

INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2).

Post <p style="text-align:center;">Paris</p>	2. Agency <p style="text-align:center;">State</p>	3a. Position Number <p style="text-align:center;">PC-5703</p>
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3b. Subject to Identical Positions? Agencies may show the number of such positions authorized and/or established after the "Yes" block.
 Yes No N57405, N57205, N57617, N57701, N57204

4. Reason For Submission

a. Redescription of duties: This position replaces
 (Position Number) _____ (Title) _____ (Series) _____ (Grade) _____

b. New Position Position transferred from FSTO Brussels to FSTO Paris following a retirement

c. Other (explain) _____

5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority Human Resources Office	Cashier Monitor, FSN-440	9	<i>GF</i>	12/13/12
b. Other				
c. Proposed by Initiating Office				

6. Post Title Position (If different from official title)

Cashier Monitor/Financial Analyst

7. Name of Employee

8. Office/Section

RM/GFS/S/FSTO Paris

a. First Subdivision

International Disbursing

b. Second Subdivision

c. Third Subdivision

9. (mm-dd-yyyy)	10. 12. this ce 2/13/12 (mm-dd-yyyy)
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13. Basic Function Of Position
 Incumbent manages USG overseas cashiers and their advances for the U.S. Disbursing Officer. Determines amount of funds advanced to cashiers. Performs site visits to conduct USDO reviews and resolve accountability problems or to assist post. Troubleshoots overseas disbursing cases as member of Global Financial Services (GFS) International Disbursing support team. Manages of 20 - 25 cashier portfolios, approximately US \$ 3.3 million of USG funds advanced to cashiers (average of US \$ 110,000.00 per cashier and can reach single advanced amounts up to US \$ 2 million. Services State and other agency cashiers with advances drawn from the USDO, requiring knowledge of both State and agency cashier regulations/practices and procedures.

4. Major Duties and Responsibilities

1. Determines the permanent advance level for each cashier code in the Monitor's portfolio: 5% _____ % of Time

a. Annual Review: Requires critical analysis of six months transaction history using the Regional Financial Management System/Disbursing Cashier Monitor Module (RFMS/D CMM) ACDC.020 report of cashier transaction history and analysis. Monitor exercises judgment in entering appropriate replenishment cycle time and evaluating results. May provide an alternative analysis as the sub routine can give anomalous results. Results are provided to the Assistant USDO (AUSDO) and to post. Follows up on responses from both parties; provides additional data, further analysis or validation of post data. Drafts all cables required to change advance, if necessary ensures new Treasury waivers requests are completed and reviews prior to approval by the A/USDO. Updates RFMS/D CMM.

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(See Addendum 1)

5. Qualifications Required For Effective Performance

a. Education

2 years college studies with certificates in accounting, bookkeeping or business administration.

b. Prior Work Experience

A minimum of five years of progressively responsible work experience of a financial nature including two years in handling and maintaining records of financial disbursement and/or receipts, e.g. experience as a cashier, in banking or other disbursing operations.

c. Post Entry Training

Will continue throughout incumbent's career span: Specialized training in several software programs including current and upcoming cashier applications and Regional Financial Management System (RFMS). Also needs to be kept abreast of all MS Office training and any cashier and budget related courses.

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (*II, III*) and specialization (*sp/read*).

English (W-R-S), Level 4 - Fluency is required
French (W-R-S), Level 2 - Limited Knowledge is required.

e. Job Knowledge

Expert knowledge of disbursing operations and regulations. Expert knowledge of DOS financial management regulations (3, 4, 6, 14 FAM/FAH Cashier User Guide and GFS Quality Documents - Work instructions etc., Department of Treasury Financial Management Service (FMS) regulations and Resource Management (RM) policies and procedures. Must have expert disbursing knowledge in order to train in cashiering and cash management.

f. Skills and Abilities

Must have excellent analytical / troubleshooting skills to resolve disbursing and technical systems problems. Excellent interpersonal, presentation, training and communication skills required. Must be comfortable working in a variety of cultural and management settings. Must be able to travel at least 15 % of the time and perform effectively in difficult environments. Must be able to use full potential of MS Office tools including the preparation of sophisticated spreadsheets and power point presentations

5. Position Element

a. Supervision Received

General Supervision provided by the FSTO Cashier Monitor Supervisor, with technical supervision resting with the USDO/AUSDOs. Day to Day operations of the Paris office fall under the Director FSTO.

b. Supervision Exercised

Operational supervision over the activities of Embassy Cashiers and USDO cash advances.

c. Available Guidelines

In addition to the regulations stated in e. Job Knowledge, position receives guidance from the DOS cashier operation manuals, cables and other directives from FSTO Director, GFS Charleston, RM and Treasury.

