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Financial Services- Associate Director of Accounts Payable

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The Opportunity

The University of Utah (“University”), the State's flagship institution of higher learning and a major teaching and research university, seeks an experienced, strategic and collaborative leader to serve as its Associate Director of Accounts Payable in Financial Services (“Associate Director”). Reporting to the Senior Director of Procurement and Supply Chain Services, the Associate Director has responsibility for leading the accounts payable team in processing payments for campus in a timely, accurate, transparent, and compliant manner. They will be responsible for the training and professional development for the Accounts Payable staff, identifying improvements for operational efficiencies, maximizing the effective use of technological resources available, and ensuring policies and procedures are current and accurate.

The Associate Director is a member of the Senior Director of Procurement and Supply Chain Services’ leadership team and plays a key strategic and advisory role. The leadership team includes the Associate Director of Travel and Reimbursement Services, the Associate Director of General Stores, the Associate Director of Procurement and Contracts, and the Associate Director of Procurement.

The Associate Director will build and maintain strong working relationships with key stakeholder areas across the University to ensure that payments are made timely and end users have appropriate training and resources to effectively and efficiently use Financial Services systems and processes. In particular, the Associate Director will work collaboratively with the University of Utah Hospitals and Clinics to share best practices for common processes.

This is a diverse organization and employees prosper in a team-oriented environment that emphasizes the values of communication, professionalism, service, stewardship and engagement. We are looking for equity-minded applicants who represent diversity and who demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation and ethnic backgrounds present in our community and campus.

This position requires the candidate to be physically on campus in Salt Lake City, Utah, consistent with a hybrid work schedule.

Position Summary

Under administrative direction of the University’s Senior Director of Procurement and Supply Chain Services, the Associate Director has the overall responsibility for the following:

- **Leadership and staff management** – As the Associate Director of Accounts Payable, you will be ultimately responsible for overseeing and managing the accounts payable process. You will be responsible for reviewing, updating, creating, and implementing the payables procedures, including overseeing all aspects of the payables process, which includes

receiving, tracking, and reconciling invoices, preparing payments, and maintaining accurate files. You will need organizational skills and be able to effectively delegate, and follow up to ensure work has been completed correctly. Attention to detail is critical for this position as accurate and timely payment processing is critical for university success.

You will also need to work with other P2P leaders and constituents at looking at strategic opportunities for improvement, such as shared services.

- **Compliance with Laws, Regulations, and Policies** – the Associate Director will be responsible for ensuring that all work is being performed in compliance with all applicable federal and state laws and regulations, university policy, and in compliance with applicable accounting standards. This includes responsibility for ensuring the university is compliant with various federal and state tax procedures and processing, GAAP, and GASB standards. As the Associate Director, you will be charged with ensuring that university policies are updated and accurately reflect best practices for the profession. This will include providing timely training, updates, and communications with campus on these topics.
- **Accounts Payables Staff Development** – the Associate Director will be charged with assessing the needs of current Accounts Payable Staff and support Financial Services goals for staff development through providing for training needs of AP staff and developing staff for career progression and development. The AD will also be responsible for identifying opportunities to develop staff for positions in Financial Services.
- **Financial Services Technologies and Systems** – our ability to assist the University in achieving broad strategic goals includes our ability to effectively utilize the technological resources available. The AD is expected to be familiar with ERP and electronic procurement systems in relation to accounts payable processes. The Associate Director will need to be able to create, review, and share reports to determine effectiveness of staff. The AD will additionally be responsible for the creation of Key Performing Indicators (KPIs) to document the work being performed and identify opportunities for improvement. Measuring the success of what we do, broadly, is a goal of President Randall.

Ongoing expectations include the following:

- Be an active and engaged member of the P2P Leadership Team including close collaboration with the other Associate Directors and managers.
- Be active and engaged leader within Financial Services by demonstrating collaboration and teamwork with other Associate Directors and managers to help Financial Services support the University's achievement of its goals.
- Provide excellent customer service to a broad array of internal and external customers including University leadership, departments, legislators, Board of Regents, other higher educational

institutions, internal and external auditors, suppliers, regulators, students and staff.

- Be a credible leader and knowledgeable business resource, a good listener and collaborator to all departments and divisions with a focus on customer service and support to build stronger relationships across the University.
- Manage, mentor and develop a customer service-oriented team in a dynamic and fast-paced environment.

The University of Utah has developed a strategic plan, [Strategy 2025](#) (“Plan”) that provides direction and opportunities for the Associate Director as well as for Financial Services. As a member of the P2P leadership team, the Associate Director will play a vital role in the success of the Plan. The Plan identifies a number of strategies that will benefit from the involvement of Financial Services, including the Associate Director. Examples below are representative of these opportunities:

- Support strategic financial planning and enhance organizational and operational capacity and efficiency. Participate in development of a University strategic financial plan and operationalize and track the funding of the Plan.
- Act as a change-agent in moving the organization from the current highly decentralized structure for the delivery of financial services to one that supports the future needs of the University. Central to this objective is the development of talent and skills throughout the University as well as the improvement of processes and procedures to ensure that financial services are delivered efficiently and effectively.

Qualifications

Required Experience

- Bachelor's degree in related field or equivalency;
- Demonstrated ability to manage and develop a diverse team including workforce management, staff development, training, onboarding, and use of best practice people skills.
- Demonstrated leadership of and ability to work in a fast-paced, highly complex business environment
- Demonstrated commitment to provide excellent customer service required.
- Applicants must demonstrate the potential ability to perform the essential functions of the job as outlined in the position description.
- Demonstrated commitment to performing high quality work in an ethical manner.

