



Finance, Budget & Planning Job Family: **Transactional and Financial Operations (BSC/FTC)) Progression**

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity. ***A position that is classified into this title and band must meet the Cornell requirements for exemption under the FLSA***

GENERIC JOB PROFILE SUMMARIES

Specialty	Account Representative III (Customer Service Assistant) INDIVIDUAL CONTRIBUTOR	CONTRIBUTOR Account Representative IV (Financial Transaction Representative) INDIVIDUAL CONTRIBUTOR	Financial Specialist II (Financial Services Specialist) INDIVIDUAL CONTRIBUTOR	Financial Specialist II (Financial Services Lead) INDIVIDUAL CONTRIBUTOR	Manger Finance I MANAGEMENT	Manger Finance II (Manager, Transactional Operations) MANAGEMENT	Manger Finance III (Manager, Financial Operations) MANAGEMENT
TRANSACTIONAL OPERATIONS	Receives calls regarding financial transaction processing, provides routine information with prescribed limits, files documents following detailed instructions, transfers data from one record to another, follows office procedures.	Performs financial transaction processing responsibilities to support customer department transactional needs within established practices, requiring the basic interpretation of policies and procedures. Provides assistance in interpretation of University financial policies and procedures for departments.	Oversees the day-to-day workflow Financial Transaction Processing Center and serve as contact between Department staff and managers; requires interpretation of University policies, procedures and practices to address moderately complex matters.	Acts as lead in guiding the effective operation of financial transaction processing environment encompassing a variety of funding sources. Applies developed expertise in the interpretation and application of University policies, practices, and procedures to address complex matters.		Develops & implements the short- & long-term strategic plans for financial transaction processing for a large and complex customer based environment encompassing multiple and varied funding sources and accounting compliance requirements. Requires the interpretation and application of University policies, practices and procedures to address varied and significantly complex matters. Establishes, implements and monitors for improvement to staffing and budget, delivering associated appropriate managerial responsibilities	

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			Works closely with University accounting office and departments to resolve moderately complex problems and to determine best processes for payments, etc.	Works closely with Department Business Administrators, ensure and implement enhanced processes for payment.		Develops an effective working partnership with the University Division of Financial Affairs. Collaborates with departmental managers and chairs to develop consolidated plans to achieve goals.	
	Perform procurement duties: follow-up on missing support documentation/receipts to ensure fraud has not occurred; assume responsibility for audit documentation, prepare weekly statistical reports, handle new card request and obtain product quotes.	Supports purchasing process for department customers or acts as procurement card holder. May participate in the bid development process, tabulate vendor quotes for comparison and prepare individual requisitions and supporting documents.	Initiate new pcard requests; performs procurement card audits; provide recommendation for subsequent action. Or may act as procurement card holder.	Initiate new pcard requests and may take actions on policy violations for existing card holders. Oversee and verify procurement card audit process and/or may act as procurement card holder.		In conjunction with University Audit Office collaborates with departmental managers and/or chairs to investigate and resolve incidents of non-compliance with College and University policies; provides final recommendation to revoke pcard	
	May prepares deposits and accounts payable, travel and journal vouchers. May process and approve standard low risk transaction as delegated by fiscal officer.	Performs financial transaction processing responsibilities to support customer department transactional needs within established practices, requiring the basic interpretation of policies and procedures. May approve transaction as delegated by fiscal officer.	Provide day-to-day workflow of transaction specialists; monitors and approves financial transactions within prescribed limits	Provide workflow procedures and approves non-standard financial transactions. Develops, recommends and implements improvements and/or implements reengineering efforts to improve service delivery and/or automate systems, etc.		Develops, ensures, and oversees effective re-engineering and/or implementation of systems and procedures. Approves high risk financial transactions	
	Researches and resolves transaction inquiries within standard operating practices and prescribed limits, referring questionable cases to supervisor	Researches and resolves non-standard transaction inquiries; referring questionable cases to supervisor	Resolves moderately complex transactions inquiries	Collaborate with department administrator resolves complex transactions inquiries		Develops and implements the effective and compliant operation of financial transaction processing	

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	Maintains back-up documentation for all financial transactions						
	Coordinate physical inventories for customer departments, bar coding new equipment, process asset transfers and disposals of old equipment from University's systems		Collaborates with departmental staff to develop business knowledge of each that will assure appropriate judgment in accomplishing administrative activities	Recommends operating procedures/programs that interpret university administrative policies, improve service, and address customer needs. Participates in the development and implementation of systems and processes to support effective transaction processing, reporting and training for staff.		Implements and/or participates in development, implementation and management of systems and processes to support transaction processing, standardized reporting and training for staff	
FINANCIAL OPERATIONS <i>In addition to Transactional Operations duties</i> (Business Service Centers- BSC)					Supervise and maintain daily workflow and direction of work group environment encompassing more than one funding source.		Direct, plan and execute the operation for a large, highly complex center encompassing multiple and varied funding sources and accounting compliance requirements with delegated accountability for budget and financial planning, management and control of major volume.
					Deliver individual performance expectations; formal and regular performance feedback. Ensure individuals training and development goals are established and met annually.		Develop and lead college/unit financial performance expectations; deliver formal and regular performance feedback. Create and advance training and development goals as established for unit.

