

Federal Reserve Bank of Boston
Job Description

Job Code: V10H82 (Client Services Coordinator)

Job Title: Business Services Analyst

Job Summary:

This position reports to the Manager of the Business Services Unit. The Business Services Analyst is responsible for providing analytical and customer service support in a number of areas within the Real Estate Service Group, with specific focus on the department's work order system.

The Business Services Unit is responsible for a number of critical shared services within RESG, including development of and reporting on building operations and capital budgets; performance reporting and analysis, work order system automation and training, and administrative services, in support of the department objectives.

Principal Accountabilities:

Oversee the department's work order system, FedTRAC; ensure accurate entry of requests and timely completion of work orders; maintain compliance with department procedures and RESG Service Level Agreements for billable services.

Represent FRB Boston on the FedTRAC System workgroup. Coordinates and performs new modal or system change testing and identifies risks, provides feedback on results and recommends adoption or system changes. Communicates changes to management as needed.

Provide detailed training on FedTRAC system for new RESG employees and for existing staff as FedTRAC processes and reporting evolve, and coordinate any training outside department as necessary.

Maintains and updates RESG Service Level Agreement (SLA) between RESG and its customers. Monitors the impact of cost accounting changes and updates SLA to ensure customer billing is accurate and complete. Communicates changes to stakeholders as needed.

Prepare all monthly, quarterly and annual FedTRAC reporting; analyze data to ensure compliance with department objectives; track and monitor department metrics.

Review monthly billing for Bank and Tenant services, ensuring accuracy of data, resolving any inconsistencies, and providing all back up documentation. Submit for internal review in a timely manner; distribute to Accounting in accordance with invoicing schedule.

Key contact and liaison to ensure that all RESG staff complete annual Security Awareness and Code of Conduct trainings as required.

Contribute to the development of department surveys, e.g. satisfaction and preference surveys, market value surveys, etc.; assist as necessary in analysis and offer input on action plans.

Represent the Bank on system groups as directed by management.

Provide support to departmental administrative area as required.

Other Accountabilities:

Perform other duties as assigned.

Supervision:

This position is not required to directly supervise others.

Knowledge and Experience:

Knowledge and experience normally acquired through, or equivalent to, the completion of a Bachelor's degree, and a minimum of 2-4 years of job related experience.

Strong analytic/quantitative skills required. Excellent written and verbal communication skills and strong organizational skills. Effective communication, interpersonal, and relationship management skills.

Proficiency in MS products (Word, Excel, PowerPoint). Knowledge and experience in use of excel, pivot tables. Knowledge of Access and SharePoint a plus.

Demonstrate attention to detail and ability to work collaboratively in a team environment and independently.

All employees assigned to this position will be subject to FBI fingerprint/ criminal background and Patriot Act/ Office of Foreign Assets Control (OFAC) watch list checks at least once every five years.

The above statements are intended to describe the general nature and level of work required of this position. They are not intended to be an exhaustive list of all duties, responsibilities or skills associated with this position or the personnel so classified. While this job description is intended to be an accurate reflection of this position, management reserves the right to revise this or any job description at its discretion at any time.

Last Update: 5/30/15

To Apply:

- Please email resume and cover letter to Rob Stella at Rob.Stella@bos.frb.org.
 - Please include title in subject line.