

Compliance Program Coordinator Tompkins County

Department: County Administration

Classification: Competitive

Labor Grade: Management 85

Approved: Legislative Resolution

Revised: 5/17; 9/18; 1/2021

By: LG, Deputy Commissioner of Human Resources

MINIMUM QUALIFICATIONS:

- (a) Graduation from a regionally accredited or New York State registered college or university with a Master's Degree in public, business, human services, or governmental administration or a related field **AND** two (2) years of full-time paid (or the equivalent part-time) experience in risk management, contract administration, or program coordination experience, preferably in a government environment; **OR**
- (b) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in public, business, human services, or governmental administration or a related field **AND** four (4) years of full-time paid (or the equivalent part-time) experience in risk management, contract administration, or program coordination experience, preferably in a government environment; **OR**
- (c) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in public, business, human services, or governmental administration or a related field **AND** six (6) years of full-time paid (or the equivalent part-time and/or volunteer) experience in risk management, contract administration, or program coordination experience, preferably in a government environment; **OR**
- (d) Any combination of training and experience equal to or greater than that described in (a), (b) and (c) above.

SPECIAL REQUIREMENT:

The candidate must possess a valid New York State driver's license at the time of application and maintain such license for the duration of employment.

Tompkins County is committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

This versatile position involves responsibility for various phases of administering County contracts, risk management, and the County Compliance Program (including Title VI activities). The employee will be required to perform analytical comparisons, assessment of financial data, investigative research, and utilization studies as well as oversight of various administrative operations. The incumbent will: evaluate, recommend and/or implement strategies to improve the Risk Management and Compliance Programs to promote and maintain a safe, healthy, and regulatory compliant workplace environment; facilitate contract development, competitive procurement and negotiation; establish transferable procedures and cross-train appropriate staff; evaluate opportunities to streamline contract processes and utilize resources efficiently; coordinate Compliance Program training activities, including content development, planning and outreach, and delivery; facilitate and develop collaborative efforts among agencies and departments; develop effective data analysis tools and procedures; and coordinate certain special projects of Administration. Work is performed with a high degree of responsibility for independent judgment in developing, planning, and administering programs under the general supervision of the Deputy County Administrator. The incumbent will perform other related duties as required.

TYPICAL WORK ACTIVITIES:

- Administers and directs the planning, development, and implementation of the risk management policies and procedures for County departments, identifies potential liability exposures, and recommends safest and most cost-effective measures to reduce taxpayers' liability;

- Directs and trains staff and provides strategies for the revision or development of policies/procedures and the preparation and execution of contracts, agreements, and leases;
- Recommends and negotiates contract terms with attorneys, corporate executives, and department heads;
- Represents the County in contract negotiations as needed and signs contracts on behalf of County;
- Researches, identifies, and assists departments with grant opportunities to reduce local taxpayer cost;
- Leads special projects, brainstorms best solutions, collaborates with internal and external staff related to contracts, insurance, and compliance related matters, plans timelines and meeting coordination;
- Researches state and federal regulations and interacts with regulatory agencies to clarify requirements or to discuss potential deficiencies, reports findings to the Deputy County Administrator, and recommends steps to ensure the County's Risk Management and Compliance Programs are responsive;
- Develops and revises County policies and procedures including the Compliance Program Document, LEP Plan, Fact Sheet Series, and Administrative Policy Manual;
- Receives, tracks, and, as appropriate, assists with investigation of compliance-related issues including monitoring and responding to Compliance & Breach HelpLine operations as needed;
- Coordinates Title VI compliance activities, including processing of Title VI complaints, establishing procedures for promptly resolving Title VI deficiencies within County operations, gathering statistical data from County departments to meet Title VI regulatory requirements, and developing Title VI outreach information for internal use and for use by external beneficiaries of County Services;
- Conducts studies, analyzes data and numbers, prepares accounting, statistical and narrative reports and makes recommendations to the County Administrator to inform potential risk and to support compliance operations;
- Serves as department contract management officer and monitors contracts, service agreements, and leases to ensure compliance by contract agencies and landlords;
- Supervises a small staff by giving work assignments and responsible for results;
- Manages and monitors budgets;
- Maintains accurate records to provide database for contracts, accidents, insurance reserve payments, assets;
- Provides technical interpretation and advice to County staff, Legislature, and general public regarding County procedures and policies;
- Maintains contacts with departmental units, County departments and business community concerning County policies;
- Coordinates with all insurance carriers, except employee benefits, to monitor costs, which affect experience ratings, premiums, and claims;
- Administers general liability, property, and professional liability programs, oversees third party administrator for claims management;
- Determines all aspects of appropriate insurance coverage for County, except health insurance and workers' compensation;
- Directs staff and public involved in accidents, and negotiates fair settlements;
- Conducts investigation of claims for general liability, property, casualty, and professional liability claims;
- Reviews all bid specifications and requests for proposals and recommends effective methods for concise results;
- Recommends bid bonds, performance bonds, and insurance language as appropriate for all contracts;
- Provides technical expertise to department heads and program managers on Requests for Proposals success indicators and performance measurements;
- Assists with contract system and compliance training assessment, planning, development, delivery, and follow-up, including coordination with other internal training activities such as new hire and safety training.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the practices and procedures of public administration including planning and implementation, budgeting, and methods for tracking and improving program success; General knowledge of current principles, concepts, methodologies and practices of accounting practices; Thorough knowledge of laws, rules, and regulations pertaining to policy implementation and municipal loss exposures; Experience and skill in researching and developing policy and quality reports; Excellent computer skills that at a minimum include internet research, document management (i.e. Laserfiche), Microsoft Excel, Word and Outlook; Excellent written and verbal communication skills, including solid presentation skills, to work effectively with the public, department heads, committee chairs, and multi-agency/multi-jurisdictional representatives; Solid relationship management skills with the ability to relate well and negotiate with diverse groups both internal and external to the County organization;

Ability to perform close, detailed work involving considerable visual effort and strain; Strong critical thinking skills and ability to independently exercise sound professional judgment; Ability to organize, manage, and analyze complex tasks, competing priorities, and propose realistic solutions in a concise and clear manner; Thorough knowledge of the techniques required to plan and direct a project to completion, while maintaining good public and professional working relationships; Working knowledge of LEP, ADA, and M/WBE helpful; Candidate must possess and display tact, integrity, excellent moral character, good judgment, and resourcefulness.

PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:

The employee's physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodation. The employee must be able to sit for extended periods of time within a standard eight-hour workday.

Other types of physical effort are minimal with the exception of the occasional requirement to lift boxes of office supplies and paper goods up to twenty pounds. The incumbent's visual acuity must be sufficient to enable him or her to see and accurately work with information on a computer screen. Dyslexia or other types of learning disorders could result in an employee being unable to satisfactorily perform the essential functions of this job. The employee's hearing must be sufficiently acute to enable them to hear, understand and carry out verbal instructions. The employee must have the physical ability to manipulate a computer keyboard and other types of office equipment. These fine motor skills include adequate hand/eye coordination and the full use of fingers, hands and arms necessary to perform the essential functions of this job. Environmental factors include the ability to work closely and cooperatively in close physical proximity with others. The employee may occasionally be required to work alone.

Almost all work is performed indoors in a temperature-controlled office environment, so excessive heat, cold, humidity, noise, etc., are not factors that are significant to this job. The employee may at times be asked to drive to remote locations, or otherwise demonstrate the ability to meet the limited transportation requirements of this job.

Position Created: 3/14/1994

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