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	Set up and process student payroll; review and approve time entry into time tracking system. Resolves inquiries within prescribed limits referring questionable cases to supervisor	Process staff payroll, including regular, temporary and union employment ensuring appropriate pay codes, hours and pay rates. Adhere to University and Federal compliance policies. Resolves standard problems and prepares standard payroll reports	Oversee and/or approve payroll processing. Address somewhat complex problems in collaboration with departments. Ensure compliance with University and Federal policies including interpretation of Union contracts.		Determines appropriate process, resolve complex payroll concerns with Department Business Administrators to comply with University policy and guidelines		Develops and implements the effective and compliant operation of payroll processing, including determination of independent contractor status and foreign national matters and tax compliance
		Prepares standard financial reports, related to account reconciliation and cash clearing accounts. May provide back-up analysis and documentation	Prepares various financial status reports ensures appropriate handling and back-up analysis and documentation for all transactions. Analyze somewhat complex data.		Assign, oversee and prepare required complex financial reports and ad hoc reports including interpreting and preparing quarterly and year-end reports for moderately sized budgets with broad and complex funding sources		Directs division-wide reporting; implements consolidation of budgets in respect to overall unit
		Monitor and review expenditures on all grants and contracts to support reconciliation process	Prepare standard grant funding reports and oversee reconciliation; may assist in finalizing standard proposals		Manage grant funding and accounts, develop reports to monitor budget spending		
		Process labor distribution adjustments for departments and research discrepancies.	May approve and recommend labor distribution adjustments and resolutions for departments.		Approve labor distribution adjustments for departments; develop labor distributions resolutions for departments		
			Perform and verify tracking for University gifts.		Administer gift tracking and/or prepare reports.		Direct and implement gift reporting

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					Implement and ensure established practices, procedures and operating policies are consistent and compliant with University and local requirements.		Interacts and advocates with internal and external financial constituencies. In addition, may plan, establish and direct the operation for a large, complex college/unit, ensuring support for c/u departments and complies with University expectations, regulations, policies and procedures.
					Advises Director/chairs, faculty and staff on all aspects of moderately sized financial matters including regulations and compliance issues		Delivers cost-recovery strategies, modeling and analysis
					Collaborate with departmental faculty and managers regarding staffing, funding, administrative support and other issues affecting programs, may involve the application of expertise across multiple funding sources including sponsored programs.		Provides the college/unit executive and senior leadership with highly developed decision support requiring well-developed technical expertise in financial management, planning and analysis
					Prepares and produces various high level reporting functions such as enterprise calculations, variances, tuition distribution and income analysis. Analyze rate calculations to determine and recommend rate setting		Develops and monitors operating standards to provide the highest level of service, effectiveness and efficiency. Investigates methods and practices for improving efficiencies.

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					Partner regularly with department managers to develop budget and track actual performance; produce and recommend trending information used for college-wide institutional planning		Design and develop reports that reflect metrics that will provide data to aid in decisions related to management, including determining proper staffing levels and distribution of departmental support.
							Manages information and reporting for audit compliance. Coordinate audits and implementation of appropriate follow up actions.
							Collaborates with leadership in organizational design, team building, and career development strategies; development of institutional data trends forecasting; and information.

