

Controller/Human Resources Administrator

Summary The Controller has primary responsibility for the financial management of trust funds and administration of the office expense budget. Oversee all receipts and disbursement issues. Establish financial verification systems to ensure that disbursements comply with plans. Perform human resource functions. Support business and managerial efforts through leadership, communication, staff support and relationships with our customers.

Qualifications Candidates must have the following skills to qualify for this position: Possession of comprehensive knowledge and understanding of complicated subjects such as finance and accounting; ability to use higher level mathematics, statistics, and computer science; ability to solve nonroutine, complex problems. Well organized and has excellent written and oral communication skills. Learns quickly and works independently. Has a professional demeanor. Possesses management and leadership skills and enjoys daily contact with office staff and customers. Must also have excellent customer service skills. Must be able to travel. Ability to process a high volume of accurate, detailed and quality work product; and ability to work under stress.

Education requirements Bachelor's degree required.
Certified Public Accountant preferred.

Classification The Controller is exempt from the provisions of the Fair Labor Standards Act, including overtime.

Organization The Controller is a member of the finance team and operates with minimal supervision in most job responsibilities. The Trustee provides coaching and feedback.

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Controller/Human Resources Administrator—Continued

Compensation This position is in a wage class 15 and receives compensation within the salary range established for this range. Compensation is adjusted subject to the guidelines of the performance appraisal system.

Cumulative responsibilities Employees may be asked to perform any financial or administrative responsibility as dictated by office needs.

Appraisal The Controller meets with the Trustee regularly to determine levels of proficiency in assigned tasks and additional training or guidance needed to perform their job responsibilities.

Training Training is provided in partnership with our employees to help them develop the knowledge and skills required to progress to higher job levels. We encourage appropriate training in a supportive, cooperative learning environment.

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Essential Functions

Overview The essential functions of the Controller include but are not limited to the following responsibilities:

Annual report Annual report responsibilities:

- on a monthly basis prepares and reviews the following annual report components for the Standing Trustee and the U.S. Trustee’s review:
 - case administration financial data.
 - fee analysis data.
 - trust account fund transfers.
 - interest earned on fiduciary accounts.
 - active and inactive cases.
 - review and reconciliation of bank trust accounts; and
 - bond analysis data.

Internal audit processes and controls Internal audit processes and control responsibilities:

- manages relationship with auditors appointed by the U.S. Trustee.
- prepares a monthly year-to-date report.
- coordinates activities relating to the annual audit.
- reviews management letter submitted by audit firm and prepared a response under Trustee direction;
- ensures internal procedures comply with audit requirements.
- examines financial processes and determines if proper audit and fiscal controls exist.
- communicates recommendations to trustee; and
- determines controls for workflow and ensures they are functioning correctly.

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Essential Functions, Continued

Fiscal year budget

Fiscal year budget responsibilities:

- prepares fiscal year budget.
 - oversees preparation of fiscal year budget submitted to the U.S. Trustee for approval.
 - involves management team in the budgetary process.
 - ensures accuracy of financial data.
 - completes all forms required by the U.S. Trustee.
 - evaluates how expenditures add value to our business services.
 - enforces compliance with budget throughout the year.
 - reviews budget regularly to determine necessary amendments; and
 - reviews salary and employee benefits.
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Fee allocation

Fee allocation responsibilities:

- analyzes monthly fee data for accuracy pursuant to U.S. Trustee regulations; and
 - makes timely analysis to determine if fee should be adjusted.
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Essential Functions, Continued

Banking

Banking reporting responsibilities are:

- Receives bank file of all checks cleared during calendar month for monthly reporting package.
 - Creates an outstanding checks list for monthly disbursement account bank reconciliation and follows up on any open bank reconciliation items with corporate bank for correction; exports data from TNG into Excel document.
 - Reviews outstanding checks list and determines which checks are 90 days old.
 - Gathers the bank statements in a binder for monthly reporting and review.
 - Creates transaction reports on four expense accounts for monthly deposit, withdrawal, and check activity.
 - Reviews and signs completed bank reconciliation for accuracy.
 - Reviews account balances to determine how much money needs to be transferred for payroll, operating expenses, monthly fees and interest, prepares transfer worksheet for Trustee approval.
 - Enters wire transfer data into Quickbooks, CaseNet and Excel Account Transaction spreadsheet.
 - Print out reports created in TNG for monthly reporting package.
 - Enters data to create disbursement fee and interest analyses.
 - Compares fee report and case ledger fees; generates TNG report for analysis if there is a variance.
 - Analyzes case statistic changes and enters data for report.
 - Reviews any discrepancies with outside accounting staff and maintains a good business relationship.
 - Reviews completed monthly reports for accuracy; and
 - Facilitates meetings to determine modifications in monthly reporting.
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Expense account banking

