

STATE OF OHIO (DAS)
CLASSIFICATION
SPECIFICATION

CLASSIFICATION SERIES:

Shared Services

SERIES NO.:

6652

MAJOR AGENCIES:

Office of Budget Management only

EFFECTIVE:

9/16/2018

SERIES PURPOSE:

The purpose of the OBM shared services associate occupation is to process & review financial transactions &/or maintain financial accounting records for state agencies & other public entities, perform on-line OAKS inquiries & develop queries/reports &/or perform related customer service functions in an environment with intense & public focus on high performance & individual & team measurement.

NOTE: This series may perform other financial transactions & processes as mutually agreed upon with the applicable collective bargaining agreement.

This classification series is restricted for the use by Office of Budget Management only.

JOB TITLE

Shared Services Associate

JOB CODE

66521

PAY GRADE

28

EFFECTIVE

9/16/2018

CLASS CONCEPT:

The full performance level class works under minimal direction & requires considerable knowledge of financial processes & practices in order to perform any or all of the following financial transactions (e.g., process & review financial transactions &/or maintain financial accounting records for state agencies & other public entities, perform on-line OAKS inquiries & develop queries/reports &/or perform customer service functions &/or administrative functions related to financial transactions).

| <u>JOB TITLE</u> | <u>JOB CODE</u> | <u>B. U.</u> | <u>EFFECTIVE</u> | <u>PAY GRADE</u> |
|---------------------------|-----------------|--------------|------------------|------------------|
| Shared Services Associate | 66521 | 9 | 9/16/2018 | 28 |

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Performs any or all of the following financial transactions: processes & reviews financial transactions &/or maintains financial accounting records for state agencies & other public entities; performs on-line OAKS inquiries & develops queries/reports &/or performs customer service functions &/or administrative functions related to financial transactions (e.g., provides routine &/or complex information & resolves routine &/or complex complaints from state agencies, suppliers & other public entities; operates & accesses OAKS financials to research responses to inquiries; answers telephone inquiries from state agencies, suppliers & other public entities regarding financial processes & services provided by OBM Shared Services Center; communicates with state agencies, suppliers & other public entities to investigate & resolve financial transactions issues; resolves questions & issues during first-time call; routes calls to appropriate department for continued assistance &/or creates help desk cases for more complex issues; partners with other SSAs &/or teams to assure customer inquiries are resolved; on behalf of state agencies, boards, & commissions, creates, modifies &/or cancels vouchers in OAKS; resolves voucher exceptions with state agency boards & commission employees; processes, reviews & audits financial transactions & travel reimbursements for appropriateness & compliance with state of Ohio policies & procedures; maintains & updates supplier master information; resolves invoice discrepancies with suppliers; validates information for accuracy & completeness within established deadlines; resolves exceptions as necessary; facilitates payments via electronic funds transfer (EFT); solicits & maintains banking information for suppliers; logs returned documents & reasons for delayed processing; performs reconciliation of daily revenue receipts by funds, groups & account codes with Treasurer of State offices; verifies all vouchers processed successfully in nightly batch; checks reports for outstanding vouchers & contacts agencies when necessary to verify information; makes error corrections in OAKS; prepares information received for manually kept or computerized records; maintains accounts, records & files as needed; organizes, prioritizes & processes Shared Services transactions; creates & maintains documents; logs information into databases & performs inquiries & simple analyses; operates equipment & machines such as copier, computer, telephone & scanner as necessary; participates in multi-discipline &/or cross-functional special project teams to drive continuous improvement efforts; assists Shared Services Center leadership & team leads as necessary.

MAJOR WORKER CHARACTERISTICS:

Knowledge of state accounting practices*; generally accepted accounting principles (GAAP); agencies' financial policies, procedures & controls*; general office practices & procedures; workflow analysis & financial concepts. Skill in computer use including completion of financial transactions; management of customer inquiries; report preparation using word processing, spreadsheet & other business software. Ability to add, subtract, multiply, & divide fractions, percentages & decimals; understand state accounting procedures; maintain accurate records; gather, collate & classify data & information; assemble data into reports; research questions about financial transactions & answer complex telephone inquiries; participate actively in &/or lead self-directed work teams with minimal supervision; maintain composure under pressure while meeting multiple deadlines in an environment with intense & public focus on high performance & individual & team measurement; take initiative, provide suggestions, feedback & coaching to co-workers for improvement while maintaining productive working relationship with co-workers, other state employees & customers of Ohio Shared Services center; participate in multi-discipline &/or cross-functional special project teams; effectively communicate orally & in writing; identify areas of improvement &/or solutions to system processes; have excellent self-management, including ability to self-critique, gather critiques of others & incorporate feedback for improved performance.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of associate core coursework in accounting, auditing, finance, business administration or related field;

-Or 18 mos. exp. in accounting, auditing, finance, business administration, or related field, or financial call center work in private sector or other governmental sector;

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May be required to work alternative work schedule to provide customer service; high performance work environment; highly participative workplace.