JOB FACTOR PROFILE TABLE

FACTOR PROFILE	ACCOUNT REPRESENTATIVE III, BAND C (CUSTOMER SERVICE ASSISTANT)	ACCOUNT REPRESENTATIVE IV, BAND D (FINANCIAL TRANSACTION REPRESENTATIVE)	FINANCE SPECIALIST II, BAND E EX (FINANCIAL SERVICES SPECIALIST)	FINANCE SPECIALIST III, BAND F (FINANCIAL SERVICES LEAD)	MANAGER FINANCE I, BAND F	MANAGER FINANCE II, BAND G (MANAGER, TRANSACTIONAL OPERATIONS)	MANAGER FINANCE II, BAND H (MANAGER, FINANCIAL OPERATIONS)
MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY	High school Diploma and 2 to 4 years relevant experience or equivalent combination	Associates Degree and 2 to 4 years relevant experience or equivalent combination	Associate's degree and 2 to 4 years relevant experience or equivalent combination	Bachelor's degree and 3 to 5 years relevant experience or equivalent combination	Bachelor's degree and 3 to 5 years relevant experience or equivalent combination	Bachelor's degree and 5 to 7 years relevant experience or equivalent combination	Bachelor's degree and 7 to 10 years relevant experience or equivalent combination
IMPACT	Extends beyond department	Extends beyond college/unit	Moderate impact	Moderate impact	Moderate impact	Substantial impact	Substantial impact
CONTACTS - INSIDE	Assists others Cooperation of task completion	Coordinate activities Contribute to group projects	Assist other Cooperation of task completion	Provide guidance to others Coordinate activities	Provide guidance to others Coordinate activities	Persuading others to take a particular course of action Coordinate major activities	May involve sensitive situations Coordinate major activities
CONTACTS - OUTSIDE	Straightforward business Provide factual information Handle confidential information	Conduct somewhat complex business Obtain involved information Provide detailed response	Provide information that exists within pre-established documents or programs	Provide information that exists within pre-established documents or programs	Provide information that exists within pre-established documents or programs	Provide and/or receiving guidance, advice or information that must be analyzed and developed by the position	Provide and/or receiving guidance, advice or information that must be analyzed and developed by the position
CONTACTS - STUDENTS	Deals with confidential information such as grades, financial records, etc	Deals with confidential information such as grades, financial records, etc	Limited contact	Limited contact	Limited contact	Limited contact	Limited contact

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SUPERVISION	Students Temporaries On-the-job training	Full responsibility for students, temporaries, and employees who do similar work Includes recommendations for hiring and performance appraisals	Provide occasional guidance on work methods or procedures	Responsible for providing guidance, counsel and information to employees throughout the University in specific support areas	Day-to-day supervisory direction to employees within the department	Responsible for providing supervisory direction to other supervisors	Responsible for providing supervisory direction to other supervisors
COMPLEXITY	Entire field tasks	Focus on entire field	Frequently adapt, combine, or make improvements to services, products, processes or programs. Work requires reasoning skills and judgment.	Frequently adapt, combine, or make improvements to services, products, processes or programs. Work requires reasoning skills and judgment.	Frequently adapt, combine, or make improvements to services, products, processes or programs. Work requires reasoning skills and judgment.	Occasional required to develop new, imaginative or innovative solutions, services, products, processes or programs. Work requires sophisticated reasoning skills	Continually required to develop new, imaginative or innovative solutions, services, products, processes or programs. Work requires conceptual and imaginative thinking in a highly complex and uncharted environment
LEVEL OF DECISION MAKING	Responsible for making some decisions which require consideration of various criteria. Decisions are usually within limits	Responsible for making some decisions which require consideration of various criteria. Decisions are usually within limits	Responsible for assisting in and influencing decisions concerning policy setting, research planning or students.	Responsible for assisting in and influencing decisions concerning policy setting, research planning or students.	Responsible for assisting in and influencing decisions concerning policy setting, research planning or students.	Responsible for assisting in and influencing decisions concerning policy setting, research planning or students.	Responsible for making decisions concerning policy-setting, research, planning or students

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EFFECT OF DECISION MAKING			Directly affect multiple functional areas Limited effect on students and employees	Directly affect an entire department Moderate effect on students and employees	Directly affect several departments within a college, school or administrative unit Significant effect on students or employees	Directly affect several departments within a college, school or administrative unit Significant effect on students or employees	Directly affect more than one college, school or administrative unit
FREEDOM OF ACTION	Very general supervision Resolve most problems Accomplish most tasks alone Keep supervisor informed of progress	Very general supervision Resolve most problems Accomplish most tasks alone Keep supervisor informed of progress	General supervision Some interpretation of established policies and procedures required	General supervision Some interpretation of established policies and procedures required	General supervision Some interpretation of established policies and procedures required	Very general supervision Interpretation of work policies and procedures, and, at times deviation from standard work practice	Very general supervision Interpretation of work policies and procedures, and, at times deviation from standard work practice
WORKING CONDITIONS	Lift 10 lbs. to 20 lbs. Close concentration and visual attention Limited exposure	Lift 10 lbs. to 20 lbs. Close concentration and visual attention Limited exposure	Normal working conditions, including no or limited exposure to hazardous conditions/ materials/equipment. Safety gear may sometimes be required	Normal working conditions, including no or limited exposure to hazardous conditions/ materials/equipment. Safety gear may sometimes be required	Normal working conditions, including no or limited exposure to hazardous conditions/ materials/equipment. Safety gear may sometimes be required	Normal working conditions, including no or limited exposure to hazardous conditions/ materials/equipment. Safety gear may sometimes be required	Normal working conditions, including no or limited exposure to hazardous conditions/ materials/equipment. Safety gear may sometimes be required