

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Financial Services Manager

Department: Finance

Pay Grade: 514

FLSA Status: Exempt

Job Code: F361

JOB SUMMARY

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 JOB FUNCTIONS

- 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.
- Provides day-to-day leadership, working with staff to ensure high performance and a customer service-oriented work environment that supports achieving the departments and the City's mission, objectives and values.
- 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.
- Manages the front counter to ensure integrity of the City of Roswell's cash flow, nightly deposits and the security of the safe upon daily completion, ensures that front counter employees are treating each customer with respect and conducting business in an orderly fashion that adheres to the guidelines of the department.

- 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.
- Conducts staff training and tracks employee development program.
- Serves as a member of varied task forces, management teams, committees as assigned; provides advice 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.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience:

Requires a Bachelor's degree in finance, accounting or a related field; supplemented by five (5) 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.

Licenses or Certifications:

- None

Special Requirements:

- None

Knowledge, Skills and Abilities:

- 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.
- Knowledge of City's administrative policies and procedures, contract administration, and the principles and practices of supervising staff and resources.
- Ability to plan and manage property tax billing, utility billing, miscellaneous billing and customer service programs.
- 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.
- 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.
- Ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.
- 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.
- 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.
- 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.

PHYSICAL DEMANDS

The work is sedentary to light which requires the ability to exert light physical effort, 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. Tasks also require the ability to perceive and discriminate colors or shades of colors, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

WORK ENVIRONMENT

Work is regularly performed without exposure to adverse environmental conditions.

The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.