Expense account banking responsibilities are:

- Determines the amount of funds necessary for payroll and operating expenses; prepares transfer worksheet for Trustee approval.
 - Enters wire transfer data into Quickbooks, TNG and Excel Account Transaction spreadsheet.
 - Prepares necessary documents to open new accounts; works with bank to set up repetitive transfer process.
 - Closes accounts as necessary, adjusting and correcting opening and closing entries.
 - Maintains good business relationship with banking staff.
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Essential Functions, Continued

Monthly reports

Monthly report responsibilities:

- completes monthly year-to-date financial reports.
 - reviews financial statements and supporting documents.
 - prepares financial reports for the U.S. Trustee's review; and
 - delivers monthly reports to the U.S. Trustee's office.
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Reconciliation

Reconciliation responsibilities:

- ensures that bank statements and electronic data transmissions are received.
 - reconciles all Chapter 13 funds against our bank balances on a monthly basis.
 - prepares written statements of reconciliation for each bank account; and
 - resolves account discrepancies with bank personnel.
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Business insurance

Business insurance responsibilities:

- maintains appropriate protection levels.
 - suggests policy changes to the Trustee; and
 - evaluates carrier performance and cost/benefit ratios.
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Exception report

Exception report responsibilities:

- reviews financial inconsistencies between bank data and trustee data on a daily basis; and
 - reviews check disbursement register for inconsistencies.
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Customer service skills

Customer service skill responsibilities:

- provides courteous, knowledgeable and efficient service to all customers at all times.
 - maintains and enhances skills in the area of customer service, seeking out innovative ways to address customer needs.
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Staffing

Staffing responsibilities:

- ensures our continued success by supporting the hiring and retention of employees who are able to understand our customers and learn new ways to do our business.
- is flexible so that the focus is on results, not specific tasks; and
- provides clear communication with customers.

Essential Functions, Continued

Planning

Planning responsibilities:

- works with other managers to determine the staffing level and resources necessary to achieve our business goals.
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Goal setting

Goal setting responsibilities:

- establishes and regularly reviews objectives for the confirmation process team that focuses on our mission of providing service and support to the bankruptcy community.
 - empowers employees.
 - produces value-added services; and
 - challenges highly trained, flexible people.
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Time management

Time management responsibilities:

- establishes work patterns that ensure daily contact and support of the confirmation process staff and interaction with other members of the office.
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Change agent

Change agent responsibilities:

- adjusts to changing conditions, workloads, and duties independently and with a positive attitude.
 - comprehends new information and ideas.
 - implements procedure changes readily and with enthusiasm; and
 - recommends additional changes.
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Training

Training responsibilities:

- identifies staff training needs.
 - corresponds training with management objectives.
 - measures benefit of training against productivity.
 - uses skills and experience to answer questions; and
 - trains staff on processes and procedures.
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Reports to Trustee

Reporting responsibilities:

- provides management reports as necessary to the Trustee on case load and work processed by the financial team.
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Essential Functions, Continued

Overview The Controller is responsible for overseeing the job tasks of the following positions:

- Closing/Audit specialist I, II and III.
- Receipts Specialist.

Case receipts Case receipt responsibilities:

- ensures adequate staffing and efficient workflow to accurately record and allocate all receipts processed by our office.
- maintains the processes to identify and handle cases where debtor fails to comply with the financial requirements of the confirmed plan; and
- provides a daily cash journal for the general ledger.

Disbursements Disbursement responsibilities:

- establish and maintain procedures and safeguards so that we disburse funds on a timely basis on all confirmed cases.

Case closing Case closing responsibilities:

- ensures administrative compliance with all court and U.S. Trustee requirements; and
- audits the Bankruptcy Court files on all cases prior to discharge.

Support Support responsibilities:

- fosters a spirit of mutual cooperation and teamwork within the office.
- supports well-considered efforts to change and improve our methods.
- rewards small and large innovation.

