

City of Coalinga

155 W. Durian
Coalinga, CA 93210

Financial Services Supervisor

Pay Class: ~~31~~33 Basic
FLSA Exempt

DEFINITION

Under general direction of the Financial Services Director, plans, organizes, coordinates, and supervises the day-to-day operations of the Finance Department's customer-facing and operational functions, including accounts receivable, accounts payable, utility billing, business licensing, cashiering, and customer service. Provides direct supervision to assigned staff; establishes operational priorities; develops and implements departmental procedures; ensures compliance with applicable laws, regulations, policies, and internal controls; oversees payroll auditing and compliance; and performs related work as assigned. Under general direction of the Financial Services Director, performs a variety of complex, technical and clerical accounting duties in support of the Financial Services Department. Provides close to general supervision to employees assigned to accounts receivable, accounts payable, utility billing, business licenses and customer service; assists with payroll; oversees the daily maintenance and processing of financial recordkeeping activities relating to the general ledger; and completes other duties as required.

DISTINGUISHING CHARACTERISTICS

The Financial Services Supervisor is the first-line supervisory classification responsible for planning, organizing, directing, and evaluating the City's finance operational functions. Unlike the Senior Account Clerk, which serves as the lead worker over revenue operations, the Financial Services Supervisor exercises full supervisory responsibility over assigned operational divisions, including accounts receivable, accounts payable, utility billing, business licensing, cashiering, customer service, and payroll auditing. The incumbent is responsible for employee supervision, operational planning, policy implementation, quality assurance, and ensuring compliance with applicable laws, regulations, collective bargaining agreements, and internal controls.

EXAMPLES OF ESSENTIAL DUTIES

NOTE: *Examples listed in this class specification represents but is not necessarily exhaustive or descriptive of duties assigned to this position. Each individual in this classification may not necessarily perform all the duties listed. Management reserves the right to assign other related tasks if such duties are a logical assignment for this position.*

- Plans, organizes, assigns, supervises, reviews, and evaluates the work of employees assigned to accounts receivable, accounts payable, utility billing, business licensing, cashiering, and customer service.
- Establishes work priorities and staffing assignments to ensure efficient customer service and timely financial processing.
- Coaches, mentors, and develops assigned staff.
- Conducts performance evaluations and recommends disciplinary action when appropriate.
- Participates in recruitment, interviewing, hiring, and employee development.

- Develops cross-training plans and succession planning for operational staff.
- Oversee the daily operation of accounts receivable, accounts payable, utility billing, customer service, cashiering, and business licensing.
- Monitors workload distribution and operational performance through reviewing productivity and service levels of each area assigned.
- Implement workflow improvements and develop operational procedures to streamline processes
- Interpret and ensure compliance with departmental standards, laws, regulations, policies, and codes.
- Plans, coordinates, and oversees the City's revenue collection operations, including accounts receivable, business licenses, utility billing, permits, cannabis regulatory fees, transient occupancy taxes, and other assigned revenues; monitors collection performance, delinquent accounts, and revenue trends. Reviews utility billing adjustments and business license compliance,
- Monitors revenue related to and not limited to cannabis regulatory fees, permits, building inspections, transient occupancy tax administration, etc.
- Oversees payroll auditing and quality assurance to ensure compliance with City policies, Memoranda of Understanding (MOUs), federal and state wage and hour laws, payroll tax requirements, and internal controls.
- Assists with reviewing payroll transactions for accuracy prior to processing.
- Audits leave balances, overtime calculations, premium pay, payroll deductions, retirement contributions, and benefit deductions.
- Interprets payroll-related provisions of collective bargaining agreements and personnel policies.
- Coordinates with Human Resources regarding payroll changes, employee status changes, benefit administration, and labor agreement implementation.
- Prepares journal entries to correct errors identified through internal reviews, reconciliations, audits, or operational processes in accordance with established accounting principles, City policies, and management direction.
- Establishes customer service standards; oversees customer service operations; resolves escalated customer complaints; develops customer service procedures; and promotes continuous improvement in service delivery.
- Develops, implements, and monitors departmental policies, standard operating procedures, and quality assurance measures to ensure consistent application of City policies and efficient service delivery.
- ~~• Overseas a full range of financial recordkeeping and reporting duties, including general ledger, accounts receivable, accounts payable, business licenses, utility billing and customer service.~~
- ~~• Performs difficult and detailed calculations, recordkeeping and reconciliation.~~
- ~~• Research, compiles and analyzes data related to a variety of special projects; composes correspondence, assists in the preparation of a variety of financial documents, reports and special projects; develops statistical charts; monitors various accounts; sets up files and spreadsheets.~~
- ~~• Coordinates financial activities with other City departments and outside agencies; responds to questions and provides information; research, interprets and explains policies, procedures and regulations to City staff and the public.~~
- ~~• Assists the Human Resources Department with payroll by monitoring payroll accounts, ensuring timely reconciliation and timely payment of all mandated payroll taxes, overseeing bi-weekly electronic file~~

