



# Poudre School District

## HUMAN RESOURCES DEPARTMENT JOB DESCRIPTION

Job Title: **Financial Assistance & Support Supervisor**      FLSA Status: **Exempt**  
 Job Family: **Finance**      Pay Range: **FN80Y**  
 Prepared/Revised Date: **June 21, 2022**      Job Code: **34210**

**SUMMARY:** Responsible for establishing and maintaining a positive culture where exceptional assistance and support is provided to schools and sites. Works collaboratively with the Assistant Controller and Accounting Manager to ensure customer support practices are consistent throughout all areas of the department. Provides leadership, coaching, mentoring, and training to finance technicians. In addition to the duties below, the Financial Assistance and Support Supervisor must be proficient in all tasks for a Finance Technician II.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Frequency of duties, percent of time and work year may vary based on department or building assignment.*

Description of Job Tasks	Frequency	% of Time
	Daily = <b>D</b> Weekly = <b>W</b> Monthly = <b>M</b> Quarterly = <b>Q</b> Annually = <b>A</b>	On an annual basis, e.g. 10 hours of a 40 hour work week = 10/40 = 25%
1. Serve as a technical resource and mentor to finance technicians in the areas of customer service, communication, and development of guidelines and other tools and resources. Answer questions, solve problems, and help finance technicians provide exceptional levels of customer support.	D	28%
2. Manage the day-to-day support activities and help desk application to ensure maximization of staff resources and conformity with customer support service level expectations. Ensure that incoming requests, through various mediums (email, help desk application, mail, etc.) are distributed to the appropriate staff and resolved in a timely manner in accordance with customer support service level expectations.	D	25%
3. Supervise and coordinate the work of and provide day-to-day support for the Finance Department Office manager.	D	10%
4. Attend work and arrive in a timely manner.	D	1%
5. Maintain bi-directional communication with the Assistant Controller to ensure that customer support practices align with the needs of the schools and sites and that opportunities to add value and/or improve practices are addressed and implemented in a timely manner.	W	15%
6. Review department documents and communications for alignment with district and department communication norms, consistency, clarity, and understandability for staff outside of the finance department.	W	10%
7. Track and report on instances where schools and site practices do not conform to established policies, administrative guidelines and/or procedures to be utilized to identify trends and implement strategies to realign practice and eliminate risk.	M	5%
8. Develop, implement, and maintain appropriate service level expectations with input from department leadership. Ensure internal procedures which document expectations are in place. Monitor trends and recommend changes as necessary.	Q	3%
9. Provide department managers with feedback to assist with performance evaluations and development of professional development plans for finance technicians.	A	2%
10. Perform other duties as assigned.	Ongoing	1%
	<b>TOTAL=</b>	<b>100%</b>



**EDUCATION AND RELATED WORK EXPERIENCE:**

- Bachelor’s degree in business, communications, or related field preferred
- Three to five years of financial related experience in K-12 school district
- Three to five years in high volume customer support environment
- Equivalent combination of education and experience acceptable

**LICENSES, REGISTRATIONS or CERTIFICATIONS:**

- Criminal background check required for hire

**TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:**

- Oral and written communication skills
- English language skills
- Interpersonal relations skills
- Math skills
- Customer service skills
- Critical thinking and problem-solving skills
- Ability to maintain confidentiality in all aspects of the job
- Ability to manage multiple priorities
- Ability to manage multiple tasks with frequent interruptions
- Ability to maintain honesty and integrity in all aspects of the job
- Ability and willingness to adhere to attendance requirements, including regular and punctual employee presence
- Ability to promote and follow Board of Education policies, Superintendent policies, and building and department procedures
- Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment, and report unsafe conditions to the appropriate administrator

**MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:**

- Operating knowledge of and experience with personal computers and peripherals
- Operating knowledge of and experience with Microsoft Word, Excel, PowerPoint, Outlook, and/or other department software packages
- Operating knowledge of and experience with typical office equipment, such as telephones, copier, fax machine, E-mail, etc.

**REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:**

	POSITION TITLE	# of EMPLOYEES
<b>Direct reports:</b>	Office Manager Support Services – Finance Department	1

- Responsible for assisting with interviewing, hiring, and training employees; assisting with planning, assigning and directing work; assisting with appraising performance; assisting with rewarding, disciplining and terminating employees; and assisting with addressing complaints and resolving problems

**PHYSICAL REQUIREMENTS & WORKING CONDITIONS:** *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand			x	
Walk			x	
Sit				x
Use hands to finger, handle, or feed				x



PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Reach with hands and arms				x
Climb or balance	x			
Stoop, kneel, crouch, or crawl		x		
Talk				x
Hear				x
Taste	x			
Smell	x			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds			x	
Up to 25 pounds		x		
Up to 50 pounds		x		
Up to 100 pounds	x			
More than 100 pounds	x			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare				x
Analyze			x	
Communicate				x
Copy		x		
Coordinate			x	
Instruct		x		
Compute			x	
Synthesize			x	
Evaluate				x
Interpersonal Skills				x
Compile			x	
Negotiate			x	

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	x			
Work near moving mechanical parts	x			
Work in high, precarious places	x			
Fumes or airborne particles	x			
Toxic or caustic chemicals	x			
Outdoor weather conditions	x			
Extreme cold (non-weather)	x			
Extreme heat (non-weather)	x			
Risk of electrical shock	x			
Work with explosives	x			
Risk of radiation	x			
Vibration	x			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	x
Distance vision (clear vision at 20 feet or more)	x
Color vision (ability to identify and distinguish colors)	x
Peripheral vision	x
Depth perception	x
Ability to adjust focus	x



<b>NOISE LEVEL:</b>	<b>Exposure Level</b>
Very quiet	
Quiet	x
Moderate	
Loud	
Very Loud	