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Essential Functions, Continued

Performance appraisal

Performance appraisal responsibilities:

- identifies the employee's expected job performance.
 - communicates to the employee the performance criteria for each job result desired and how well it must be performed.
 - completes the performance appraisal form.
 - prepares for and conduct the appraisal interview with the employee; and
 - plans the employee's performance requirements for the next appraisal cycle;
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Budget review

Budget responsibilities:

- forecasts and plans departmental operating budget; and
 - presents operating budget to the Trustee for review.
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Management skills

Management skill responsibilities:

- continuously improves personal management skills.
 - participates in at least two off-site training seminars that relate to improvement of management skills; and
 - assists the finance managers in the fulfillment of their responsibilities;
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Financial skills

Financial skill responsibilities:

- maintains and enhances personal skills relating to computerized financial management;
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Financial standards

Financial standard responsibilities:

- establishes and ensures office compliance with appropriate standards relating to the Trustee's financial responsibilities.
 - establishes internal audit controls.
 - oversees monthly creditor disbursements.
 - ensures compliance with Trustee fee allocation.
 - oversees purchasing controls.
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Essential Functions, Continued

Employee education

Employee education and training responsibilities:

- works with the Trustee to seek out learning and training opportunities for staff members.
 - makes educational advancement part of each staff member's individual goals; and
 - establishes a written educational and training plan for each staff member.
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Case administration

Case administration responsibilities:

- supports the case administration process by using knowledge and experience to solve customer problems; and
 - educates case administrators on the impact and significance of financial transactions.
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Forms development

Forms development responsibilities:

- identifies forms or documents which need modification.
 - designs new forms or documents that will improve customer service.
 - notifies other staff of new or modified documents; and
 - requests assistance, as needed to create or modify documents.
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Document management

Document management responsibilities.

- processes documents.
 - makes the appropriate entries on our computer system to record the receipt of documents and action taken; and
 - forwards documents to other staff as necessary.
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Staff training

Staff training responsibilities:

- uses skills and experience to answer questions and train staff on financial processes and procedures.
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Change agent

Change agent responsibilities:

- adjusts to changing conditions, workloads, and duties independently and with a positive attitude.
- comprehends new information and ideas.
- implements procedure changes readily and with enthusiasm; and
- recommends additional changes.

Essential Functions, Continued

Customer service Customer service responsibilities:

- provides courteous, knowledgeable and efficient service to all customers at all times.
- maintains and enhances skills in the area of customer service, seeking out innovative ways to address customer needs;

Recruiting Recruiting responsibilities:

- assists the staffing process by ensuring that internal and external staff procedures and policies are followed in accordance with state and federal regulations.
- coordinates a strategy to meet all recruiting needs.
- conducts searches to fill open administrative and professional positions.
- participates in the interviewing process.
- generates new ideas and designs programs that will assist and support management's recruiting goals.
- advises managers and supervisors on personnel policies as they relate to hiring and termination.
- facilitates the in-house job posting process; and
- maintains a job applicant database.

Training Training responsibilities:

- coordinates the training and informational sessions between each department.
- supports the Trustee in developing, researching, writing and/or conducting training programs for staff members.
- makes recommendations to Trustee on training and development programs for all staff.
- trains staff on processes and procedures; and
- uses skills and experience to answer questions.

HR information system HR information system responsibilities:

- maintains necessary personnel documents in compliance with company policies and federal and state laws.
- facilitates credit and criminal background checks.
- maintains personnel profile database.
- responds to written and verbal employee inquiries; and
- maintains job applicant database.

Essential Functions, Continued

Payroll

Payroll responsibilities:

- reviews and edits employee timecard data with Financial Manager.
 - determines employees' gross wages for each pay period.
 - enters payroll data in Paychex's PC for Payroll software application.
 - downloads Paychex's cumulative payroll data biweekly.
 - maintains accurate payroll related HR information on each employee.
 - backs up and restores payroll data biweekly.
 - reviews payroll data with Trustee for approval prior to transmittal to Paychex; and
 - reviews W-2 data annually.
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Employee development

Employee development responsibilities:

- meets with employees to discuss work related issues.
 - handles complaints, help resolve grievances and provides general counseling support for staff.
 - aids employees in their assessment of career goals and competencies; and
 - evaluates training programs that support employee development.
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Policies and procedures

