



Office of Human Resources
Compliance-Certification Officer Senior - CA3132
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General Statement of Duties

Performs full performance of professional-level work as a subject-matter expert and lead worker certifying small businesses or managing and monitoring compliance of bids and proposals for construction, professional design and covered goods and services for the post-award vendor selection process of all contracts subject to the non-discrimination clauses in City contracts. The duties of this class, both in certification and compliance, are for performance of work for the Small Business Enterprise, Minority- and Woman-Owned Business and Emerging Business Enterprise programs provided for in the Denver Revised Municipal Code and the federal Disadvantaged Business and Airport Concessions Disadvantaged Business Enterprise programs guided by federal laws and regulations.

Distinguishing Characteristics

This class manages certification and compliance requirements only for the Office of Economic Development (OED).

The Compliance-Certification Officer Senior is distinguished from the Compliance-Certification Officer Associate that performs standard level professional work managing and monitoring compliance of bids and proposals for construction, professional design and covered goods and services for the post-award vendor selection process of all City contracts subject to non-discrimination clauses. The duties of this class, both in certification and compliance, are for performance of work for the Small Business Enterprise, Minority- and Woman-Owned Business and Emerging Business Enterprise programs provided for in the Denver Revised Municipal Code and the federal Disadvantaged Business and Airport Concessions Disadvantaged Business Enterprise programs guided by federal laws and regulations.

The Compliance-Certification Officer Senior is distinguished from the Compliance-Certification Officer Staff that performs entry-level professional work certifying small businesses or managing and monitoring compliance of bids and proposals for construction, professional design and covered goods and services for the pre-award vendor selection process of all City contracts subject to non-discrimination clauses. The duties in this class, both in certification and compliance, involve the performance of work under the Small Business Enterprise, Minority- and Woman-Owned Business Program and Emerging Business Enterprise programs provided for in the Denver Revised Municipal Code and the federal Disadvantaged Business and Airport Concessions Disadvantaged Business Enterprise programs guided by federal laws and regulations.

The Compliance-Certification Officer Senior is distinguished from the Contract Compliance Supervisor that performs supervisory duties over employees involved in the operation and maintenance of a contract compliance unit.

Essential Duties

Compliance Officer Essential Duties:

Acts as in-house subject matter expert on 49 CFR Part 23 and/or 26 and City and County of Denver Ordinances 85 and/or 86, and assists other staff members in the research and interpretation of the federal laws and regulations and local ordinances.

Reviews letters to non-responsive contractors in the bidding/proposal process, helps investigate complaints and allegations and to resolve compliance issues.

Leads the Goal Committees and manages the post-award compliance process for the largest and most complex multi-year projects and contracts with Compliance Plans and/or multiple task orders to ensure that successful bidders and proposers comply with all program requirements, including meeting participation goals for Minority and Woman-Owned Businesses.

Manages compliance with the Disadvantaged Business Enterprise program (DBE) and/or the Airport Concessions Business Enterprise programs (ACDBE), and prepares annual reports and triennial plans for the U.S. Department of Transportation.

Trains Compliance Officer Staff and Compliance Officer Associate to review bid/proposal documents for construction, professional design, and goods and services contracts to ensure compliance with solicitation requirements and with applicable local ordinances, as well as with federal laws and regulations that apply to DBE and ACDBE programs

Reviews Compliance Plans developed by primes and Compliance Officer Associates and recommends approval. Assists primes in creating Compliance Plans for the largest projects.

Manages all incomplete audits, discrepancies, closeouts/final, past due audits, and sub requests utilizing the B2G system dashboard and enters notes in B2G comments section for the largest projects. Manages all imported "Confirmed" Contractor payments and uploads all supporting documents into B2G.

Writes formal letters in response to requests for reconsideration to contractors that have been found non-responsive to a bid. May overturn decisions by pre-award compliance staff, when appropriate, in consultation with DSBO management. May participate in meetings and formal hearings, as they take place.

Works with DEN and appropriate city agency staff members to review RFPs/bid documents before they are issued, to ensure all required notices related to DSBO programs are included.

Researches data on availability of certified firms using NAICS codes on each project; calculates and recommends goals to director; sends information to goals committee members.

Administers goal committees and provides final recommendations to Director.

Reviews and recommends approval of Compliance Plans developed by Compliance Officers for On-Call contracts, Public Private Partnerships and Design-Build projects.

Develops quarterly report (by April 30th, July 31st, October 31st and January 31st) showing compliance of projects, mid-way into contract term, and at end of contract term. Works with prime contractors throughout contract to determine if "Modified Good-Faith Efforts (MGFE)" are required. Approves MGFE documents, in consultation with DSBO management.

Keeps log of Schedules of Work found to be inconsistent with Letters of Intent.

