JOB DESCRIPTION

<table>
<thead>
<tr>
<th>POSITION TITLE:</th>
<th>Internal Compliance Customer Service Specialist</th>
<th>JOB CODE: 474B</th>
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<tbody>
<tr>
<td>DIVISION:</td>
<td>Financial Services</td>
<td>SALARY SCHEDULE: Office Clerical/Technician</td>
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<td>DEPARTMENT:</td>
<td>Local School Accounting and Internal Compliance</td>
<td>WORK DAYS: 238</td>
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<td>REPORTS TO:</td>
<td>Auditing and Assurance Manager, Internal Compliance</td>
<td>PAY GRADE: Rank VII (NCT7)</td>
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<td>FLSA:</td>
<td>Non-Exempt</td>
<td>PAY FREQUENCY: Monthly</td>
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PRIMARY FUNCTION: Responsible for serving as the 440 Glover Street Building first-tier point of contact and answering questions from both internal and external customers which result in exceptional customer service; assists Manager of Auditing and Assurance with auditing procurement card charges, as well as, EPES vendor transactions assists with auditing procurement cardholders’ procedural compliance; assists with data entry for the Property Control Department; assists Local School Accounting and Internal Compliance with review of unclaimed funds.

REQUIREMENTS:

1. Educational Level: High School Diploma or GED required; Bachelor’s degree preferred
2. Certification/License Required: None
3. Experience: 5 years of senior level clerical experience
4. Physical Activities: Routine physical activities that are required to fulfill job responsibilities
5. Knowledge, Skills, & Abilities: Written and oral communication; MS Office proficiency, specifically with Excel; organizational, interpersonal skills; ability to work independently; detail and deadline oriented; proven problem solving and customer service skills, positive attitude and exceptional level of professionalism

The Board of Education and the Superintendent may accept alternatives to some of the above requirements.

ESSENTIAL DUTIES:

1. Demonstrates prompt and regular attendance.
2. Serves as 440 Glover Street Building point-of-contact offering exceptional customer service; provides support to customers, in person, by phone or email.
3. Assists Manager of Auditing and Assurance with auditing procurement (p-card) card charges and reports, as well as EPES vendor transactions, to help identify mismanagement and potential fraud and abuse; reports evidence of fraudulent p-card charges and vendor transactions to the Director of Local School Accounting and Internal Compliance.
4. Periodically reviews and analyzes Merchant Category Codes to determine acceptability.
5. Assists with auditing p-card cardholders’ procedural compliance.
6. Assists with review and updates of the p-card manual.
7. Conducts periodic reviews of local school p-card transaction packages and supporting documentation.
8. Reviews and analyzes card declines to identify training needs and potential fraud and abuse.
9. Reviews, at least annually, p-card usage to identify inactive and/or underused cards.
11. Removes surplus equipment items from Munis Capital Assets module monthly after Board of Education approval.
12. Assists Local School Accounting and Internal Compliance with the communication, research and processing of local school unclaimed funds to ensure the local schools are compliant with Georgia State Law, O.C.G.A. §44-12-19 et. Seq.
13. Processes office supply and other purchase orders for Local School Accounting and Internal Compliance.

14. Maintains a high level of confidentiality regarding all Local School Accounting and Internal Compliance matters.

15. Performs other duties as assigned by appropriate administrator.

Signature of Employee________________________________________ Date __________________________

Signature of Supervisor_______________________________________ Date __________________________