



Career Service Authority  
Contract Compliance Technician

Page 1 of 4

**GENERAL STATEMENT OF CLASS DUTIES**

Monitors contract compliance and/or contract financial performance to verify contract terms, services to be provided, and payment schedules and reviews contract and/or payment process.

**DISTINGUISHING CHARACTERISTICS**

This class monitors contract compliance and/or contract financial performance to verify contract terms, services to be provided, and payment schedules and reviews contract and/or payment process. This class is distinguished from a Contract Compliance Coordinator that monitors contract compliance and performance requirements including prevailing industry practice for similar goods and services and evaluates overall vendor performance.

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

Guidelines are generally numerous, well established and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

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

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

***Interpersonal Communications and Purpose:***

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

***Level of Supervision Exercised:***

No supervisory duties.

## ESSENTIAL DUTIES

Monitors contracts to ensure compliance, reviews, reports, and/or resolves areas of non-compliance, and addresses other concerns as necessary.

Supports maintenance of contract files throughout the terms of the contract, assists in completing status reports for management, and processes close-out documents at conclusion.

Ensures contract modifications are properly authorized and processes payments necessary to complete the project.

Reads and interprets contract language to understand terms and conditions of the contract and connects them with services provided and appropriate costs.

Identifies areas needing adjustment and makes suggestions to management to improve future contracts.

Generates financial spreadsheets to track expended contract dollars, contract balances, and/or concession revenues.

Prepares written reports to document vendor and contractor performance and closes out contract activity.

By position, provides special technical support, furnishes information, and answers questions.

By position, reviews required submittals and documentation necessary for payment and performs mathematical calculations to ensure accuracy and correctness of submitted billing statements.

Performs other related duties as assigned or requested.

---

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.

---

## MINIMUM QUALIFICATIONS

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

**Customer Service** – Works and communicates with clients and customers to satisfy their expectations. Committed to quality services.

**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.

**Writing** – Uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner, and produces written information that is appropriate for the intended audience.

**Interpersonal Skills** – Shows understanding, courtesy, tact, cooperation, concern, and politeness to others and relates well to people from varied backgrounds and situations.

**Listening** – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

**Oral Communication** – Expresses information effectively taking into account the audience and nature of the information, listens to others, attends to nonverbal cues, and responds appropriately.

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

**Decision Making** – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, evaluates and chooses the best alternative in order to make a determination, and draws conclusions or solves a problem.

**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.

**Reasoning** – Discovers or selects rules, principles, or relationships between facts and other information.

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

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

**Flexibility** – Adapts quickly to changes.

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

**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:**

Subject to many interruptions.

**Education Requirement:**

Graduation from high school or possession of a GED Certificate.

**Experience Requirement:**

Three years of clerical experience which includes one year of experience working with contracts.

**Education/Experience Equivalency:**

A combination of appropriate education and experience may be substituted for the minimum experience requirement except for the one year of experience working with contracts.

**CLASS DETAIL**

**FLSA CODE:** Non-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 Coordinator class specification were rewritten to distinguish the work of a technician and a coordinator.