d. Exercise of Judgment

Exercise technically sound and mature judgment in all areas of cashier monitoring and disbursing operations. Advises and guides post financial management staff on system software and non-system issues and on best practices in the disbursing field. Guidance must be researched and technical assistance must be direct and clear. Expert knowledge of cashier operations internal controls, able to ascertain if errors in cashier accountability are due to malfeasance or human error and respond accordingly.

e. Authority to Make Commitments

Incumbent recommends increases or decreases in the amount of funds advanced to cashiers depending on operational requirements and analytical analysis. As manager of the USDO advance must work with post management on planned post site visits.

f. Nature, Level, and Purpose of Contacts

Interacts directly with senior management staff in RM Washington and RM/GFS Charleston. Deals with other agency headquarters staff regarding agency cashiers. Communicates independently with post cashiers, cashier supervisors. Financial Management Officers, Administrative Officers, bank officials and O IG auditors and inspectors. Must work on a daily basis with all levels of management within FSTO

g. Time Expected to Reach Full Performance Level

Two years

Addendum 1

- b. Ad Hoc reviews: In response to post's six month reviews that indicate a change in advance is necessary, or at any time post so requests, performs above steps to validate posts request, and if justified and approved by USDO updates all file and CMM documentation.
- c. New Advance: Reviews post's requested advance and provides USDO with the advance level based on the post environment and anticipated operational tempos.
(Quality Document - GFS-WI-CSH-001 (Available to RM employees on the Internal GFS Knowledge Base))
2. Manages and records all Cashier designations for each cashier code in the Monitor's portfolio: 5%
- a. Vets post designation requests for Principal, Alternate cashiers and sub-cashiers with advances of \$10,000 or more. Obtains missing data and seeks clarification when needed. Prepares the designation cable (from a matrix of Direct Hire, Personal Services Agreement (PSA), other agency specific requirements, permanent or temporary), amending as necessary, to record USDO approval of cashier designation. Updates CMM. Follows up to obtain signed acceptance cable.
- b. Verifies cashiers are qualified to receive permanent designations; for students passing Customer Support and Training (CST) courses obtains confirmation from CST of passing grade. For cashiers taking the remote course, Monitor grades the test, adjudicates passing grade and, if passed processes a permanent designation.
- c. Administratively processes all cashier revocations.
(Quality Document - GFS-WI-CSH-002)
3. Incumbent performs detailed analyses of monthly verifications to ensure advance is used according to the applicable laws and regulations - Required by 4FAH-2 H-812. 25%
- a. Receipt/Control of Monthly Verifications: Incumbent reviews package for completeness and obtains missing documentation. Contacts delinquent Cashiers in submitting verifications; continued delinquency requires a cable to Deputy Chief of Mission (DCM)/Head of Agency and notification to USDO to cease replenishment. Updates RFMS/D CMM with required verification data.
- b. Performs an audit of the cashier monthly verification reports submitted by Post Financial Management Officer (FMO) and/or Management Officer (MO) to verify accuracy, validity, completeness and adherence to regulations. Includes an in depth analysis of cashier activity, verification of entries and balances and ensures that changes to the advance are properly reported, computed and supported. Records review in RFMS/D CMM. Follows up on discrepancies, errors or omissions with post. All Out of Balances (OOB) are immediately entered into RFMS/D. Monitor will work with post to resolve the OOB, or if an overage/shortage has occurred, ensure a fiscal irregularity report is filed and the funds properly accounted for. For High Risk posts additional work may be performed.
(Quality Document - GFS-WI-CSH-003)
4. Processes Temporary advances for Cashier requiring extra funds for a short period of time: 10%
- a. Reviews request from post for accuracy, completeness and valid justification, follows up on missing information, obtains A/USDO approval, updates RFMS/D CMM and prepares State Messaging and Archive Retrieval Toolbox (SMART) cable for A/USDO release.
- b. Advances open for 90 days and over require an additional Treasury Waiver form, Monitor ensures post requests waiver, assists in preparing document and obtains A/USDO signature.
- c. Monitors cashier advance to ensure post reduces the advance to the permanent level within the period authorized by the USDO. Obtains verification report demonstrating the return of the temporary advance. Completes temporary advance life cycle reporting in CMM.
(Quality Document - GFS-WI-CSH-005)
5. Cashier Monitor conducts 4 - 5 site visits per year as part of the GFS annual cashier oversight plan or at post's request. Visits may be scheduled more frequently, to ensure regulatory compliance, training and VIP support. Site visits are approved by the USDO or Director FSTO. Visits are 1 to 2 weeks duration and may include multiple codes and locations. 15%
- a. Responsible for all pre-trip planning and travel preparation. Schedules exact date of visit with post, reviews cashier operation prior to visit. Customizes Visit checklist based on the goal of the trip. Notes areas of concern and special focus. Performs an additional review of the Advance.
- b. Monitor completes site visit check list (up to 126 individual items), notes all discrepancies as a finding and attempts to resolve during the visit. Obtains a detailed and accurate picture of cashier operations for each code. To the extent possible Monitor will review main findings with the cashier supervisor prior to departure. Follows up on items of special interest noted during the pre-trip planning.
- c. Upon return drafts extensive trip report, includes all material items as a finding requiring action from the post. Commends good cashier performance and accurately reports all short comings or areas for potential improvement. Obtains A/USDO or Director's clearance (making any required edits) and sends their report to post and GFS Office of Management Oversight.
- d. Follows up with post to close out all recommendations made - determines when to shelve implementation of recommendations.
(Quality Document - GFS-WI-CSH-013)
6. Interaction between Monitors and serviced cashier operations: Monitors are tasked with being the first and

