**Accounts Payable Representatives**

* Process payment requests, vouchers, billing claims, and invoices for such financial aid as education and training, childcare services, and other work support items.
* Make payments to vendors and customers using a variety of payment methods that include direct deposit, debit card payments, and paper checks.

* Provide up-to-date financial information by funding source, financial aid type, and career office – report commitments, obligations, and expenditures.
* Recoup funds from customers as well as vendors when appropriate.
* Provide IRS W9 forms to all vendors as well as IRS 1099 forms to relative care child care vendors.
* Provide customer service regarding child care financial aid, manage the waiting list for child care financial aid, and send waiting letters as well as eligibility re-certification letters to customers.
* Follow and ensure compliance with Workforce Solutions contractual obligations.
* Process and reconcile payments made to Workforce Solutions vendors in an accurate and timely manner.
* Average salary $39,400

**Resident and Vendor Customer Service Representative**

* Process payment requests, vouchers, billing claims, and invoices for such financial aid as education and training, childcare services, and other work support items.
* Make payments to vendors and customers using a variety of payment methods that include direct deposit, debit card payments, and paper checks.
* Provide up-to-date financial information by funding source, financial aid type, and career office – report commitments, obligations, and expenditures.
* Recoup funds from customers as well as vendors when appropriate.
* Provide IRS W9 forms to all vendors as well as IRS 1099 forms to relative care child care vendors.
* Provide customer service regarding child care financial aid, manage the waiting list for child care financial aid, and send waiting letters as well as eligibility re-certification letters to customers.
* Follow and ensure compliance with Workforce Solutions contractual obligations.
* Interacts with resident customers and vendors to determine their needs and provide Workforce Solutions services and information, including vendor agreements and modifications, customer transfers, information about Workforce solutions.
* Average salary $41,500

**Compliance Representative**

* Process payment requests, vouchers, billing claims, and invoices for such financial aid as education and training, childcare services, and other work support items.
* Make payments to vendors and customers using a variety of payment methods that include direct deposit, debit card payments, and paper checks.
* Provide up-to-date financial information by funding source, financial aid type, and career office – report commitments, obligations, and expenditures.
* Recoup funds from customers as well as vendors when appropriate.
* Provide IRS W9 forms to all vendors as well as IRS 1099 forms to relative care child care vendors.
* Provide customer service regarding child care financial aid, manage the waiting list for child care financial aid, and send waiting letters as well as eligibility re-certification letters to customers.
* Collect facts on all reported alleged fraudulent activities, and complete thorough documentation on each allegation.
* Reduce the counts of fraudulent acts by referring cases to appropriate entities for prosecution.
* Average salary $47,000

**Systems Analyst**

* Process payment requests, vouchers, billing claims, and invoices for such financial aid as education and training, childcare services, and other work support items.
* Make payments to vendors and customers using a variety of payment methods that include direct deposit, debit card payments, and paper checks.
* Provide up-to-date financial information by funding source, financial aid type, and career office – report commitments, obligations, and expenditures.
* Recoup funds from customers as well as vendors when appropriate. Provide IRS W9 forms to all vendors as well as IRS 1099 forms to relative care child care vendors.
* Provide customer service regarding child care financial aid, manage the waiting list for child care financial 4aid, and send waiting letters as well as eligibility re-certification letters to customers.
* Conduct requirements definition, design, testing, training, and implementation activities for modification of business systems and processes.
* Document process, procedures, and system design to support business functions.
* Designs and creates forms, spreadsheets, reports, and small databases to support processes and management of processes.
* Provide direct supervision to staff and ensure that staff is proficient in performing required duties and responsibilities.
* Average salary $66,000 per year.

**Funds Analyst**

* Process payment requests, vouchers, billing claims, and invoices for such financial aid as education and training, childcare services, and other work support items.
* Make payments to vendors and customers using a variety of payment methods that include direct deposit, debit card payments, and paper checks.
* Provide up-to-date financial information by funding source, financial aid type, and career office – report commitments, obligations, and expenditures.
* Recoup funds from customers as well as vendors when appropriate.
* Provide IRS W9 forms to all vendors as well as IRS 1099 forms to relative care child care vendors.
* Provide customer service regarding child care financial aid, manage the waiting list for child care financial aid, and send waiting letters as well as eligibility re-certification letters to customers.
* Manages several different funding sources that comprise Workforce Solutions Financial Aid.
* Monitors financial aid budgets, expenditures, obligations, commitments, and trends for 26 career offices as well as the entire system.
* Communicates financial information through databases, spreadsheets, charts, graphs, and narrative to the Finance Department, management and staff, career offices, the Gulf Coast Workforce Board, and H-GAC staff.
* Ensures the timely payments to Workforce Solutions vendors.
* Average salary $40,000

**Data Analyst**

* Actively enroll, set up and provide technical assistance to vendors.
* Process all financial aid payments for Workforce Solutions systems.
* Notify career offices, contractors and board staff of enrollment, obligations, expenditures and commitments.
* Serves as a telephone based customer service representative to vendors and customers.
* Develops and maintain database queries and reporting applications to support Workforce Solutions program.
* Provide database and report management, ad-hoc reporting, and support, as needed for multiple databases in SQL and FoxPro. Support department data requirements through the creation of reports
* Documents reports and reporting processes, procedures, and report design.
* Designs and creates forms, spreadsheets, reports, and small databases to support processes and management of processes.
* Average salary $59,000 per year.

