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COMPTROLLER

# Commonwealth of Massachusetts

## OFFICE OF THE COMPTROLLER

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## OFFICE OF THE COMPTROLLER

### Non-Tax Revenue Unit

### Non-Tax Revenue Unit Manager

### FY24 – 016

#### About the Office of the Comptroller

The Office of the Comptroller (CTR) 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.

#### Team

The Office of the Comptroller Non-Tax Revenue (NTR) Unit, directed by a Unit Manager, provides statewide oversight and services to Commonwealth of Massachusetts agencies to assist and enhance revenue collection and recovery. Oversight includes ensuring departments adhere to 815 CMR 9.00 and MGL Chapter 7A. Services and tools provided include managing and maintain the statewide billing system BARS, procuring and managing statewide contracts for electronic payments, payment card industry security standards, lockbox check processing, revenue maximization vendors, and debt collection services. To perform these duties, the NTR Unit consists of a Unit Manager, Operations Coordinator, AR Revenue Coordinator, eRevenue Coordinator and Outreach Coordinator.

**Position Summary:**

The Office of the Comptroller Non-Tax Revenue Unit Manager reports directly to the Assistant Comptroller for Contracts, Vendors and Non-Tax Revenue. The Non-Tax Revenue Unit Manager directs a team of four staff that oversee statewide accounts receivable systems, cash/AR/electronic collections, and debt management as prescribed in 815 CMR 9.00 and MGL Chapter 7A, including billing, non-tax revenue collection and delinquent debt remediation for 70 departments with billed earned revenue in MMARS. To assist departmental compliance, NTR offers many billing and collection tools, policies and contracts (vendors), including BARS (Billing and Accounts Receivable System), lockbox payments, credit card and online payments (for both AR and cash collecting departments), data security contract for e-payments PCI compliance, Project Intercept, debt collection contract and statewide write-off approvals.

Each of the following bullets represents functional areas where the NTR Unit Manager directs staff and departments and manages daily activities and issue resolution accomplished via staff meetings, department outreach, vendor collaboration, conference calls and site meetings.

This position is a member of the CTR Leadership Team and works closely with the Assistant Comptroller on policy matters and represents the Team on various internal and external work groups.

**Specific Duties:**

Manage the day-to-day business of the Non-Tax Revenue Unit to include, but not limited to:

- Oversee two statewide contracts with five vendors to facilitate electronic payments collection (credit, debit, ACH) via web on-line, point of sale, and direct certification for over 50 statewide eligible entities, collecting over \$1 Billion in FY2018 including RMV, Turnpike, DCJIS, Lottery, DOR etc.
- Oversee 38 departments using the statewide BARS billing, reporting, and printing functions including Invoice, Statement, Payment Plan, Renewal Noticing and dunning cycles within MMARS via the MITC print shop. This includes reviewing daily output and mitigating cycle batch errors and print issues with MITC.
- Manage and oversee development and implementation of the BARS Integrated Standard Payment Page for card processing online, MassPays.com. Manage multi-department standards across the platform, MMARS integration, reconciliation and system continuity. Maintain and update site and functionality as required.
- Manage non-tax revenue collection for 21 departments utilizing CMCR lockbox check processing services, with support for ninety-seven (97) P.O. Boxes. This process is authorized via the TRE Cash Management Contract with Bank of America. TRE delegates to NTR (with collaboration) functional/operational oversight. This includes the CTR-TRE "Going Green" initiative to convert all lockboxes to a paperless, image-based process which resulted in significant savings to the taxpayer.

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- Manage and oversee the statewide Intercept program that matches DOR and non-tax debt with three payment systems: DOR Tax refunds, MMARS Warrant and Lottery winnings. This project collects \$20M a year for 56 departments and ~\$500,000 annually in fees for CTR.
- Manage and oversee the External Intercept Processes and Web App. This process allows external entities including municipalities, Higher Ed and many summary reporting departments with debt to participate in TRE warrant, DOR Tax refunds and State Lottery payment intercepts.
- Oversee the Statewide Debt Collection contract and procurement including 9 vendors utilized by 30 departments collecting \$15M annually.
- Manage and oversee the annual cross fiscal year RE Document Roll including planning, testing, validating, and managing post roll activities.
- Oversee and manage the Mid-Year Summary RE Reporting requirement for 36 departments maintaining a Summary RE amount in MMARS.
- Oversee and manage the Write-Off (WO) document workflow and approval process.
- Participate on Strategic Sourcing Teams as a statewide revenue collection subject matter expert when required for a variety of departments including, historically, TRE (statewide lockboxes), DOR (GeniSys), MassDOT (Electronic Tolling, ATLAS and ComPlus tolling collections), EOEA (Online Licensing), EOTSS (Audit and PCI Data Security), CTR (E-Payment Processing, e-Payment Web Hosting, Debt Collection).
- Develop a working and ongoing knowledge of the responsibilities of other CTR business units, to address areas of common interest (e.g., Intragovernmental Service Agreements, CTR's Internal Control Plan) and ensuring all teams' critical tasks, staff backups and process documentation is up to date.
- Maintain timeline for required Team submissions of memos, reports, and Department due dates for compliance documentation and ensure dates are met.
- Develop and expand business metrics to report the results of the Comptroller's strategic initiatives and support transparency initiatives.
- Prepare and execute staff performance evaluations utilizing EPRS.
- Other initiatives as directed by the Comptroller and/or Assistant Comptroller.

