Compliance Program Coordinator  
Tompkins County

Department: County Administration  
Classification: Competitive  
Labor Grade: Confidential Grade 61  
Approved: Legislative Resolution  
Revised: 5/17; 9/18  
By: AG, Commissioner of Personnel

MINIMUM QUALIFICATIONS:

(a) Graduation from a regionally accredited or New York State registered college or university with a Master’s Degree in public affairs, human services administration, business administration or a related field AND two years of full time paid (or equivalent part-time and/or volunteer) 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 affairs, human services administration, business administration or a related field AND four years of full time paid (or equivalent part-time and/or volunteer) program coordination experience, preferably in a government environment; OR

(c) Graduation from a regionally accredited or New York State registered college with an Associate’s Degree in public affairs, human services administration, business administration or a related field AND six years of full time paid (or equivalent part-time and/or volunteer) program coordination experience, preferably in a government environment; OR

(d) Any combination of training and experience equal to or greater than that defined in (a) and (b) 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:

Under the general supervision of the Deputy County Administrator (DCA), this administrative position assists with implementation of all elements of the County Compliance Program, including Title VI activities. The employee supports and encourages a culture of compliance, helping to ensure that the County workforce meets related regulatory standards for demonstrating accountability. General responsibilities include County Compliance Program monitoring, evaluation, and revising aspects of the Program as needed based on regulatory changes or emerging trends. This position is also responsible for coordination of County Compliance Program training activities, including content development, planning and outreach, and delivery. The performance of County Compliance Program Coordinator duties will require coordination with the Personnel and County Attorney departments, the County’s Information Security Compliance Officer, the County’s Risk Manager, the County’s Health and Safety Coordinator, and with other county department staff assigned to compliance activities within their departments. This position will assist in other functions of County Administration as needed, including support for County budget preparation and support for contracts management. Considerable interpersonal skills are needed to plan, implement, and coordinate inter-group cooperation, and to, teach and advise county staff, contractors, and grant sub-recipients on corporate compliance issues and the proper methods of ensuring compliance. Supervision of others is not typically a function of this position. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Research state and federal regulations, report findings to the DCA, and recommend steps to ensure the County’s Compliance Program is responsive.
- Assist with developing or revising policies and procedures relating to compliance matters, including the Compliance Program Document; Fact Sheet Series; and Administrative Policy Manual.
- Monitor and respond to Compliance HelpLine operations.
- Interact with regulatory authorities to clarify compliance requirements or to discuss potential deficiencies.
- Coordinate all 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;
• Assist County employees with compliance related questions by researching regulatory reference materials and obtaining advice from regulatory agency staff or industry professionals as necessary.
• Collect and analyze internal data to inform potential risk and to support compliance operations.
• Receive, track, and, as appropriate, assist with investigation of compliance-related issues.
• Participate in internal and external teams related to compliance matters.
• Assist with compliance training assessment, planning, development, delivery, and follow up, including coordination with other internal training activities.
• Assist with meeting planning and coordination.
• Assist with presentation development and delivery.
• Write reports, summaries, memos, and other written materials for various internal and external audiences.
• Use computer applications or other automated systems such as spreadsheets, word processing, document management (i.e. Laserfiche), calendar, e-mail, and database software in performing work assignments.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

• Thorough knowledge of program administration including planning and implementation, budgeting, and methods for tracking program success;
• Good knowledge of local government environment;
• Working knowledge of LEP, ADA, and M/WBE helpful;
• Experience and skill in researching/developing policy;
• Experience and skill in writing detailed, high-quality reports;
• Experience and skill in preparing marketing and outreach communications for varied audiences;
• Solid relationship management skills with the ability to negotiate with diverse groups, internal and external to the County organization;
• Solid collection; analysis; and reporting skills;
• Strong critical thinking skills with sound professional judgment;
• Excellent verbal and written communication skills, including the ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position;
• Solid presentation skills;
• Ability to organize and manage complex tasks and competing priorities.

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 work day. 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 him or her 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. He or she 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.

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