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OFFICE of the COMPTROLLER (CTR)

Statewide Payroll Business Engagement Coordinator Management Analyst III

FY25 - 024

About the Office of the Comptroller

The Office of the Comptroller of the Commonwealth of Massachusetts is an independent and apolitical overseer of governmental and other funding sources, totaling more than \$76 billion in Fiscal Year 2021. In addition, the Office of the Comptroller oversees the Commonwealth's expenditure, payroll management, and major audit functions.

As stewards of the public trust, we aspire to inspire confidence by maintaining our core principles: clarity, integrity, and accountability.

The powers and obligations of the Office of the Comptroller are generally dictated by M.G.L. c. 7A.

Statewide Payroll Responsibilities

The Statewide Payroll Team ensures that the Commonwealth's payroll system pays all employees on time, accurately, and efficiently. Additionally, the team works with departments across the Commonwealth of Massachusetts to ensure that payroll expenditures are posted to suitable accounts, and within their budgets.

The Statewide Payroll Team implements payroll policies consistently across multiple systems, ensuring proper maintenance and reliability. The team is a resource for payroll personnel across the Commonwealth to ensure agencies have the resources and knowledge to process payroll at their departments.

Position Summary

CTR is seeking qualified candidates for consideration to fill one, full-time (37.5 hours/week) Management Analyst III on the Statewide Payroll Team. Under the supervision of the Director of Business Partner Engagement, this position functions as a Business Engagement Coordinator and performs various tasks in supporting and coordinating team efforts to improve business partner engagement including analyzing, developing, and improving business processes, policies, and engagement to enhance operational efficiency and service delivery.

Specific Duties

The specific duties of this position include but are not limited to the following:

- Collaborate with Director of Business Partner Engagement and Supervisors to update business processes, ensure Human Resources and Payroll protocols are documented and communicated to internal and external partners.
- Review and analyze Human Resources and Payroll operational procedures, policies, and management systems to identify areas for increased efficiency and documentation deficiencies.
- Coordinate meetings and discussions with business partners to assess needs, address challenges, and develop solutions that align with business goals.
- Develop guidelines and best practices to standardize processes across business functions.
- Develop and recommend strategies to improve workflow, communication, and business partner engagement.
- Coordinate assigned activities to ensure effective operations and compliance with SOPs.
- Monitor activities in order to ensure proper implementation of changes in administrative methods and procedures.
- Support the implementation of process enhancements in collaboration with internal stakeholders.
- Act as a primary point of contact between the Statewide Payroll Team and external business partners, ensuring meaningful and seamless collaboration.
- Conduct research and evaluate program effectiveness using data-driven methodologies.
- Prepare reports, presentations, and recommendations for senior management and stakeholders.
- Track regulatory changes at the Federal, state and local level and support implementation and understanding with all business partners.
- Monitor and assess the impact of regulatory changes on agency programs and partnerships.
- Interact cooperatively and professionally with colleagues at the Comptroller's Office and other state departments and agencies.
- All employees of CTR may be asked to engage in other administrative or fiscal process assignments as needed basis.

Capabilities and Attributes:

This position requires a self-starter with the following capabilities and attributes:

- strong communication skills;
- impeccable attention to detail;
- superior time management;
- proven multitasking ability;
- ability to contribute and work productively as part of a team and equally as an individual contributor;
- positive attitude;
- capacity to remain flexible and learn new standards and guidelines as necessary; and
- ability to work well under pressure.

Preferred Qualifications:

- Bachelor's degree or higher in business management or business administration with a concentration in analytics or relevant experience
- Advanced Microsoft Excel user: demonstrated ability to create spreadsheets that incorporate advanced Excel features and formulas
- Working knowledge of the Commonwealth's HR/Payroll system (HRCMS)
- Working knowledge of the Commonwealth's Finance/labor cost distribution system (MMARS/LCM)
- Working knowledge of the Commonwealth Information Warehouse (CIW) or other warehouse solution

Minimum Entrance Requirements:

Applicants must have at least (A) four years of full-time, or equivalent part-time, professional experience in work simplification, management analysis, program analysis, methods analysis, economic analysis, fiscal analysis, financial analysis, budget analysis, program administration, or program management, or (B) any equivalent combination of the required experience and the substitutions below.

