



Corporate Address
 100 Executive Drive
 Marion, Ohio 43302
 P: 740 389 4798
 F: 740 389 4517

Job Title:	eFinance PLUS Fiscal Support Specialist		
Department/Group:	Fiscal		
Location:	Remote 4 days / Any META Office 1 day	Travel Required:	Yes
Direct Supervisor:	Fiscal Support Manager	Position Type:	Full Time / Exempt

Job Description

ROLE & RESPONSIBILITIES:

The eFinance PLUS Fiscal Support Specialist requires a broad range of management, communication and technical skills. This position continually interacts with META staff as well as customers at all levels, so excellent written and verbal communication skills, sound and accurate judgment, excellent troubleshooting and customer service skills are required. You must be able to quickly and accurately analyze customer’s requirements, develop comprehensive solutions, and effectively communicate and implement the solution in a professional and timely manner, even in pressure situations.

The ability and willingness to travel to customer sites is a requirement.

PRIMARY RESPONSIBILITIES INCLUDE:

- Maintain an in depth understanding of the eFinance PLUS system
- Work with customers during implementation to gather information in order to better understand the customer’s detailed requirements of current processing
- Assist with unit testing to validate and obtain user acceptance of the system configuration
- Provide onsite Go-Live support services during the conversion process
- Manage multiple ERP implementations and/or upgrade projects simultaneously
- Provide customer support to META districts and staff
- Collect data from districts through multiple excel spreadsheets and import into new system mapping fields as necessary in order to transition to new software solution
- Train district personnel how to create reference tables from the data collected and then build the software to function
- Train district personnel how to manage and complete day to day tasks within the new system
- Train and support staff on required reporting functions as required by the state
- Provide ongoing support of software as well as a knowledge in State reporting processes to current districts using eFinance Plus
- Provide rapid detection with solution to fiscal software application inquiries and provide an effective solution to user questions and concerns
- Assist member districts with special projects within the software including but not limited to payroll processing, 5 year forecast submission, 1099, W2 preparation, monthly, quarterly and annual financial statement balancing, workflow modifications, and EMIS and staff data submissions
- Create and maintain documents for training purposes for district use

QUALIFICATIONS & EDUCATION REQUIREMENTS:

- Associates degree in accounting, finance, business administration or equivalent experience
- Minimum of two (2) years' experience in eFinance PLUS implementation and/or support
- A strong understanding of accounting principles and business practices
- Strong skills in excel
- Ability to escalate issues to higher support when necessary and resolve issues so district can complete tasks in a timely manner
- Experience in planning, organizing and coordinating events and/or leading projects
- Strong customer service and communication skills
- Ability to work with school staff and educational entities
- Ability to take direction from several staff members and prioritize tasks fairly and efficiently
- Ability to collaborate and communicate with various stakeholder groups
- Ability to work in a team setting
- Ability to multitask and execute duties according to deadlines and with accuracy
- Demonstrated ability to conceptualize, evaluate, prioritize and solve complex financial problems independently
- Able to work in an interruption intense environment
- Embodies high ethical standards and integrity
- Ability to maintain confidentiality of privileged information
- Maintain compliance with FBI/BCII background check requirements
- Maintain valid driver's license and proof of auto insurance