Preferences

- Master's degree in Business Administration or related area preferred.
- Experience in or with higher ed is strongly preferred with added preference for experience with colleges and universities with strong research programs and/or academic medical centers. An equivalent would be experience in an organization that is similarly complex and decentralized. Experience in healthcare would meet this criteria.
- Knowledge of and experience with accounts payable processes is strongly preferred.
- Experience with ERPs (e.g., PeopleSoft) as it relates to accounts payable processes.
- Knowledge of banking trends as it relates to ACH and security, and other payment processes. This includes the use and promotion of Single Use Authorization/Ghost cards and other non-check payment methods.
- Experience as a strategic leader is strongly preferred.

Leadership Characteristics and Accountability

The successful candidate will be an innovative, proactive and entrepreneurial thinker and have a collaborative style with excellent strategic, leadership, and team-building skills.

The best candidates will have demonstrated skills and characteristics in many of the following areas:

- Proven, seasoned leadership success across broad and decentralized environments of comparable size and complexity, with the energy and passion to work with all divisions of a major research university with a health system.
- Keen visionary with energy to motivate and influence others to achieve both long-term and short-term goals, which align with the University's mission and strategic plan.
- A proven record of success in leading and facilitating change management initiatives.
- Experience in institutions of higher education, public administration, academic health and/or other non-profit institution or organizations of similar complexity.
- Creative ability to understand how proposed fiscal policies, procedures, and business processes and systems will be used in a complex environment. Ability to oversee the development of appropriate training and communication based on these changes.
- A strong and confident listener and communicator who brings integrity, a calm presence, builds consensus, and engenders trust.

- Demonstrated ability to lead strategically, with vision, energy, and passion.
- Distinct appreciation for the mission, traditions, and culture of the University.
- Demonstrated ability to establish credibility with all constituencies – executives, board members, deans, faculty, staff, and students – based upon unquestioned integrity, critical thinking, outstanding operational performance, and excellent interpersonal skills and political savvy.
- A persistent and persuasive approach to challenges and people, an ability to work in environments with ambiguity and uncertainty.
- Ability to act decisively in a fast-paced, sometimes high pressure, environment.

Personal Skills

- Possess and develop strong strategic, operations, and systems thinking skills.
- Translate operational issues into useful solutions.
- Write prose and presentation style documents that are professional, transparent and effective to intended audiences.

Work Style/Traits

- Enjoy work and be a collaborative associate.
- Motivate and develop staff.
- Demonstrate through word and action and unwavering commitment to integrity and ethical behavior.
- Drive to improve and exceed performance and goals.
- Achieve satisfaction through institutional growth and success.
- Be flexible and open-minded on decisions but firm on important principles.
- Work collaboratively across internal boundaries and/or barriers to achieve results.
- Encourage cooperation and the inclusion of key stakeholders in processes and decisions.

About the University of Utah

The University of Utah is the state's flagship institution of higher education, with 18 schools and colleges, more than 100 undergraduate and 90 graduate degree programs, and an enrollment of

more than 34,000 students. It is a member of the Association of American Universities—an invitation-only, prestigious group of 65 leading research institutions marked by excellence in academic expertise and research impact, student success, and securing resources in support of core missions. The U is also a member of the Pac-12, one of the nation's premier athletic conferences.

With ready access to spectacular skiing, mountain biking and hiking and a vibrant array of cultural, culinary and entertainment venues in Salt Lake City, there is a lot going on just beyond campus. Yet what's happening within the university's 1,535-acre hillside campus is even more compelling. At the U, as it is affectionately called, you'll find world-class research, education and clinical care complemented by a lively social, cultural and athletic campus experience.

The U's success in achieving excellence in research and teaching reflects the values of Utah: An unparalleled work ethic and a spirit of entrepreneurship, innovation, collaboration and community service. These qualities have enabled the U to innovate across many fields and pioneer new programs with social impact; generate pathbreaking discoveries; fuel critical research; and inspire innovative approaches to education.

The U strives to be a model public university in delivering unmatched value in higher education and health care while making social, economic and cultural contributions that improve the quality of life throughout the state, the nation and the world. The U's reputation for excellence draws top-tier faculty and attracts motivated students from across the country and internationally. With revenues in excess of \$5 billion (FY20), the university is considered one of Utah's primary economic engines and is among the state's largest employers. The university received \$641 million in FY21 in sponsored research project grants, an institutional record, and funding that has a direct impact on the state's economy. The university is a catalyst for a research corridor through northern Utah that is a hotbed for technology and development activities, colloquially known as Silicon Slopes.

As part of the university, University of Utah Health is the only academic medical center in the state of Utah and provides patient care for the people of Utah, Idaho, Wyoming, Montana, western Colorado and much of Nevada. It also serves as the training ground for the majority of the state's physicians, nurses, pharmacists, therapists, and other health care professionals. U of U Health is comprised of six hospitals and 12 community health care centers. It is also home to ARUP Laboratories, one of the nation's largest reference laboratories, and numerous institutes and centers.

Excellence in patient care, education and research—all in service to the community—is vital to U of U Health's overall mission. Staffed by more than 20,000 employees, it is recognized nationally as a transformative health care system and regionally as a provider of world-class care. It has been nationally ranked in the top 10 for quality for 11 years in a row, and as the No. 1 hospital in the

state for the past six years.

Procedure for Candidacy

All applications, inquiries are invited. Applications should include, as separate documents, a letter of interest addressing the themes in this profile, and a CV or resume. References will not be contacted without candidates' knowledge.

Application materials should be submitted using <https://employment.utah.edu/>.

The University of Utah is an Equal Opportunity/Affirmative Action employer and educator. Minorities, women, and persons with disabilities are strongly encouraged to apply. Veteran's preference.

Reasonable accommodations provided. For additional information:

<http://www.regulations.utah.edu/humanResources/5-106.html>.