsequent interview
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
- Commonwealth Department of Revenue state tax compliance.

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.

Further Information

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