



## Office of Human Resources Internal Audit Manager AO - CV3305

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### General Statement of Duties

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. Implements work plans based on annual goals and the annual audit plan and prepares reports in accordance with Generally Accepted Government Auditing Standards (GAGAS) to ensure compliance with rules and policies, and measures performance for efficiencies.

### Distinguishing Characteristics

The Internal Audit Manager AO oversees a team or several teams within the division and is generally responsible for supervising all auditor job classifications.

The Internal Audit Manager AO is distinguished from the Internal Auditor Lead, which manages the day-to-day responsibilities of an audit which does not encompass full performance level supervisory responsibilities.

The Internal Audit Manager AO is distinguished from the Internal Auditor Director AO, which is a mid-level management class. An Internal Audit Director AO manages a division and is generally responsible for supervising/directing managers, supervisors, and/or individual contributors. An Internal Audit Director AO position is operationally and/or functionally focused as well as strategically focused.

### Essential Duties

Manages/supervises 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. Required by City Charter and statute to audit under professional GAGAS.

Works with Audit Services leadership to make initial assessment of audit subjects by researching best practices, trends, and historical and current data, along with related laws, policies, procedures, methods and/or practices, identifying risks, defining the scope of work, developing the methodology for the collection of relevant data, and assembling and designating data into meaningful formats.

Manages and coordinates auditing functions and activities to improve processes, performance, and facilitates studies and projects supporting the Audit Directors. Monitors the evaluation of organizational operations and program recommendations for potential areas of improvement.

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

Subject matter expert in the area of performance and/or financial auditing and related activities, guiding management with decision making, and acts as a liaison in guiding agencies and departments in matters of operational performance and compliance.

Reviews, 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 or unusual assignments. Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Oversees and facilitates the audit process for all assignments and conducts quality assurance activities throughout all phases of the audit.

Oversees and facilitates all aspects of monitoring third-party contractors conducting financial, compliance and performance assessments, audits, and evaluations including planning, reviewing findings and recommendations, reviewing reports, and participating in the development of Requests for Proposals and contractor selection.

Conducts hiring interviews and assists with 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.

For each audit, develops individual goals, documents performance, provides performance feedback, and formally evaluates the work of the employee on that audit. Provides guidance to staff throughout each phase of the engagement and coordinates with Audit Directors as needed to address assignment issues or concerns.

Presents audits, findings, and recommendations to the City's Audit Committee, which is televised to the public. Communicates well in writing and verbally with internal and external stakeholders.

For assigned direct reports, 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 training plans and programs under the Audit Directors' guidance.

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

Fosters an atmosphere of innovation in order to challenge the organization to think creatively, especially as it relates to value added in the recommendations and presentations provided to auditees and residents of Denver.

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 or results.

Ability to manage multiple audits or projects simultaneously, usually 2-3 at a time, with 4-5 project reports on each. Team members change with each new project/assignment. Displays strong project management skills.

Ability to ensure audits are conducted within established policies, procedures and rules. Ability to ensure quality technical work is produced leading to successful results.

Ability to display effective leadership and ability to work together with the Lead Auditors and support the Audit Directors.

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.

Knowledgeable across many Agency's operations and topics in the City, as opposed to an internal auditor for an agency, department or process (sales tax, airport, DHS, etc). Could be assigned an audit of any agency, city process or city contract audit at any given time.

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

### **Level of Supervision Exercised**

Manages a 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-16**

**FLSA Code: Y**

**Established Date: 4/18/2021**

**Established By: GT**

**Revised Date: 7/28/2024**

**Revised By: BM**

**Class History: 4/18/2021 - New Classification; replaces Internal Auditor Supervisor AO which will be abolished; 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.**