primary responders to queries regarding cashier operations overseas. Each Monitor will respond to questions from cashiers in their portfolio, but will also be called upon to answer inquiries directed to absent colleagues. Interaction is in addition to, and corrects errors by, the GFS Help Desk unit in CST. Monitor will use verbal and written communications to resolve problems - which can range from the mundane to extremely complex (for example identifying the elements and cause of an Out-of-Balance situation) and may require analysis of back up data bases etc. 25%

- a. Incoming Query from Post (possibly routed from the CST Help Desk)
- b. Outgoing Information to Post Cashier Operation
- c. Incoming Query from third party - e.g. Agency Headquarters or RM.
- d. Monitor will seek the most efficient means to resolve each enquiry, informs USDO of serious issues, delays in resolution:
 - i. Refer to existing GFS Knowledge Base (KB) articles that provide the solution.
 - ii. Confer with the Cashier Monitor cadre or the USDO if required. If appropriate, use other GFS accounting, banking sections etc, to assist in resolving the problem
 - iii. Identify nature of problem, provides structures and sequential guidance to solve.
 - iv. Follow up to ensure the problem is fully solved.

(Quality Document - GFS-WI-CSH-014)

7. Emergency Payments and Fiscal Irregularities: Processing and/or recording are centralized with a smaller cadre of specialist Monitors in GFS Charleston (GFSC) that pass information in real time to other Disbursing Offices effecting the funds transfer, or are tasked with maintaining core data. 5%

a. Emergency Payments: FSTO Monitors ensure data and enquiries from post are promptly passed to the appropriate GFSC staff. Monitors must be aware of the volume of Emergency payments passing through their cashier portfolio.

b. Fiscal Irregularities: FSTO Monitors ensure posts report cashier fiscal irregularities promptly. When possible Monitor will endeavour to identify and correct OOBs, those that remain as permanent losses/gains are reported. GFSC maintains the USDO loss account. This is sensitive in nature as one of the responsibilities is advising the U.S. Disbursing Officer and Post DCM/ MO/ FMO when the cashier monitor detects cashier (or other involved parties such as bank officials) fraud and/or theft of funds. Liaises with State OIG, providing detailed technical support as required.

(Quality Document - GFS-WI-CSH-004/006)

8. Other duties - International Standards Organization (ISO) Roles/Software development/KB articles: Monitor additional duties: 15%

a. Quality Management System (QMS): GFS operates under global ISO9001 QMS and all staff is required to actively participate in the QMS. Work instructions must be followed, and when found wanting, amended to reflect continuous improvement in service delivery. Key Metrics are either collected by each individual monitor or pulled from CMM databases. In rotation serve as the FSTO disbursing QR (Quality Representative). Must be cognizant of the procedures for identifying problems and correcting them.

b. Software Testing and Deployment: Cyclical duty that changes with the life cycle of the cashier software application. Participate and monitor software development as directed, participate in testing applications - from bench tests, User Acceptance Training, Beta testing and initial roll out. Provides feedback on issues detected during entire lifecycle of an application, suggests possible improvements through the CCR (Configuration Change Request) process managed by the Software Development and Maintenance division under the Deputy Chief Financial officer (RM/DCFO/SDM.) Participates in deployment training ranging from one-on-one training at post, to regional group training and various remote training techniques.

c. Subject Matter Expert Article review; The CST Knowledge base material requires validation for accuracy and applicability to current regulations. Monitors form the SME cadre tasked to ensure cashier guidance is up to date.

Cashier Bank accounts: In addition to the monthly verification review of cashier bank account, Monitors process posts requests for a both local currency and dollar Cashier Checking account or Pass through accounts. Approvals granted by the A/USDO expire after 3 years and Monitor ensures post reapplies. Assisting GFS Banking in resolving reconciliation issues.

e. Cash Operations Based Risk Analysis (COBRA) is a tool used by GFS to determine the vulnerability to risk and the estimated level of effort to support each of some 380 cashier codes globally. Responsible for various duties to collate report and review COBRA statistics. Evaluates cashier performance using COBRA variables.

f. May be designated as Principal cashier for FSTO serviced posts

g. Other duties as directed