### **Required Qualifications:**

This position requires a strong attention to detail, superior time management and multitasking skills, strong professional communications skills, both oral and written, ability to prioritize workflow, ability to cultivate productive and efficient teamwork among staff, a positive attitude, capacity to remain flexible

and learn new standards and guidelines as necessary, ability to work well under pressure, demonstrated management experience to provide leadership and supervision to staff, and the ability to exercise good judgement and make decisions independently. Microsoft Office skills (intermediate to advanced Access and Excel) are required.

The successful candidate must have an established record of accomplishment which reflects a willingness and ability to look beyond the current duties and functions, to identify opportunities for innovation and to provide leadership to take advantage of those opportunities.

**Preferred Qualifications:**

- Working knowledge of Comptroller Regulation 815 CMR 9.00 and MGL Chapter 7A.
- Familiarity with Comptroller policies on Non-Tax Revenue Management, Intercept, PCI Data Security, Detail vs Summary Billed Earned Revenue, Delinquent Debt Management and Write-Off.
- Professional experience in project management, systems analysis, accounting, and financial management is preferred.
- Working knowledge of the Statewide Intercept program, including the internal MMARS warrant process as well as the external process including ISA management, DOR and Lottery communications, MMARS batch and Intercept Web App support.
- Demonstrated ability to navigate MMARS and manage workflows/approvals specifically for the BARS documents (RE, CR, WO, GAIP) and their interoperability.
- Working knowledge of BARS batch programs run in the MMARS nightly cycle.
- Understanding of the MMARS/EOTSS print facility and MMARS/BARS print functions and reconciliation.
- Working knowledge of the MassPays.com CTR launch page and the ESS programs and processes that support the file transfers of debtors and the back-end payer files loaded to MMARS.
- Working knowledge of both CIW and BCV tables that support BARS and Intercept.
- Expert knowledge of a SQL tool to access the BARS data sources to create reports and visualizations and troubleshoot BARS/Intercept issues for NTR operational continuity as well as departmental support.
- Demonstrated ability to express ideas in writing using appropriate language, organizing ideas, applying analytical research and presenting factual information.
- Ability to understand, explain and apply the laws, rules, regulations, policies, procedures, etc. governing assigned department activities, including non-tax revenue.

**Minimum Entrance Requirements:**

Applicants must have at least five (5) years of full-time, or equivalent part-time, professional, administrative, supervisory or managerial experience in the fields of accounting or financial management (includes: budgeting, accounting, auditing, management analysis, program evaluation, financial reporting or program results). Of which (B) at least one (1) year must have been in a project management, supervisory or managerial capacity or (C) any equivalent combination of the required experience and substitutions below.

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**Substitutions:**

I. A certificate in a relevant or related field may be substituted for one (1) year of the required (A) experience.

II. A Bachelor's degree in a related field may be substituted for two (2) years of the required (A) experience.

III. A Graduate degree or higher in a related field may be substituted for three (3) years of the required (A) experience.

IV. A Doctorate degree in a related field may be substituted for four (4) years of the required (A) experience.

**Salary Range: \$ 110,000 – \$ 124,000**

This is a management level position. Salary is commensurate with experience.

**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.

This is a management position. The successful candidate will be an employee at will. This position is non-civil service and not covered by a collective bargaining agreement. This position is an exempt position.

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.

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. 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.

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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 **E-mail** no later than 5:00 pm, on **November 27, 2023**.

Submissions should include the following:

- 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 (**FY24 - 016**) in the subject line of your submission. Your application package should be submitted to:

[CTR-HR@mass.gov](mailto:CTR-HR@mass.gov)

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 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, and Commonwealth Department of Revenue state tax compliance on all prospective employees as a condition of their employment.

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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.