Provides assistance to subcontractors by researching issues related to late payments, uses discretion to make judgments based on guidelines with respect to communications and confidentiality. Works with PMs and primes to resolve payment issues.

Monitors all received emails via DSBO general mailbox concerning task orders, work orders, and other compliance tasks. Updates compliance blog on assigned week and Mega Projects log with new projects.

Participates in Construction Empowerment Initiative and other DSBO and stakeholder events. Makes presentations on compliance to primes, M/WBEs and agency staff, as needed.

Maintains statistical data; prepares routine and specialized contract performance reports.

Certification Officer Essential Duties:

Acts as in-house expert on certification requirement of 49 CFR Part 23 and/or 26 and City and County of Denver Ordinances 85 and/or 86, and assists other staff members in the research and interpretation of the federal laws and regulations and local ordinances pertaining to certification.

Reviews documents prepared by less-experienced staff members related to site visits and company personnel interviews and analyzes certification applications, including tax documents, balance sheets and third-party agreements to determine business entity control and to make recommendations on whether a firm meets all requirements for certification.

Makes recommendations to the director on graduation of firms from the program.

Leads site visits for largest and/or more complex projects.

Trains Staff and Associate members to identify and resolve issues concerning certification applications. May review decisions of denials of certification applications made by less-experienced staff.

Leads certification workshops for aspiring entrepreneurs.
Uploads documents into B2G as support to decisions made and to maintain an audit trail.

Essential duties for both Certification and Compliance -Senior
Communicates with internal and external stakeholders by phone, email, in person, or by formal letters/memos. Exercises discretion and judgment when communicating with individuals regarding the specialized and technical requirements of M/WBE/SBE/DBE programs.

Writes Standard Operating Procedures to memorialize processes.

Works on outreach to certified firms to identify issues and areas of potential assistance by DSBO.

Conducts research and analysis from various sources on specific operational and/or administrative issues and confers with manager(s), supervisor(s), and/or operating personnel on scope of work, purpose, time frames, and resources requirements.

Develops and presents recommendations for new, revised, and/or improved work processes, policies, procedures, practices, methods, and/or other tools to implement changes/improvements and evaluate the effectiveness of proposed changes/recommendations.

Plans and assists in the installation of new methods, policies, processes, and/or procedures, provide instruction and technical assistance to operating personnel, and perform follow up to ensure defined outcomes are achieved.

Cultivates, fosters, and maintains positive working relationships with managers, supervisors, employees, and other stakeholders to gain their cooperation and support.

Prepares written reports that summarize research, analysis, recommendations, and implementation strategies.

Attends outreach events in the community, other city agencies, and/other governmental agencies.

Participates in Sub-Committees and Committees as the committees relate to DSBO.

Keeps an organized schedule of tasks and duties to be performed.

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

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

Deciding and Initiating Action - Takes responsibility for actions, projects and people; makes quick, clear decisions which may include tough choices, after considering risks.

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

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.

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.

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.

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

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

Knowledge and understanding of civil rights and affirmative action issues, business development programs, as well as other commonly-used concepts, practices, and procedures of federal, state, and local laws pertaining to Minority and Women Owned Business Enterprise (MWBE), Small Business Enterprise (SBE), Emerging Business Enterprise (EBE), Disadvantaged Business Enterprise (DBE) and Airport Concessions Business Enterprise (ACDBE) programs.

Ability to work with sensitive information while maintaining strict confidentiality.

Ability to manage multiple projects and analyze complex processes.

Ability to interpret, monitor, and apply policies regarding contract compliance.

Ability to train others in administrative practices and processes.

Skill and proficient in Microsoft Office Suite with emphasis in Word, Excel, PowerPoint, and Outlook.

Proven data analysis, problem solving, planning, and organizational skills.

Level of Supervision Exercised

By position, performs lead work.

Education Requirement

Bachelor's Degree in Business Administration, Public Administration, Audit, Accounting, Finance, or a related field.
Master's Degree or Law Degree preferred.

Experience Requirement

Seven (7) years of professional administrative and analytical experience.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education for all classifications.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

By position, a valid Driver's License is required as a condition of employment.

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

Working Environment

Pressure due to multiple calls and inquiries.
Subject to many distractions.
Subject to varying and unpredictable situations.
Subject to long, irregular hours.
Subject to traffic, roadways, and pedestrians.

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.):

Balancing: Maintaining equilibrium.
Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.
Field of Vision: Ability to sharply detect or perceive objects peripherally.
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.
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.
Standing: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.

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

Employment Verification

Education Check

By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: EX-10

FLSA Code: Y

Established Date: 2/17/2019

Established By: GT

Revised Date: 7/28/21

Revised By: CW

Class History:

Revised experience requirement.