

**INSTRUCTIONAL COMMUNICATIONS SYSTEMS (ICS)  
POSITION ANNOUNCEMENT**

Working Title: Senior Financial Specialist  
Official Title: Senior Financial Specialist  
Unit: Instructional Communications Systems, UW-Extension  
Appointment: University Staff, 100%  
Location: Madison, Wisconsin  
Availability: Open until filled, for best consideration, please respond by 9/22/17

**POSITION SUMMARY**

Instructional Communications Systems (ICS) manages the delivery of Distance Education Technology and Services. This includes technology delivered through events within the Pyle Center, as well as web and mobile technology used virtually for webcasts and for web/video/audio conferences. Its customers include the entire UW System, all state of Wisconsin agencies, and Wisconsin based non-profit entities.

This position serves as the primary financial para-professional to support ICS business services operations. This position works with management, staff, ICS customers, and Cashier's Office accountants to provide a full range of financial services. Independently responsible for the accurate invoicing of ICS services, updating invoice related databases, running data through customized systems that generate invoices electronically, responding to customer calls regarding invoice questions and account management issues, and creating ad hoc analyses involving sales, quantity sold and expenses. This position reports to the Client Services Manager.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

1. Manage the monthly invoicing process: prepare and generate invoices. Serve as the point person by fielding and independently answering questions billing questions both internally and externally.
2. Compile and track monthly budget, including expenses and revenues.
3. Manage collection of monthly metrics creating a central "Dashboard" for easy digestion and understanding by staff and managers.
4. Create and route departmental purchase orders.
5. Analyze operating data by collecting usage information to report to key customers.
6. Maintain customer and other billing related databases: Dynamics GP, Arkadin, EBMS, Sales Force and Shared Financial Service.
7. Complete other related office duties, including reconciliation of departmental credit cards and preparing, reviewing and monitoring travel reimbursements.
8. Communicate independently with Cashier's Office regarding invoicing and customer credits, and to complete required inventory documents.
9. Other duties as assigned.

**ESSENTIAL FUNCTIONS**

Provide customer service management to external and internal clients.

Multi-tasking and time management skills.

Ability to communicate complex issues to clarify invoices and answer invoice related questions.

Possesses calm demeanor under stressful situations.

**MINIMUM QUALIFICATIONS**

3 years of experience working in accounting and/or customer service.

General understanding of accounting systems and entries.

Skilled in the use of Microsoft Excel; able to use Microsoft Word and Outlook at a moderate to high level. Ability to effectively use multiple software programs.

Ability to work independently with strong organizational skills.

Effective oral and written communication skills with strong customer service skills.

**PREFERRED QUALIFICATIONS**

Associate's degree in Accounting.

Knowledgeable about Distance Education technology including mobile applications.

**SALARY**

The hourly rate for this position starts at \$18.02 per hour; actual rate dependent on experience and skills. ICS and UW Extension offers a competitive benefits package.

**HOW TO APPLY**

Please submit your application through our applicant portal <https://www.careers.wisconsin.edu> by 9/22/17, this is job id #13424. If you are a current UW System employee use <http://bit.ly/2n9AibS>. All of the following must be received for your application to be complete: A cover letter outlining how your experience and skills relate to this position, along with a detailed resume; and a list of three references including email addresses; at least one must be a supervisory reference.

Questions? Contact Betsy Nelson, Wisconsin Public Television, 821 University Avenue, Madison, Wisconsin 53706; 608-262-5221; [Betsy.nelson@wpt.org](mailto:Betsy.nelson@wpt.org).

**ADDITIONAL INFORMATION**

A criminal records review will be conducted for final candidates. In compliance with the Wisconsin Fair Employment Act, the University does not discriminate on the basis of arrest or conviction record. Convictions and pending charges will be considered only if they are substantially related to the circumstances of this position.

Employment is contingent on establishment of identity and verification of employment eligibility as required by the Immigration Reform and Control Act of 1986.

It is the policy of UW-Extension to provide reasonable accommodations for qualified individuals with disabilities who are employees or applicants for employment. If you require an accommodation to participate in any part of the hiring process, please contact the person listed above.

As a unit within the University of Wisconsin Extension, ICS is an Equal Employment Opportunity and Affirmative Action employer and no qualified applicant will be eliminated from consideration. ICS is committed to achieving a diverse workforce and to maintaining an atmosphere of diversity and inclusion. We want our staff and programming to reflect the rich culture and diversity of our state and actively encourage applicants from diverse backgrounds to apply.

<http://ics.uwex.edu/about-ics/employment-opportunities/>