



Office of Human Resources
Compliance-Certification Officer Associate - CA3131
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General Statement of Duties

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.

Distinguishing Characteristics

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

The Compliance-Certification Officer Associate 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 Associate is distinguished from the Compliance-Certification Officer Senior that 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.

The Compliance-Certification Officer Associate 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:

May lead Goal Committee meetings, in the absence of the Senior staff member. Manages the post-award compliance process for large projects and for 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.

Works with selected primes to develop draft Compliance Plans for On-Call contracts, Public Private Partnerships and Design-Build projects.

Monitors Compliance Plans against overall goals and individual goals per task order/work order, throughout the life of each assigned contract.

Monitors contract goals by analyzing pay applications and task/work orders, using multiple systems, including B2G, Workday, LCP Tracker, Textura, and Alfresco.

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. Manages all imported "Confirmed" Contractor payments and uploads all supporting documents into B2G.

Performs a review of new contracts to ensure goals information is complete and accurate for numerous City departments, including Public Works, DEN, Parks and Recreation, Wastewater, and Purchasing. Provides feedback to agency representatives regarding incomplete or inaccurate information.

Reviews Schedules of Work to ensure that they are consistent with the Letters of Intent on assigned contract; contacts prime and DSBO supervisor if they are inconsistent.

Conducts required quarterly site visits on DBE construction contracts and a minimum of 3 unannounced/random site visits on local projects monthly. Assesses if MWBE/DBEs are being utilized in the scope of work in which they are certified. Ensures prime contractor is using the contracted MWBE/DBEs in the field/work site. Uploads all comments and supporting documents into B2G.

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.

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.

Conducts research, develops and prepares performance documentation and required checklists; responds to and initiates inquiries, explains policies, and independently resolves problems when feasible.

Audits contractor financial records and payroll systems to ensure proper reporting and documentation of payments to DBEs, ACDBEs, EBEs, MWBEs and SBES.

Provides technical assistance to internal and external stakeholders, including prime contractors and small and minority business contractors regarding program requirements, B2G platform, Textura systems, required forms and other documents.

Provides guidance regarding 49 CFR Part 23 and 26, as well as City and County of Denver ordinances 85 and 86. Proactively contacts prime contractors who are not in compliance with required goals to ensure they understand the requirements within their contracts and provides guidance with affirmative next steps to ensure they are on target to meet their contract goals and remain in good standing with the City.

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

Certification Officer Essential Duties:

Conducts site visits, interviews key company personnel, analyzes certification applications, including tax documents and balance sheets and third-party agreements, to determine business entity control and makes recommendations on whether a firm meets all requirements for certification.

Conducts site visits on a regular basis for non-certified firms and makes the initial determination as to whether an organization is eligible.

Uploads documents into B2G as support to decisions made and to maintain an audit trail.

Essential duties for both Certification and Compliance-Associate:

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

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 confer 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.

Participates as a voting member on the Certification Committee.

Performs other related duties as assigned or requested.

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 moderately complex processes.

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

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

None

Education Requirement

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

Experience Requirement

Four (4) years of experience in contract compliance, construction and/or design, or implementing small business diversity and inclusiveness programs.

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: A-809

FLSA Code: Y

Established Date: 2/17/2019

Established By: GT

Revised Date:

Revised By:

Class History: