



**POSITION DESCRIPTION / CLASSIFICATION REVIEW FORM**

The position description is the foundation for recruitment, determination of classification, formulation of work plans and the basis for performance management and evaluations. Supervisors are expected to review the position description with the employee: (1) when the employee begins the new assignment; (2) when the position description is revised; and (3) when the position is evaluated. Please note whenever there is a substantial change in the assignment, the position description should be revised and submitted to Human Resources to determine if there is a classification impact. This form is available on the HR webpage.

<b>Name of current incumbent (if filled position):</b>		<b>Date:</b> 10/25/2024
<i>If vacant, name of previous incumbent:</i> Becky Lappin		
<b>Job Code/Range:</b> 3312/1	<b>Job Classification:</b> Administrator II	<b>Position #:</b> 5388 <b>(HR use only)</b>
<b>Working Title (optional):</b> Director of Payment Services		<input checked="" type="checkbox"/> <b>Exempt</b> <input type="checkbox"/> <b>Non-Exempt</b>
<b>Department ID:</b> D21170	<b>Department Name:</b> Payment Services	<b>Time Base:</b> 1.0, Full-time

**A. ACTION REQUESTED:**

**Recruitment:**

- New position
- Replacement:
  - No review required
  - Review needed – substantial changes made

**Classification Review: (Section J required, Cabinet Officer signature required)**

- Initiate classification review (Organizational Chart must be attached)
- Requested by:*  Employee  Supervisor/Administrator  CSU/HR

**Update existing position description:**

- No review required
- Review needed – substantial changes made

**B. SIGNATURES:** Signature denotes that this position description is an accurate statement of assigned duties. As a supervisor, if you are not in agreement with duties described, please attach additional sheet describing the differences which will be used for additional review by Human Resources. This job description supersedes all prior job descriptions and is intended to describe the general content and essential requirements for the position listed above. It is not an exhaustive statement of duties. Management reserves the right to add or change the duties of this position as required at any time.

\_\_\_\_\_  
(Employee) (Date)

\_\_\_\_\_  
(Supervisor) (Date)

\_\_\_\_\_  
(Appropriate Administrator) (Date)

\_\_\_\_\_  
(Cabinet Officer) req'd for classif. reviews (Date)

**C. POSITION PURPOSE:** Please describe the basic primary function(s) of the position – the reason the position exists. In order to provide an accurate description of the position, please do not copy duty statements from the CSU Classification Standards.

Reporting to the Associate Vice President for Business and Financial Services (AVP), the Director of Payment Services (DPS) provides leadership and accountability for the department of Payment Services, which includes Accounts Payable, Travel, Procure-To-Pay (P2P) Data Analytics, and Procurement Card (ProCard). The DPS is responsible for providing leadership for a best-in-class payment services operation that includes a customer centric mindset while ensuring the safeguarding of assets (i.e., being alert to phishing scams and maximizing ProCard rebates), and the timely, efficient, and accurate processing and data reporting of payment services activities. The DPS reviews and analyzes current and proposed payment services policies, procedures, and processes and makes recommendations to the AVP. The DPS is also responsible for ensuring the successful campuswide implementation of the California State University (CSU) P2P system (CSU Buy) and the Concur Travel system including the initial setup and ongoing development of policies, procedures, processing, spend analytics, reporting, and campuswide staff training as appropriate.

The position requires strong initiative and consistently dependable judgement to assure compliance with government laws and regulations, and CSU and CSU Bakersfield (University) policies governing payment services activities.

**D. DUTIES AND RESPONSIBILITIES:** List 4 or 5 of the most significant or major duties in order of importance as well as marginal duties. Indicate the approximate percentage of time spent with percentages of no less than 5%. Total of all duties must add up to 100%.

1) MAJOR JOB DUTIES (Essential Functions)	PERCENTAGE %
A. Payment Services Leadership & Accountability	60%
B. Payment Services Staff Supervision/Management	30%
C. Disaster Service Worker	5%
2) OTHER JOB DUTIES (Marginal Duties)	5%
• Perform other job-related duties and special projects as assigned.	
• Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.	

*The examples above illustrate typical work activities and are not meant to be all inclusive or restrictive.*

Total = 100%

**DUTY STATEMENTS (list major job duties again and then give examples of tasks under each heading):**

**A. Payment Services Leadership & Accountability (60%)**

- a) Oversee and implement comprehensive payment services programs for the University. Serve as the University subject matter expert for CSU Buy and Concur Travel, and other new systems, to ensure systems are successfully implemented and effectively and efficiently adapted campuswide.
- b) Oversee disbursement processes and ensure accurate and timely payments including wire transfers, procurement cards, travel cards, checks and electronic payments. Support the management of efficient payment services operations and regularly communicate with the department staff to be aware of any problems or delays.
- c) Ensure all payment services processes are completed by month-end/year end, and that deadlines are met.
- d) Provide oversight of the University travel, travel credit card program, and ProCard operations ensuring campuswide compliance, efficiency, and maximizing of ProCard rebates
- e) Interpret government laws and regulations, and CSU and University policies and procedures and ensure compliance while communicating updates and important information to the department staff and campuswide stakeholders.
- f) Annually review department policies and procedures for accuracy and revise as needed including monitoring CSU Chancellor's Office (CO) communications and ensuring the department policies and procedures match the CO. Notify and train the department staff on any changes/updates to applicable government laws and regulations, and/or CSU and University policies and procedures.
- g) Annually review and recommend updates of all department forms to the AVP. Work with Information Technology Services and campuswide stakeholders to ensure they satisfy customer needs and meet audit requirements.
- h) Establish organizational change management services, processes, and standards and develop a method of monitoring payment services projects and attend CSU systemwide trainings, as needed.
- i) Oversee the development of new trainings to ensure campuswide knowledge and compliance with Payment Services policies and procedures, including CSU Buy and Concur Travel.
- j) Collaborate with ITS to create and implement new forms and workflows correlated to current and new system adoption.
- k) Monitor and manage discrepancies by performing remediation and root cause analysis on pervasive issues, while coordinating remediation to enforce accountability.
- l) Oversee campuswide data analytics as prepared by the P2P Data and Budget Analyst to identify campuswide spending patterns and provide reports and make recommendations to the AVP as appropriate.

- m) Review financial statements, establish Key Performance Indicators and other key metrics in support of the CSU Buy and Concur Travel programs, and consider and recommend options for improvement.
- n) Responsible for performing and ensuring that all legal and Generally Accepted Accounting Principles (GAAP) year-end accounting functions related to Payment Services are complete.
- o) Participate in the CSU Accounts Payable affinity group as the University principal representative.
- p) Perform special projects as directed by the AVP.

**B. Payment Services Staff Supervision/Management (30%)**

- a) Directly supervise staff through selecting, training, and disciplining as needed.
- b) Provide day-to-day operational leadership for staff through planning, organizing, and directing others in their work while providing leadership and encouragement of staff growth, cross-curricular experiences, and increased responsibilities as needed.
- c) Regularly meet with staff to mentor, coach, and train as needed.
- d) Promote open communication and transparency that builds relationships and trust.

**C. Disaster Service Worker (5%)**

- a) All MPP employees are considered Disaster Service Workers, (CA Gov. Code Section 3100), and are required to attend trainings and possibly hold a position in the CSUB Emergency Operations Center (EOC), as assigned.

**E. REQUIRED QUALIFICATIONS:** These should match those listed on the classification standards. Any supplemental qualifications should be listed as "preferred".

- 3) **EDUCATION AND EXPERIENCE:** Equivalent to a bachelor's degree from an accredited college or university with major course work in Accounting, Finance, Purchasing, Business Administration, Public Administration, or a related field and six (6) years or more of recent progressively responsible payment services or accounts payable experience in the private or public sector, or a university administrative environment, with at least two (2) years in a leadership role providing direct supervision to a team of staff.
- 4) **LICENSES, CERTIFICATES, CREDENTIALS:** N/A
- 5) **SKILLS, KNOWLEDGE, ABILITIES (SKA's):**
  - Regular and reliable attendance is required.
  - Intermediate to Advanced knowledge of Excel.
  - Ability to delegate effectively to plan and direct the work of subordinates while maintaining a spirit of teamwork and positive working relationships.
  - Ability to improve productivity by efficiently and effectively utilizing resources in a strategic manner.
  - Familiarity or ability to learn bargaining unit contracts and apply regulations appropriately.
  - In depth knowledge of Enterprise Resource Planning (ERP) systems and ability to lead implementation of systems.
  - Strong knowledge of Generally Accepted Accounting Principles (GAAP).
  - Strong knowledge of tax reporting (sales tax, 1099's) and ability to perform expense forecasting.
  - Ability to lead a team through audits and produce appropriate responses timely.
  - Ability to develop training programs and adjust as needed.
  - Strong knowledge in budget development and maintenance.
  - Ability to determine areas of improvement and evaluate to increase efficiencies.
  - Experience with Microsoft Office software, especially PowerPoint.
  - Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
  - Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
  - Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.
  - Excellent communication skills; ability to effectively communicate information in a clear and understandable manner.
  - Thorough knowledge of English grammar, spelling, and punctuation.
  - Ability to interpret, communicate and apply policies and procedures.
  - Ability to maintain a high degree of confidentiality.
  - Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
  - Excellent computer skills and competence with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet as well as online calendaring and email.
  - Working knowledge of or ability to quickly learn University infrastructure.

**F. PREFERRED QUALIFICATIONS:** Note any additional knowledge, skills, experience, certificates, education, or licenses that are desired for this position.

- Certified Public Accountant (CPA).
- Master's degree in Accounting, Business Administration, or Finance.

- Enterprise Resource Planning system implementation and/or experience such as PeopleSoft.
- Experience in public accounting.
- Experience with financial statement audits and/or other compliance audits.
- Previous management experience at an institution of higher education.
- GAAP accounting experience.
- Experience using PeopleSoft, Questica, and/or similar or related reporting tools.
- Experience implementing new systems including Concur, PeopleSoft, etc.
- Demonstrated skills in an institutional/educational environment possessing a customer-oriented and service-centered attitude.

#### G. SPECIAL CONDITIONS:

- Must be willing to travel and attend training programs off-site for occasional professional development.
- Must be able to work occasional holidays and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.
- **BACKGROUND CHECK:** Satisfactory completion of a background check (including a criminal records check) is required for employment. CSU will make a conditional offer of employment, which may be rescinded if the background check reveals disqualifying information, and/or it is discovered that the candidate knowingly withheld or falsified information. Failure to satisfactorily complete the background check may affect the continued employment of a current CSU employee who was conditionally offered the position.
- **SENSITIVE POSITION:** This position is considered a sensitive position. Sensitive positions are designated by the CSU as requiring heightened scrutiny of individuals holding the position, based on potential for harm to children, concerns for the safety and security of the people, animals, or property, or heightened risk of financial loss to the CSU or individuals in the university community.
- **MANDATED REPORTER:** Not a mandated reporter.
- **DESIGNATED POSITION:** This position is currently on the List of Conflict of Interest Designated Positions for CSU Bakersfield. This requires the filing of a statement of Economic Interest on an annual basis and the completion of training within 6 months of assuming office and every two years thereafter.
- **EQUAL EMPLOYMENT OPPORTUNITY:** This University is committed to Equal Employment Opportunity. Applicants will be considered without regard to gender, race, age, color, religion, national origin, sexual orientation, genetic information, marital status, disability or covered veteran status.

#### H. PHYSICAL DEMANDS & WORK ENVIRONMENT (must be completed):

Indicate the type of physical effort which is essential to the position activities:

- SEDENTARY WORK** – involves mainly sitting; minimal walking and standing; lifting light weight objects limited to 15 pounds.
- LIGHT WORK** – involves mainly sitting, up to 25% standing or walking; lifting medium weight objects limited to 25 pounds.
- MEDIUM WORK** – up to 40% of the activities involve sitting, standing, squatting, kneeling or walking; lifting heavy weight objects limited to 50 pounds; may involve pushing and pulling objects within the weight limits.
- HEAVY WORK** – 50% or more of the activities involve walking, standing, squatting, kneeling or climbing; lifting heavy weight objects which may exceed 50 pounds.

Indicate the type(s) of environmental factors which are essential to the position activities:

- Is exposed to excessive noise
- Is around moving machinery
- Is exposed to marked changes in temperature and/or humidity
- Is exposed to dust, fumes, gases, or radiation, microwave
- Drives motorized equipment
- Works in confined quarters
- Works in high places
- Other:
- N/A

#### I. SUPERVISION:

**Supervision Received:** Describe the nature of supervision the employee in the position will receive.

- Direct Supervision - Employee receives immediate, close and regular supervision
- General Supervision - Employee receives some delegation of responsibility and independence
- General Direction – Employee functions independently under broad guidelines
- Administrative Direction – Responsibilities are defined by the scope of the organizational functions; responsible for formulating operational policies for a comprehensive and diversified program; makes top level management decisions. (Management Only)

<b>Name of Supervisor:</b> Heather Macaulay	<b>Job (Classification)Title:</b> Interim Associate Vice President for Business & Financial Services, Administrator III
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**Supervision Given:** List name(s) and title(s) of employee(s) that this position will supervise directly (if applicable):

<b>Name:</b>	<b>Job (Classification)Title:</b>
Tina Livingston	Accounts Payable Manager, Administrator I
Yvette Jackson	Accounting Tech II
Esperanza Pineda	Accounting Tech II
Felisitas Alvarado	Accounting Tech II
Melissa Henriquez	Accounting Tech I
Bethany Davis	AA/S Exempt I
Vacant	Accountant III
Various	Student Assistants

**J. CLASSIFICATION REVIEW REQUESTS:** If this is an existing position that you believe has changed, describe what is different about the assignment in terms of responsibility, complexity, authority, and skill levels. In order to assist you with this analysis, please answer the following questions. **Include organizational chart.** If necessary, attach additional sheets.

1. Which parts of the assignment are the most difficult and/or require the greatest skill to perform? Why? Please give examples.
2. To what extent do the duties of this position involve independent action or require decisions on the part of the person in the position? Which, if any, are the most difficult, and how frequently do they occur?
3. What would be the probable result of a poor judgment, decision, or action by the person in this position? How would these errors be detected? What would be the consequence of the errors?
4. How is work assigned to this position? To what extent does the person in this position have authority to determine what is to be done and when?
5. In what way is the work of this position reviewed? That is, is work spot-checked or is all work reviewed? Are there standardized controls or checks which would normally catch errors made by the person in the position? Please explain.
6. Do you assist in developing departmental policy? If yes, please explain.
7. Does this position have supervisory responsibility? Please specify.

**Additional comments: (optional)** Clarify duties assigned and/or include any additional information that you think would be helpful in the review of this position.