



## Career Service Authority

### Internal Audit Supervisor

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

Supervises professional internal auditing staff responsible for conducting financial, compliance, and performance audits and other studies of City departments and contract providers.

#### **DISTINGUISHING CHARACTERISTICS**

This class is distinguished from the Senior and Lead Internal Auditor classes by its supervisory responsibilities. It is distinguished from the Tax Audit Supervisor which supervises professional audit staff performing audits of businesses to determine liability for City business taxes, or for personal property assessments.

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

Guidelines are in the form of stated objectives for the section, unit, function or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs or projects in various stages of completion.

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

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

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

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and specialized knowledge are required in carrying out the programs and policies of an organization.

#### ***Level of Supervision Exercised:***

Supervises two or more professional auditors

## ESSENTIAL DUTIES

Supervises professional audit staff conducting financial, compliance, and performance audits and other studies of City departments and contract providers.

Monitors the application of audit procedures and methodology and generally accepted auditing standards to review and evaluate financial and operational records for adequacy of internal controls, compliance with policy, Denver Revised Municipal Code (DRMC) rules and regulations, Denver City Charter, applicable statutes, and/or professional best practices.

Monitors the evaluation of organizational operations and/or program results for potential areas of improvement such as operational efficiency, decreased turnaround times, streamlining of processes, and improved customer service with the goal of providing maximum value for resources expended.

Develops or modifies work plans, methods and procedures, determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments; encourages innovation, and guides others toward goals.

Assigns and distributes work, reviews work for accuracy, completeness, quality, and conformance to departmental policy, ordinance and statute requirements and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems and mediates conflicts encountered during daily operations and determines appropriate solutions; promotes teamwork. Conducts regular communication, informs staff of relevant business issues and their impact on the organization.

Develops the performance enhancement plan, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Develops and implements training and development plans and opportunities for subordinate staff.

Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

Implements and interprets policies and procedures developed by higher level managers. Develops, recommends and coordinates the implementation of new procedures for the assigned function.

Reviews audits for accuracy, quality, and conformance to departmental policy.

Interprets legal provisions and responds to questions and/or complaints from City agencies, contractors, department/section heads and supervisors of audited areas.

Performs other 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:**

**Internal Controls/Integrity** – Assures that effective internal controls are developed and maintained to ensure the integrity of the organization. Identifies needed resources and develops plans for carrying out work in a timely manner. Monitors and evaluates progress to ensure that policies are implemented to accomplish the organizations' mission.

**Technical Competence** – Understands and appropriately applies standards, procedures, requirements, regulations and policies related to specialized expertise (for example, engineering, physical science, law, or accounting); maintains credibility with others on technical matters.

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

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

**Problem Solving** – Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

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

**Learning** – Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development

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

**Writing** – Recognizes or uses correct English grammar, punctuation, and spelling; communicates information in a succinct and organized manner; 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 clues, and responds appropriately.

**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; demonstrates responsible behavior.

**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 organizational goals; causes change.

**Planning and Evaluating** – Organizes work, sets priorities, determines resource requirements; determines short or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization; monitors progress, evaluates outcomes.

**Team Building** – Manages group processes; encourages and facilitates cooperation, pride, trust and group identity; fosters commitment and team spirit; works with others to achieve goals.

**Mathematical Reasoning** – Solves practical problems by choosing appropriately from a variety of mathematical and statistical techniques.

**Leadership** – Inspires, motivates and guides other toward goals; coaches, mentors and challenges staff, adapts leadership styles to various situations, models high standards of honesty, integrity, trust, openness and respect for individuals by applying these values daily.

**Supervising a Diverse Workforce** – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce. Implements diversity policies for subordinate staff; supports opportunities to recruit, develop and retain a diverse workforce; promotes teamwork, acceptance and productivity among diverse persons.

**Human Resource Management** – Empowers and mentors staff by sharing power and authority; develops lower levels of leadership; shares rewards with staff; ensures staff are appraised, developed, and are otherwise treated fairly.

**Interpersonal Skills** – Considers and responds appropriately to the needs, feelings and capabilities of others; adjusts approaches to suit different people and situations.

**Decisiveness** – Makes sound and well-informed decisions; perceives the impact and implications of decisions. Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks and evaluates and chooses the best alternative in order to make a determination, draw conclusions or solve a problem.

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

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

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

**Self-Direction** – Demonstrates belief in own abilities and ideas; is self-motivated and results-oriented; recognizes own strengths and weaknesses; seeks feedback from others and opportunities for self-learning and development.

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

**Client Orientation** – Anticipates and meets the needs of clients; achieves quality end-products; is committed to improving services.

Knowledge of the principles, practices, techniques and legal requirements of City and contractor operations sufficient to be able to evaluate and develop methods and procedures for auditing and supervising the application of various state and local laws, regulations, and best practices.

Knowledge of accounting and auditing principles and practices sufficient to be able to analyze financial documents and make decisions related to the work assignment.

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions, including establishing and implementing subordinate's performance evaluation programs, as well as determining the most appropriate course of action in handling grievances and problem resolution/developing alternatives for subordinate staff.

Knowledge of departmental policy, ordinance, and statute requirements common to the department sufficient to be able to review audits or evaluations performed by subordinates.

Knowledge of interviewing techniques sufficient to be able to select and hire appropriate personnel for positions.

Skill in applying existing guidelines or creating new approaches to the development and modification of work plans, methods and procedures for the work unit or function.

Skill in prioritizing and scheduling work to allow for its efficient and effective completion.

Skill in reviewing work for accuracy and completeness.

Skill in analyzing and resolving problems related to the work assignment.

Skill establishing and maintaining effective working relationships with employees, various representatives of public or private entities, policy making bodies, and the public.

Skill in utilizing the principles and practices of effective and persuasive communication to elicit information, negotiate problem resolution, and/or garner support for various programs or policies.

Skill in applying existing guidelines or creating new approaches to a variety of unprecedented and problematic situations for a unit or project.

Skill in developing and implementing policies and procedures related to the work assignment.

***Physical Demands:***

Sitting: remaining in the normal seated position.

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

Hearing: perceiving the nature of sounds by the ear.

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

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

***Working Environment:***

Subject to many interruptions.

Pressure due to multiple calls and inquiries.

***Education Requirement:***

Baccalaureate Degree in Accounting, Finance, Business Administration, Public Administration or directly related field. Some positions may require successful completion of a college-level course in auditing principles.

***Experience Requirement:***

Three years of professional experience in auditing of the type and at the level of Senior Internal Auditor.

***Education/Experience Equivalency:***

Additional appropriate education may be substituted for one year of the minimum experience requirement.

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

Completion of a Career Service Authority supervisory training course prior to completion of the probationary period.

Possession of a valid class 'R' Driver's License at the time of application.

**CLASS DETAIL**

***FLSA CODE:*** Exempt

***ESTABLISHED DATE:*** 03/18/2007

***REVISED DATE:***

***REVISED BY:*** Steve Adkison

***CLASS HISTORY*** Class created as a result of study of the Auditor series. Study resulted in the creation of an Internal Auditor class series and a Tax Auditor series.