**Treasury Specialist**

* Process payment requests, vouchers, billing claims, and invoices for such financial aid as education and training, childcare services, and other work support items.
* Make payments to vendors and customers using a variety of payment methods that include direct deposit, debit card payments, and paper checks.
* Provide up-to-date financial information by funding source, financial aid type, and career office – report commitments, obligations, and expenditures.
* Recoup funds from customers as well as vendors when appropriate.
* Provide IRS W9 forms to all vendors as well as IRS 1099 forms to relative care child care vendors.
* Provide customer service regarding child care financial aid, manage the waiting list for child care financial aid, and send waiting letters as well as eligibility re-certification letters to customers.
* Prepare computer files or gather records for use within the Workforce Solutions system.
* Enters data into established databases or spreadsheets to compute amounts due.
* Make payments to childcare/non-childcare vendors.
* Access Workforce Solutions’ MIS systems as well as any other financial systems to process all payment transactions.
* Average salary $45,000 per year.

**Cash Management Specialist**

* Obtains data used in maintaining accounting records.
* Works with contractor off-site locations for the timely submission of deposit documentation to Accounting on a regular basis.
* Reviews bank deposits prepared by off-site locations for mathematical accuracy and account coding. The individual must be able to communicate with other contractor personnel to reconcile any inaccurate deposits prior to those deposits being entered in the accounting software system.
* Review deposit coding to ensure correct general ledger accounts are used prior to the recording in the accounting software system.
* Prepares accurate bank deposits. Determine that there is sufficient supporting documentation for those deposits.
* Maintains the deposit file providing access for retrieval and review of cash receipt transactions.
* Handles Non sufficient Funds checks by communicating with the appropriate parties for collection of these checks.
* Processes positive pay and ACH transactions as needed. Communicates with banks and other third parties regarding checks that were fraudulently created or processed through the banking system to work for quick resolutions.
* Maintains direct deposit database.
* Reconciles all bank accounts, except for payroll. Prepares any journal entries to adjust bank balances in the general ledger to actual bank balance at month’s end.
* Assists with the contractor’s cash management and investments. Reviews bank balance and makes necessary transfers for better usage of funds.
* Maintains daily cash balance report and reconciles to the general ledger on a monthly basis.
* Prepares all cash and ACH journal entries on a weekly basis.
* Monitors compliance with contractor’s policies and procedures and recommends changes on an as needed basis.
* Average salary $43,000 per year.

**Training Vendor Coordinator**

* Recruits, evaluates, selects and sets up training vendors in Workforce Solutions’ vendor network
* Provides customer service and support to vendors in the vendor application and contract maintenance processes.
* Works with vendors, management, and Contracts Department to establish agreements and contracts with vendors.
* Maintains vendor records in paper and on Workforce Solutions MIS systems.
* Develops methods, procedures and systems to support vendor selection, tracking and reporting.
* Prepares and evaluates administrative reports and statistics to evaluate education, training and development programs and initiatives.
* Coaches Managers and employees with regard to training and education issues and vendor selection strategies.
* Conducts research, collects data and writes reports to support the timeliness, accuracy and quality of certified vendors.
* Travels to career schools to review training materials, curriculums, records and compliance with federal and/or local standards.
* Average salary $52,000 per year.

**Training Vendor Service Specialist**

* Provides customer service and support to existing and prospective training and support service vendors.
* Uses the vendor database application to setup and maintain contract related processes
* Processes vendor requests and resolves vendor issues submitted through the Workforce Solutions MIS systems timely and accurately.
* Maintains both physical and electronic vendor records.
* Prepares administrative reports and statistics to track training vendor service activities.
* Conducts research, collects data and writes reports to support the timeliness, accuracy and quality of certified vendors.
* Travels to career schools to review training materials, curriculums, records and compliance with federal and/or local standards.
* Performs other duties as assigned.
* Average salary $41,500 per year.

**Program Accounts Manager**

* Oversee timely and accurate processing of invoices and claims for payments and recoupment of funds.
* Determines work procedures, prepares work schedule, and expedites work flow to ensure timely completion of tasks.
* Monitors staff in verifying accuracy and completeness of invoices and claims.
* Resolves any billing and payment issues within 10 days of vendor contact.
* Oversees the recoupment process of collecting funding from customers and vendors.
* Prepares and/or develops accurate and timely management reports regarding the unit’s workload, staff performance, efficiencies and cost savings gained, and expenditures.
* Coaches staff to achieve proficiency in their job functions.
* Oversees daily reports generation and distribution.
* Develops and maintains professional working relationship with other managers within Workforce Solutions, vendors, career office staff, and Houston-Galveston Area Council staff.
* Attends onsite and offsite meetings as needed.
* Performs other duties as assigned.
* Average salary $60,000 per year

**Vendor Monitor Specialist**

* Identify inconsistencies in the usage of the Child Care Automated Attendance

(CCAA) system at the child care vendors, and make both unannounced and

announced visits to monitor child care vendors for compliance with applicable rules, regulations, and policies and procedures.

