

CITY OF ROSWELL, GEORGIA
CLASSIFICATION SPECIFICATION

Code:	F361
FLSA:	E
WC:	8810
PG:	512
EEO:	2

CLASSIFICATION TITLE: FINANCIAL SERVICES MANAGER

PURPOSE OF CLASSIFICATION

The purpose of this classification is to manage the operations, staff, and resources of the Financial Services Division within the City’s Department of Finance. Work involves planning, performing, and overseeing property tax billing, utility billing, and miscellaneous billing; and supervising Division staff and resources.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Performs short and long range planning for the Financial Services Division; develops and implements division goals and objectives; establishes operational and administrative policies and procures; establishes work priorities and assignments; sets performance goals and objectives; and implements work plans.

Supervises and monitors Division operations; ensures the accurate and timely establishment of utility accounts, property tax records, and oversees the development and administration of the automated meter reading system (SENSUS) and customer service tracking programs (ACTION); and ensures the provision of responsive customer service to City residents, utility customers, property owners, business and the general public.

Reviews operational and programmatic reports prepared by subordinate staff; analyzes information, activities and transactions; and ensures accuracy and timeliness of Division operations.

Assists in the evaluation of Division programs and services; implements operational and procedural changes to improve Division performance; recommends strategic changes to the management; researches, evaluates and implements new software and/or technical processes to improve Division performance; and keeps management informed of significant issues and resource needs.

Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.

Responds to customer service issues that cannot be resolved by subordinate staff; researches issues; interprets and applies applicable ordinances, policies and regulations; implements appropriate corrective actions; seeks advice from the legal department as necessary; and keeps the Director of Finance informed of volatile and/or sensitive issues.

Supervises and oversees the transfer of programmatic and operational data between information systems, including the downloading of the City’s tax digest file; directs the production of operational and programmatic documents via automated information systems, and utility and property tax billings; and coordinates the implementation of new software and/or upgrades with software companies and/or contracted technical support staff.

Develops and administers Division operating budgets; monitors budgets, expenditures and revenues; and maintains accurate records of Division’s financial transactions.

Receives and/or prepares a variety of administrative forms pertaining to Division operations including payroll documents, contracts, invoices and budget revisions; and reviews, approves, and/or submits documents for processing.

Serves as a member of varied task forces, management teams, committees as assigned; provides advise and technical expertise pertaining to Accounts Receivable programs and operations; makes presentations as requested; and assists with the planning and evaluation activities for the Finance Department.

Manages the establishment and maintenance of Division files, records, lists, documentation and databases; reviews correspondence, records and reports prepared by subordinates; reviews customer service, billing and statistical information; and prepares a variety of Division operational and statistical reports.

Operates a personal computer, and general office equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, or other system software.

ADDITIONAL FUNCTIONS

Performs other related duties as required.

MINIMUM QUALIFICATIONS

Bachelor's degree in finance, accounting or a related field; supplemented by five years of progressively responsible experience supervising utility billing, property tax billing, and customer service operations; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

PERFORMANCE APTITUDES

Specific Knowledge, Skills, or Abilities: Requires knowledge of State laws and regulations regulating the billing and collection of property taxes, utilities and occupational taxes; and rates and schedules that apply to property taxes, utilities, and occupational taxes. Requires thorough knowledge of City's administrative policies and procedures, contract administration, and the principles and practices of supervising staff and resources. Must be able to plan and manage property tax billing, utility billing, miscellaneous billing and customer service programs.

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to act as a first-line supervisor, including instructing, reviewing work, maintaining standards, and coordinating activities.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Roswell is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.