

Iowa Department of Administrative Services – Human Resources Enterprise  
Job Classification Description

## Financial Services Bureau Chief

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### Definition

Supervises/manages the operations of a major banking or credit union bureau, two or more financial services supervisors, and subordinate personnel; ensures that examinations, reviews, and monitoring of policies/procedures are consistent with laws, operations, and practices; performs related work as required.

*The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.*

### Work Examples

Supervises and evaluates the work of subordinates; recommends personnel actions related to selection, disciplinary procedures, performance, leaves, grievances, work schedules, and assignments; administers personnel policies and procedures.

Participates in communicating the vision, mission, goals and objectives and requiring compliance with the policies and procedures.

Oversees the scheduling of examinations of financial institutions in cooperation with federal financial regulatory agencies for completion of examinations on a timely and efficient basis.

Participates in monitoring the progress of financial institution management in complying with all reports and all action plans developed to resolve problems and reduce risks.

Participates with examination personnel and analysts in identifying problem financial institutions and those which may become problem financial institutions and developing action plans for correction of operational deficiencies.

Maintains cooperative relationships with federal supervisory agencies and with other state agencies.

Manages an ongoing review and revision of financial institution examination and examination review policies, processes and procedures as needed in keeping with changes occurring in the financial business.

Oversees the performance review process for bureau personnel and in development and maintenance of training programs for bureau personnel.

Participates with the CFO in preparation of monthly and annual budgets for the bureau and in monitoring the performance of the bureau in comparison with such budgets.

Participates in fixing fees charged by the Division for examination and supervision of state financial institutions supervised by the bureau.

Refers questions or problems not specifically covered by law, regulation or policy to legal counsel, including the appropriate office of the Attorney General of Iowa.

Serves as liaison and principal communication link between office and financial services examination field personnel.

Participates in meetings with financial institution employees, accountants, attorneys, examiners and others relating to the examination, supervision and regulation of state financial institutions, proposals to organize new state financial institutions, and proposals to merge, consolidate, establish offices, change locations, etc.

Ensures that subordinates are interpreting laws, rules, regulations and policies of the Division accurately and possess a working knowledge and understanding of other laws, regulations and policies used or referred to in the operation of the Division.

Acts as a principal advisor to the Superintendent in all matters relating to the regulation and supervision of state financial institutions and recommends changes in the law, regulations and policies as deemed necessary and appropriate.

Participates in the conduct of the operations of the Division as a member of the Senior Management Team, and Bureau Management Team.

## **Competencies Required**

### Knowledge:

- Law and Government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Economics and Accounting – Economic and accounting principles and practices, financial markets, banking, and analyzing and reporting financial data.
- Accounting and Auditing – Professional accounting and auditing theory, methods, standards, and procedures.
- Clerical Procedures – Word processing, managing files and records, designing forms, and other office procedures and terminology.
- Administrative – Administrative and office procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and workplace terminology.
- Personnel and Human Resources – Principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

### Abilities:

- Law and Government – Understand and adhere to applicable laws, legal codes, administrative rules, and regulations.
- Written Expression – Communicate information and ideas in writing so others will understand.
- Written Comprehension – Read and understand information and ideas presented in writing.
- Speech Clarity – Speak clearly so others can understand.
- Speech Recognition – Identify and understand the speech of another person.
- Oral Expression – Communicate information and ideas in speaking so others will understand.

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- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
  - Inductive Reasoning – Combine pieces of information to form general rules or conclusions.
  - Information Ordering – Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
  - Problem Sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

**Skills:**

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
- Speaking – Talking to others to convey information effectively.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Negotiation – Bringing others together and trying to reconcile differences.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Service Orientation – Actively looking for ways to help people.
- Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Social Perceptiveness – Being aware of others' reactions and understanding why they react as they do.
- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Time Management – Managing one's own time and the time of others.

**Minimum Qualification Requirements**

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Graduation from an accredited four-year college or university with a degree in accounting, banking, business, real estate, administration, economics, finance, or a related field, and experience equal to eight years of full-time work in accounting, auditing, banking, budgeting, assessment or computation of taxes, examining financial institutions, financial regulatory

compliance, or closely-related financial functions (e.g., treasurer, comptroller, accountant, auditor, budget analyst, etc.).

- 2) A total of twelve years of education (as described in number one) and/or full-time experience, where one year of full-time experience in accounting, auditing, banking, budgeting, assessment or computation of taxes, examining financial institutions, financial regulatory compliance, or closely-related financial functions (e.g., treasurer, comptroller, accountant, auditor, budget analyst, etc.) equals thirty semester hours of education.
- 3) All of the following (a, b, and c):
  - a. Six years of full-time work experience accounting, auditing, banking, budgeting, assessment or computation of taxes, examining financial institutions or closely-related financial functions (e.g., treasurer, comptroller, accountant, auditor, budget analyst, etc.); and
  - b. A total of four years of education and/or full-time experience (as described in part a), where thirty semester hours of accredited college or university coursework in any field equals one year of full-time experience; and
  - c. A total of two years of graduate-level education and/or full-time experience (as described in part a), where twenty-four semester hours of accredited graduate college or university coursework in accounting, banking, business administration, or finance equals one year of full-time experience.

## Notes

Travel, including overnight travel, may be required for positions in this class. Employees must arrange transportation to and from assigned work areas.

*Effective date: 07/24 KC*