



Career Service Authority  
Contract Compliance Coordinator

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### **GENERAL STATEMENT OF CLASS DUTIES**

Manages contract compliance and performance requirements including prevailing industry practice for similar goods and services and evaluates overall vendor performance.

### **DISTINGUISHING CHARACTERISTICS**

This class manages contract compliance and performance requirements including prevailing industry practice for similar goods and services and evaluates overall vendor performance. This class is distinguished from a Contract Compliance Technician that monitors contract compliance and/or contract financial performance to verify contract terms, services to be provided, and payment schedule and reviews contract and/or payment process. The Contract Compliance Coordinator is distinguished from the Contract Compliance Supervisor that performs supervisory duties over employees involved in the operation and maintenance of a contract compliance unit.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally but not always clearly applicable requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

#### ***Level of Supervision Received and Quality Review:***

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

#### ***Interpersonal Communications and Purpose:***

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and/or gathered and discretion and judgment are required within the parameters of the job function.

***Level of Supervision Exercised:***

By position, performs lead work.

**ESSENTIAL DUTIES**

Manages contracts to ensure compliance, verifies that contractors have met contract goals and provided required reports and documentation, reviews and resolves differences in areas of non-compliance, and addresses other concerns as necessary.

Researches contractors and the services they provide to compare their structure and operating policies with industry practice.

Reviews and authorizes payment requests according to the contractual terms and applicable rules and regulations, withholds voucher payments until contractor is in compliance, and may initiate legal actions.

Recommends and coordinates the implementation of policies and procedures for assigned functions and assists in developing new policies and procedures.

Serves as a liaison to the Auditor's Office in cases of contract or other agency audits and researches, compiles, and provides agency data, files, documents, and records to the Auditor's Office.

Provides application and federal and local regulation information, trains project managers and contractors on established contract policies and procedures, and provides technical assistance for completing required reports and applications.

Reviews applications of contractors for completeness and contracts for specific requirements and enters contractor, bid information, and amount into database for tracking.

Performs on-site investigations and/or desk audits of contractors, providers, concessionaire facilities, and/or tenant facilities, reviews and analyzes reports generated by contractors or providers to confirm compliance with contract and rules and regulations, and re-inspects as necessary to ensure compliance.

Maintains contract files throughout term of contract, generates status reports for management, and processes close-out documents at conclusion.

By position, assists the City Attorney's Office in cases of contract compliance and/or claims, researches regulations and past decisions for current application of law, and makes recommendations.

By position, drafts and/or compiles Requests for Proposals, other bid documents, and legal advertising materials and coordinates the bid process including organizing and conducting pre-bid, bid meetings, and pre-proposal conferences.

By position, assists in coordinating and checking the work of other employees for assigned projects.

Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledges & Skills:***

**Contracting/Procurement** – Knowledge of various types of contracts, techniques for contracting or procurement, and contract administration.

**Integrity/Honesty** – Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

**Reading** – Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

**Attention to Detail** – Is thorough when performing work and conscientious about attending to detail.

**Interpersonal Skills** – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

**Self-Management** – Sets well-defined and realistic personal goals, displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner, works with minimal supervision, is motivated to achieve, and demonstrates responsible behavior.

**Writing** – Recognizes and uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner, and produces written information which may include technical material that is appropriate for the intended audience.

**Oral Communication** – Expresses information to individuals or groups effectively taking into account the audience and nature of the information, makes clear and convincing oral presentations, listens to others, attends to nonverbal cues, and responds appropriately.

**Teamwork** – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

**Problem Solving** – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

**Planning and Evaluating** – Organizes work, sets priorities, determines resource requirements, coordinates with other organizations or parts of an organization, monitors progress, and evaluates outcomes.

**Reasoning** – Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

**Arithmetic/Mathematical Reasoning** – Performs computations such as addition, subtraction, multiplication, and division correctly and solves practical problems by choosing appropriately from a variety of mathematical techniques such as formulas and percentages.

**Manages and Organizes Information** – Identifies a need, gathers, organizes, and maintains information, determines its importance and accuracy, and communicates it by a variety of methods.

**Organizational Awareness** – Knows how organizational and technological systems work and operates effectively within them. This includes policies, procedures, rules, and regulations of the work unit or organization.

**Conscientiousness** – Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

**Customer Service** – Works with customers to assess needs, provide assistance, resolve problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

**Diversity** – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

**Conflict Management** – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

**Decision Making** – Makes sound, well-informed, and objective decisions, perceives the impact and implications of decisions, commits to action even in uncertain situations to accomplish goals, and causes change.

**Flexibility** – Is open to change and new information, adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles, and deals effectively with ambiguity.

**Memory** – Recalls information that has been presented previously.

**Technology Application** – Uses machines, tools, instruments, and/or equipment effectively and uses computer applications to analyze and communicate information in the appropriate format.

**Information Management** – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

Knowledge of the principles of confidentiality related to the work assignment.

### ***Physical Demands:***

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Lifting: raising or lowering an object from one level to another.

Balancing: maintaining body equilibrium to prevent falling over.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Far Acuity: ability to see clearly at 20 feet or more.

Near Acuity: ability to see clearly at 20 inches or less.

Field of Vision: ability to see peripherally.

Accommodation: ability to adjust vision to bring objects into focus.

***Working Environment:***

Pressure due to multiple calls and inquiries.  
Subject to many distractions.

***Education Requirement:***

Baccalaureate Degree in Business Administration, Public Administration, or a related field.

***Experience Requirement:***

Two years of paraprofessional or technical experience evaluating contracts for compliance with standards driven by some combination of service, performance, and financial criteria.

***Education/Experience Equivalency:***

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements

***Licensure and/or Certification:***

By position, requires a valid driver's license at the time of application.

**CLASS DETAIL**

***FLSA CODE:*** Exempt

***ESTABLISHED DATE:*** 09/16/1995

***REVISED DATE:*** 09/28/2008

***REVISED BY:*** Patricia Anderson

***CLASS HISTORY*** 1/2007 - This class was revised and updated.  
9/2008 – The first job responsibility on this class specification and the Contract Compliance Technician class specification were rewritten to distinguish the work of a technician and a coordinator.