Substitutions:

I. A Bachelor's degree with a major in business administration, business management, public administration, industrial engineering or industrial management may be substituted for a maximum of two years of the required experience.*

II. A Graduate's degree with a major in business administration, budget management, public administration, industrial engineering or industrial management may be substituted for a maximum of three years of the required experience.*

III. A Bachelor's or higher degree with a major other than in business administration, business management, public administration, industrial engineering or industrial management may be substituted for a maximum of one year of the required experience.

*Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

NOTE: Educational substitutions will be permitted for a maximum of three years of the required experience.

Bargaining Unit / Salary Range

NAGE UNIT 6 / Grade 14: \$75,773.62 - \$110,808.14

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As per the Unit 6 Collective Bargaining Agreement between the Commonwealth of Massachusetts and the National Association of Government Employees. The salary range is based on a series of steps. Any potential offer is determined pursuant to the collective bargaining agreement and based on an analysis of the minimum entrance requirements, the candidate's relevant work experience and educational achievement level.

Benefits Package:

CTR is pleased to offer a comprehensive benefits package to its employees. The specific components and eligibility may vary based upon position classification, hours worked per week and other variables. Therefore, specific benefits for this position may be discussed as part of the interview and offer process.

The overall benefits available include paid vacation, sick and personal leave time, health, dental and vision insurance through the Commonwealth's Group Insurance, and optional pre-tax Health Savings Account plans. Details of the various plans and the cost split between employer and employee may be reviewed by looking at the Group Insurance website, <https://www.mass.gov/orgs/group-insurance-commission> and/or as part of the interview process.

CTR employees also participate in the Commonwealth's State Retirement Plan, which may become a Defined Benefit Plan for those that both vest and subsequently retire from State service. Follow this link for additional retirement information: <http://www.mass.gov/treasury/retirement/state-board-of-retire/>

In addition, CTR provides employees the opportunity to elect life insurance, long term disability insurance, deferred compensation savings, tuition remission, pre-tax commuter account plans, along with other programs.

CTR Hybrid-Work Model

CTR operates under a Hybrid work model. Under this policy, employees are currently required to work a minimum of four business days per month (two set by management and two set by the employee) on-site at CTR's Boston office and may work remotely the remainder of the time at a location approved by their supervisor, so long as they comply with the requirements of the telework policy. Under this policy, all employees must be able to report to the Boston office with little or no notice, even including the same workday should an exigent circumstance arise. Therefore, a reasonable proximity to the office is necessary. CTR does not reimburse for employees to travel to the office.

On-site work is an essential function of this position.

In addition, the successful candidate may be required to work primarily on site in Boston during the initial training and orientation period and/or for certain positions a primarily on-site role may be necessary.

Commitment to Diversity:

CTR is committed to building a diverse staff at all levels across its entire agency.

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The Commonwealth is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, color, sex, gender identity or expression, sexual orientation, age, disability, national origin, veteran status, or any other basis covered by appropriate law.

CTR is an Equal Opportunity Employer. Females, minorities, veterans, and persons with disabilities are strongly encouraged to apply.

Application Process:

The Office of the Comptroller encourages interested candidates that meet the minimum entrance requirements and qualifications to apply for this position.

Interested candidates must submit their materials electronically by **E-mail** no later than 5:00 pm, on **April 28, 2025**.

Submissions should include the following:

- a cover letter; and
- resume.

Candidates chosen to advance to a second-round interview will also be required to submit:

- three business writing samples; and
- three professional references.

Please include position title and posting number (FY25-0) in the subject line of your submission. Your application package should be submitted to:

CTR-HR@mass.gov

Late submissions may be considered solely at the discretion of CTR.

Required Background Check – Including Tax Compliance:

CTR requires a background check on all prospective employees as a condition of employment.

Candidates should know that the background check is not initiated until:

1. A candidate is invited to a second or subsequent interview and
2. The candidate has signed the Background Check Authorization Form and related releases.

This background check includes:

- a Criminal Offender Record Information (CORI) check,

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- Commonwealth Department of Revenue state tax compliance.

Candidates with advanced degrees and professional licenses may have these credentials verified.

Individuals other than those references provided by a candidate may be contacted in the course of completing a full background and qualification check.

Further Information:

Please visit <https://www.macomptroller.org> for more information about the Office of the Comptroller.