



# Commonwealth of Massachusetts

## OFFICE OF THE COMPTROLLER

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COMPTROLLER

### OFFICE of the COMPTROLLER (CTR)

#### Operations Coordinator/ Program Coordinator I – Operations Team

FY 2023-003

#### About the Office of the Comptroller

The Office of the Comptroller of the Commonwealth of Massachusetts (CTR) is an independent and apolitical agency charged with overseeing the Commonwealth's financial systems, preparing the annual financial reporting, and managing the external single audit process. In fiscal year 2021 CTR oversaw approximately \$95 billion in spending. In addition, CTR oversees the Commonwealth's General Ledger, payroll and vendor management, trains state employees on risk mitigation and operates the Commonwealth's financial system.

As stewards of the public trust, CTR aspires 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 seeks an **Operations Coordinator**, reporting to the Director of Facilities. The Operations Coordinator is a member of the CTR Operations Team providing support on all operations functions, including but not limited to equipment and consumable supply inventory, records management and digitization; front desk coverage; organization of office work areas; and on/boarding and off/boarding support.

This position requires the ability to regularly write e-mail correspondence, strong attention to detail, an ability to multitask with accuracy, and exceptional interpersonal skills, including a polite telephone and front desk demeanor, which fosters collaboration and the ability to build relationships across CTR, state agencies that we work with and the public we serve.

#### Specific Duties

The specific duties of this position include but are not limited to the following:

- Must be able to adhere to a set work schedule, and use a computer for time and attendance, email, scanning, and other job-related activities as required
- Support the CTR's ongoing record digitization effort including review and organize documents prior to scanning; assist with tracking documents through the scanning process; prepare documents for scanning; group documents by data elements for scanning; scan documents; verify and validate that scanned image is accurate and matches paper files; re-file scanned documents in an organized manner to prepare for final disposition of paper documents.
- Front desk coverage including greeting in-person visitors; answering and triaging telephone calls; receiving packages; validating packing slip materials; and delivering to proper location.

- Assisting the Director of Facilities and Chief Financial Officer (CFO) in maintaining an organized workplace including supply areas to maximize efficiencies, reduce costs and eliminate waste.
- Provide back-up support to other CTR Operations team members as needed to ensure business continuity.
- Work with colleagues at various levels, as part of a team to advance Operations projects, identify best practices, and help develop procedures.
- Actively assist CTR Leadership with cross training, knowledge transfer, disaster recovery, risk assessment and internal control review.
- Maintain awareness of and compliance with all CTR operating policies and procedures.
- Remain current with CTR policies and procedures, read CTR memos, updates, attend annual internal control, risk and fraud prevention trainings.
- Immediately raise concerns, requests or potential errors or issues to the attention of your supervisor, manager or director.
- Contribute to the overall CTR work environment in a positive, respectful, and cooperative fashion.
- All employees of CTR may be asked to engage in other assignments on an as needed basis.

### **Capabilities and Attributes**

This position requires a motivated self-starter with capabilities and attributes that include:

- excellent communication skills;
- impeccable attention to detail;
- superior time management;
- ability to pivot to address items requiring immediate attention;
- proven ability to multitask with accuracy;
- ability to contribute and work productively as part of a team and equally as an individual contributor;
- positive attitude;
- capacity to learn and adhere to new standards and guidelines as necessary; and
- ability to work well under pressure.

### **Minimum Entrance Requirements**

Applicants must have at least (A) two years of full-time, or equivalent part-time, professional, administrative, 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, or (B) any equivalent combination of the required experience and the substitutions below.

Substitutions:

- I. A Bachelor's or higher degree with a major in business administration, business management or public administration may be substituted for the required experience. \*
- II. 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 experience. \*

\*Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

### **Required Qualifications**

- Ability to write concisely to express thoughts clearly, and to develop ideas in a logical sequence,
- Ability to follow written and oral instructions,
- Ability to gather information by examining records and documents, and by asking questions, as appropriate and necessary,
- Ability to assemble items of information in accordance with established procedures,
- Experience with Microsoft Office (Word, Excel, PowerPoint),
- Proven ability to handle confidential information with discretion, be adaptable to various competing demands,
- Demonstrated strong organizational skills that reflect the ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail,
- Ability to keep in mind unresolved matters, work to resolve them, and/or recall them when follow-up information comes in or to follow-up when no response is received from initial inquiry,
- Ability to establish and maintain harmonious working relationships with others, and
- Demonstrated ability to exercise sound judgement.
- Ability to support the CTR record digitization effort to meet disposition of paper documents.
- Ability to support CTR's efforts to transition to a paperless environment over time.
- Ability to provide Front desk coverage including answering phones; triaging calls and directing to the correct recipient; receiving packages; validating packing slip materials; and delivering to proper location.
- Ability to provide effective back up support to other CTR Operations team members as needed to ensure business continuity;
- Ability to contribute effectively to the overall CTR work environment in a positive, respectful and cooperative fashion.
- Ability to work with colleagues at various levels, as part of a team to advance this project, identify best practices and help develop procedures for similar projects.

**Salary Range**                      \$56,579.12 - \$80,651.48

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 an Operations Coordinator/Program Coordinator I Grade 10. 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.

### **CTR Hybrid Work Model**

Due to the nature of this position, the successful candidate will be eligible for limited remote work, one day per week. The schedule of remote days will be determined by the unit manager and based on operational needs. The specific remote day will vary, week to week. The successful candidate may be required to work primarily on site in Boston during the initial training and orientation period.

Nonetheless for other staff please understand that CTR began operating under a hybrid work model on November 1, 2021. Under our Flexible Work Site policy, eligible employees must work on-site at CTR's Boston office for a minimum of four business days per month and may work remotely the remainder of the time at a location approved by their supervisor. 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.

### **COVID-19 Vaccination Requirement**

The successful applicant will be required to have received the full required regimen of vaccine doses of a COVID-19 vaccine (two doses of the Pfizer/Moderna vaccine or one dose of the Johnson & Johnson vaccine) prior to their start date, and may be required to demonstrate that they continue to maintain COVID-19 vaccination boosters in accordance with updated public health recommendations or policies that may be adopted by the Office of the Comptroller (e.g., staff shall obtain all recommended boosters.) Applicants who request to be exempt from the requirement for COVID-19 vaccination due to a documented medical condition that makes vaccination medically contraindicated or based on a sincerely held religious beliefs must obtain approval for such an exemption from the Office of the Comptroller before their start date.

Details relating to how to comply with this requirement which includes weekly testing may be discussed with CTR's Chief Human Resources Officer during the selection process.

### **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 September 13, 2022.

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

Applications are reviewed on a rolling basis, early submissions are encouraged. 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,
- 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.