Policies and procedures responsibilities:

- types of draft office policies and procedures for Trustee review and authorization;
 - modifies policies as often as needed and distributes revised copies to employees.
 - recommends that Trustee review personnel policies that affect the goals of the trusteeship.
 - communicates and explains policy and procedure additions and modifications to employees.
 - keeps informed about developments in the human resources field.
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Essential Functions, Continued

Benefit administration

Benefit administration responsibilities:

- serves as liaison with the insurance carriers and broker representative.
 - audits periodic billing statements.
 - enters data from monthly billing invoices into the Employee Expenses Quickbooks program for accounting purposes.
 - initiates annual benefit review and renewal processes.
 - reviews vendor recommendations with benefits committee.
 - responds to employee benefit inquiries.
 - maintains inventory of benefit forms and supplies; and
 - communicates policy changes promptly to staff.
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Employee orientation

Employee orientation responsibilities:

- coordinates the orientation of new hires.
 - provides new hires with brief overview of office culture.
 - provides new hires with necessary HR forms for completion.
 - ensures that new hires complete documents on a timely basis.
 - maintains a schedule of orientation and training for each new hire; and
 - coordinates the new hire's "buddy" system when appropriate.
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Employee termination

Employee termination responsibilities:

- completes all required termination paperwork.
 - ensures that proper documentation has been maintained on the terminated employee.
 - ensures that the employee completes our exit procedures; and
 - communicates departure information to all staff.
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Time reporting

Time reporting responsibilities:

- collects non-exempt employee punches daily.
 - edits punches as often as necessary.
 - reviews timesheets biweekly, giving exempt staff timesheets to Trustee for review and approval;
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Essential Functions, Continued

- Office communications**
- Office communication responsibilities:
- facilitates staff communications as often as necessary by memo, voice mail, and electronic mail.
 - provides departmental update to all staff during monthly staff meetings.
 - maintains effective communication with all employees and managers.
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- Leave reporting**
- Leave reporting responsibilities:
- maintains unanticipated leave database records for each staff member.
 - records leave events on interdepartmental calendar.
 - prints and maintains leave balance data; and
 - collects, reviews and files leave request forms.
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- Employee committees**
- Employee committee responsibilities:
- acts as de facto member of employee recognition committees.
 - ensures that committee members adhere to Trustee guidelines for membership.
 - aids in organizing, coordinating and publicizing special office events and activities;
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- Facility management**
- Facility management responsibilities:
- serves as liaison with building management personnel on maintenance and security.
 - informs building management when there are problems in our suite.
 - administers key card system and maintains database of card information.
 - provides employees with replacement or temporary key cards; and
 - informs building management when key cards are lost.
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- Third party inquiries**
- Third party inquiry responsibilities:
- responds to third party inquiries on current or former employees; and
 - supplies hire date and position information.
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Essential Functions, Continued

Performance evaluations

Performance evaluation responsibilities:

- coordinates the annual appraisal process for staff members.
 - develops annual class and salary range data using prescribed compensation data.
 - administers the job performance documentation process.
 - maintains current salary information on each employee; and
 - provides Trustee with compensation summary sheets.
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Budget review

Budget responsibilities:

- reviews and prepares HR departmental budget information for Trustee review annually.
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Documentation

Documentation responsibilities:

- prepares the annual 401k census packet for Trustee review and signature.
 - prepares the annual 401k 5500 form Trustee signature.
 - reviews payroll information for each employee for annual tax reporting; and
 - provides auditors with compensation and benefit information as needed for annual audit.
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Forms management

Forms management responsibilities:

- identifies forms or documents that need modification.
 - designs new forms or documents that improve workflow or customer service;
 - notifies other staff of new or modified documents; and
 - requests assistance as needed to create or modify documents.
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Other Responsibilities

Non-departmental duties

Non-departmental responsibilities:

- performs any other financial or administrative work task assigned by the Trustee.
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Office of the Chapter 13 Trustee – Marilyn O. Marshall
Job Opening

Location	224 S. Michigan Ave, Suite 800, Chicago, IL 60604
Job title	Controller/Human Resource Manager
Salary	Competitive salary and benefits
Qualifications	<ul style="list-style-type: none">• Bachelor’s degree required.• CPA preferred.• Budgeting Experience.

How to Apply	Send Resume and Salary History to: Jobopenings@chi13.com
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