

Position Description
Division of Facilities & Transportation Services
Financial Specialist-Senior

Working Title: Aviation Services Coordinator

Under general supervision of the Enterprise Air Services Section Chief, this position provides financial and administrative operations support for the Enterprise Air Services program. Responsibilities include pre-auditing, processing and submitting invoices and other financial transactions; maintaining accounts payable and accounts receivable records and other financial transaction records within automated financial systems for the Section's programs and operations. This position will enter, review and validate flight data, make corrections as necessary; and compile accurate and timely monthly GSB billing files and reports. This position will audit and prepare monthly billing statements by reconciling financial reports, identifying discrepancies and processing adjusting entries as needed. This position will provide office administrative support, answer phones and provide trip planning services. In addition, this position will assist with the procurement process and budgeting for the Section. This position will develop informational and marketing materials to promote Air Services, supporting efficient utilization of State aviation resources and cost-effective travel solutions. This position will create and coordinate flight schedules using customer requirements, available aircraft, pilot qualifications, crew availability and operational requirements.

Goals and Worker Activities:

- 45% A. Provide section support by processing accounts receivable, accounts payable, billing reconciliation and other financial transactions**
- A1. Manage monthly billing operations for all State-owned aircraft, including those operated by other departments.
 - A2. Verify that flight charges are billed correctly with approved quotes, applicable rates and services provided.
 - A3. Account for any special billing requirements in accordance with applicable policies and procedures.
 - A4. Verify billing information provided by customers to accurately invoice for the flight services using financial billings systems. If necessary, contact customers to obtain updated billing account information.
 - A5. Prepare, review and distribute monthly billing reports to supervisors and Bureau of Financial Management.
 - A6. Reconcile monthly credit card and fuel purchases for section aircraft and maintenance.
 - A7. Record and verify flight log information documented by pilots in billing/scheduling software programs for all flights.
 - A8. Assist the Aviation Manager with collecting and processing financial information for use in budgets or other reports.

15% B. Prepare trip cost estimates and services quotes for customers.

- B1. Audit airport landing and facility fees and update them in billing/scheduling software.
- B2. Create quotes for customers, utilizing stock cost categories and adapting as needed.
- B3. Verify appropriate airports for flight operations, identify operation restrictions and estimate travel times between destinations.
- B4. Log billing data for accounts payable and accounts receivable reconciliation.

20% C. Provide administrative support to section staff and customers. Serve as the primary customer service contact to assist in booking flights and facilitate customer communications.

- C1. Interact effectively and professionally with customers and staff via email, telephone, and in person contacts.
- C2. Track current and future customer base and how to better fulfill their needs through service provision. Develop informational and promotional materials to promote Air Services programs and services.
- C3. Serve as initial point of contact for Wisconsin Air Services by receiving evaluating and routing communications for timely action.
- C4. Identify and recommend process improvements to enhance Air Services' operations and customer service.

15% D. Manage flight scheduling and operational information

- D1. Maintain and publish schedules of available pilots and aircraft. This includes future scheduled flights, last-minute flights, time for required aircraft maintenance, rest time for pilots and required recurrent training.
- D2. Coordinate customer flight requests by verifying aircraft availability, pilot qualifications and operation requirements. Schedule aircraft and flight crews to support approved missions.
- D3. Provide directions to trip organizers or travelers for additional information and reservations such as ground transportation and lodging. Arrange services for both customers and crew at destination(s) as needed.

5% E. Perform other duties as assigned.

Knowledge, Skills, and Abilities:

- General knowledge of basic accounting and auditing principles and practices
- Knowledge of general office procedures and functions
- Ability to perform basic math calculations
- Skill in interpreting rules and policies

- Effective organization and data management skills
- Effective recordkeeping skills
- Extensive knowledge and skill in computer programs, including financial systems such as computerized spreadsheets and databases
- Effective written and oral communication skills