* Provide guidance and technical assistance to child care vendors in the appropriate use of the CCAA system. Prepare reports of findings and stats accurately and timely based on monitoring visits.
* Monitors child care vendors daily to determine ongoing compliance with   
  applicable local and state rules and regulations, contractual requirements,   
  and policies and procedures.
* Coordinates with Accounts Payable Specialists in identifying trends and   
  inconsistencies in the usage of the CCAA system at the child care vendors.
* Develops and uses monitoring tools as needed to support compliance reviews.
* Prepares and issues timely and accurate compliance reports identifying areas of noncompliance, documenting observations, and providing recommendations for corrective actions.
* Maintains complete, organized and accessible compliance records.
* Develops good working knowledge of local, state, and contractual rules and regulations, and interprets information to assess child care vendor   
  compliance.

* Establishes and maintains professional working relationships with external   
  and internal customers.
* Performs other duties as may be assigned.
* Average salary $44,000 per year

**Quality Assurance Specialist**

* Serve on the Workforce Development Board Quality Assurance Monitoring team to assist in monitoring the quality of Workforce Solutions operations.
* Monitors assigned areas monthly, quarterly, or as needed to determine on going compliance with applicable local, state, and federal rules and regulations, and contractual requirements.
* Prepares and issues timely and accurate compliance reports identifying areas of noncompliance, documenting observations, and providing recommendations for corrective action.
* Develops good working knowledge of local, state, federal and contractual rules and regulations, and interprets information to assess Workforce Solutions operational compliance.
* Establishes and maintains a professional working relationship with external/internal contacts.
* Performs other duties as may be assigned
* Average salary $44,000 per year

**Resident and Vendor Customer Service Manager**

* Determines work procedures, prepares work schedule, and expedites work flow to ensure timely completion of tasks.
* Monitors staff telephone activity for callas answered and abandoned, and staff actions on transfer and address change requests from the online customer service system.
* Assigns staff to complete requests of actions authorized by career office staff and notifies vendors of customer’s status regarding financial aid.
* Coaches staff to achieve proficiency in their job functions.
* Oversee daily reports generation and distribution.
* Develops and maintains professional working relationship with other managers within Workforce Solutions, vendors, career office staff, and Houston-Galveston Area Council staff.
* Attends onsite and offsite meetings as needed.
* Performs other duties as may be assigned.
* Average salary $62,500 per year

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**General Ledger Accountant**

* Monitors financial aid expenditures, obligations, and commitments of each office and identifies trends in spending that may assist Workforce Solutions system in effectively authorizing financial aid.
* Using Workforce Solutions MIS systems as well as any financial systems, prepares accurate and timely (monthly, quarterly, and annual) financial reports for the agency, career offices, and the Gulf Coast Workforce Board staff, including financial billings, funds management reports, and reconciliation of expenditures to draw requests by fund.
* Projects expenditures level for child care financial aid, and identifies and documents trends in spending and enrollment that may affect projections.
* Makes recommendations on cash needs by reviewing three-day cash worksheet.
* Reconciles Financial Aid Management Systems (FAMS) and agency’s accounting system on a monthly basis at a minimum.
* Reviews and approves journal entries in FAMS.
* Assists in preparing required reports to funder, auditor, director, and/or managers.
* Assists in conducting activities for the year end closeout.
* Assists in Workforce Solutions annual inventory.
* Attends onsite and offsite meetings as needed.
* Reviews for accuracy and approves direct service payments up to $10,000.
* Performs other duties as may be assigned.
* Average salary $61,000 per year

**Financial Analyst Manager**

* Monitors financial aid expenditures, obligations, and commitments of each office and identifies trends in spending that may assist Workforce Solutions system in effectively authorizing financial aid.
* Using Workforce Solutions MIS systems as well as any financial systems, prepares accurate and timely (monthly, quarterly, and annual) financial reports for the agency, career offices, and Gulf Coast Workforce Board staff, including financial billing, funds management reports, and reconciliation of expenditures to draw requests by fund.
* Projects expenditures and appropriate enrollment level for child care financial aid, and identifies and documents trends in spending and enrollment that may affect projections.
* Develops and documents processes and procedures in managing financial aid funds and make payments to vendors.
* Ensures that unit staff understands and adheres to policies and procedures as well as contractual obligations including allowable use of each funding source.
* Conducts the year end closeout by
* Conducts the year-end closeout by coordinating with NCI Accounting department.
* Develops and maintains professional working relationship with other managers within Workforce Solutions vendors, career office staff, and Houston-Galveston Area Council staff.
* Attends onsite and offsite meetings as needed
* Reviews for accuracy and approves direct service payments up to $50,000.
* Performs other duties as may be assigned.
* Average salary $73,000 per year.
* Average salary $73,000 per year