



Office of Human Resources
Internal Audit Senior Manager AO– CV3381
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General Statement of Duties

Manages multiple audit managers in a division of the Auditor's Office that includes implementing work plans based on annual goals, the audit plan, and the strategic plan; resolves operational and management issues; and achieves goals while ensuring resources are utilized appropriately under Generally Accepted Government Auditing Standards (GAGAS) to ensure compliance with rules, policies, and performance measures.

Distinguishing Characteristics

This classification manages operational and strategic responsibilities for Audit Services in the Auditor's Office consisting of multiple Internal Audit Manager AO direct reports, who in turn oversee a team or several teams within the division and are generally responsible for supervising auditor job classifications. This classification is distinguished from the Internal Audit Manager AO who manages audits and supervises teams of professional auditors employed by the Auditor's Office engaged in conducting citywide internal audits, including performance, financial, IT and compliance audits. This class is also distinguished from the Internal Auditor Director AO, who is a mid-level management class that manages a division and is generally responsible for directing managers, supervisors, and/or individual contributors. An Internal Audit Director AO position is strategically focused.

Essential Duties

Manages multiple audit managers while overseeing and developing functional specialties consisting of multiple teams of internal auditors engaged in conducting performance, financial, compliance, and contract audits and evaluations of city organizations and programs that include, but are not limited to effectiveness, efficiency, public policy assessment, governance, and internal control and compliance objectives as required by City Charter and statute to audit under professional GAGAS.

Provides managerial oversight of functional areas including construction, financial auditing, performance auditing, grants, human services, safety, etc. Ensures employees are provided appropriate resources, frameworks, standards, training, etc. for each functional area.

Under the direction of the Audit Director, performs annual risk assessment activities and assists in the development of the annual audit plan.

Under the direction of the Audit Director, manages, monitors and updates the an effective quality control system for all phases of the audit process.

Manages process improvement, and performance, and facilitates studies and projects supporting the Audit Director. Identifies process improvements to apply across the entire division. Monitors the evaluation of organizational operations and program recommendations for areas of improvement. Provides updates to higher-level management and executives in the agency.

Leads and maintains project schedule including a matrix of all concurrent audits and assigned auditors to each project. Administers project management tools and software for audit tracking and status, generates reports and provides reports to executive management on audits.

Reviews and interprets new legislation and statutes, determine impacts on business operations, and implements changes to policies and processes to ensure compliance as part of managing the audit process.

Oversees all aspects of monitoring third-party contractors including the development and review of Requests for Proposals and contractor selection.

Conducts hiring interviews and assists with the selection of candidates for job openings.

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

Presents audit-related information to the City's Audit Committee, which is televised to the public. Communicates well in writing and verbally with internal and external stakeholders.

Develops individual goals, summarizes performance from throughout the year, participates in division calibration meetings, updates management regularly, and provides annual performance feedback; coaches and mentors administrative direct reports; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Develops and implements standards and procedures for the operation(s). Monitors and directs daily operations to ensure standards and procedures are being followed. Recommends and implements process improvements for the operation.

Selects, trains, develops, and evaluates subordinate staff. Makes decisions on hiring, terminations, promotions, and disciplinary actions as required.

Develops and implements plans to allocate funding and staffing resources based on business needs within budget restraint.

Participates in the development of budget recommendations, including capital improvement funds used for the purchase and maintenance of infrastructure and equipment.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

Competencies

Administration and Management – Knowledge of business and management principles involved in strategic planning, resource allocation, leadership technique, production methods, and coordination of people and resources.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Critical Thinking — Uses logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

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.

Integrity/Honesty - Displays a high standard of ethical conduct and understands the impact of violating these standards on an organization, self and others; chooses an ethical course of action; is trustworthy.

Influencing - Collaborates with, persuades and influences others.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

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.

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.

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

Knowledge & Skills

Ability to independently plan, prioritize and balance assigned work to meet deadlines and contributes positively to the Audit Services Division's accomplishment of goals, objectives, and strategic direction.

Ability to monitor multiple audits or projects simultaneously. Displays strong project management skills.

Ability to monitor multiple audit projects and ensure they are conducted within established policies, procedures and are of high quality. Provides guidance and direction.

Ability to demonstrate effective leadership qualities and strong analytical and problem solving skills.

Ability to develop productive relationships with internal and external stakeholders. Consistently collaborates with others, communicates clearly, and constructively handles conflict situations.

Ability to produce high quality written products that analyze, synthesize, and explain complex issues to a variety of audiences, staff and Citizens of Denver.

Skilled in resource stewardship, working with the Audit Director as needed to develop efficient work approaches that use available resources in a manner aligned with priorities.

Level of Supervision Exercised

Manages functions within a division including multiple work group(s)/team(s) within the Auditors Services Division.

Education Requirement

Bachelor's Degree in Accounting, Finance, Public Administration, Public Policy, Government Analytics, Business Administration, or related field. Some positions may require successful completion of a college-level course in auditing principles.

Experience Requirement

Three (3) years of experience at the type and level of functional or operational management, which must have included management of professional individual contributors.

Education & Experience Equivalency

No substitution of experience for education is permitted.

Additional appropriate education may be substituted for experience requirements.

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Subject to many interruptions.

Pressure due to multiple calls and inquiries.

Some positions perform on-site audits.

Some positions are subject to significant local travel.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Accommodation: Ability to bring objects into focus.

Balancing: Maintaining equilibrium.

Bending: Bending or positioning oneself to move an object from one level to another.

Carrying: Transporting or moving an object.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Kneeling: Assuming a lowered position.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Reaching: Extending the hands and arms or other device in any direction.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Walking: Ability to move or traverse from one location to another.

Background Check Requirement

Criminal Check

Education Verification

Employment Verification

By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: EX-17

FLSA Code: Y

Established Date: 7/17/2022

Established By: BM

Revised Date: 7/28/2024

Revised By: BM

Class History: 11/27/2022 - Revised pay grade as a result of CN1746; 7/1/24 – Revised Experience Requirement;

7/28/24 – Revised pay grade per CN1814.