~~transfers of automatic deposits, deferred compensation, benefits, etc.; maintains various payroll tables.~~

- ~~• Assists in the coordination of the annual external audit; interfaces with auditors and reviews the general ledger for unusual postings and transactions.~~
 - ~~• Assists the City Manager and other management personnel in preparation of City budget; gathers costs and factors in variable circumstances in making budget calculations; provides costs and payroll analysis required by management involved in labor negotiations.~~
 - ~~• Oversee the utility billing functions of the city; monitors reading of meters and recording of water and natural gas consumption; responds to non-routine utility and customer related inquiries and complaints; authorizes adjustments to customer utility accounts.~~
 - ~~• Reviews accounts payable and accounts receivable postings, deposit entries, payroll distribution; prepares and posts journal entries; posts fund transfers, auditor entries and adjusting journal entries; prints year end reports; closes old year and posts new year budget balances.~~
 - ~~• Selects, trains, supervises and evaluates assigned staff; prioritizes work, assigns duties and verifies work for accuracy, neatness, and conformance to policies and procedures; studies workflow and standardizes procedures to improve efficiency of subordinates.~~
- Performs other related work as required.

MINIMUM QUALIFICATIONS

NOTE: The specifications listed below outline the desirable qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

Education: Associate's degree from an accredited college or university in Accounting, Finance, Business Administration, Public Administration, or a closely related field. A bachelor's degree is desirable.~~Graduation from high school; plus specialized coursework or training in finance or accounting systems, or other related areas; Associate's Degree in accounting is highly desirable.~~

Experience: Five (5) years of progressively responsible experience in governmental finance, accounting, revenue administration, utility billing, accounts receivable, accounts payable, customer service, payroll auditing, or related municipal finance operations, including at least two (2) years of supervisory or lead experience directing staff, coordinating workflow, implementing operational procedures, and ensuring compliance with applicable laws, regulations, policies, and internal controls; or an equivalent combination of education, training, and experience.~~Five (5) years of increasingly responsible accounting and general financial recordkeeping experience related to above duties AND two (2) years of supervisory experience OR an equivalent combination of education, training, and experience.~~

Licenses: Valid State of California Drivers License, Class C; must be insurable under the City's insurance policy without the City incurring any additional premiums or costs.

Other: Must be a U.S. citizen or Legal Resident Alien and pass a live scan through the Department of Justice.

NOTE: It is the employee's responsibility to renew all applicable license(s). The City will reimburse the employee/or any required training expenses.

KNOWLEDGE, SKILLS AND ABILITIES

NOTE: The following are a representative sample of the KSAs necessary to perform essential tasks of the position.

Knowledge of: Principles and practices of governmental finance administration and municipal operations; accounts receivable, accounts payable, utility billing, business licensing, cashiering, customer service, revenue administration, and payroll auditing; applicable federal, state, and local laws, regulations, labor agreements (MOUs), personnel rules, payroll practices, and wage and hour requirements affecting assigned responsibilities; governmental accounting principles and financial recordkeeping; internal control principles, cash handling procedures, fraud prevention, and segregation of duties; financial management systems, enterprise resource planning (ERP) software, and other automated accounting and business applications; supervisory principles and practices, including employee training, performance management, workflow coordination, and staff development; business communication, public administration, and modern office practices and procedures. ~~Budgeting and municipal and fiscal accounting practices, methods, forms, techniques and procedures; automated information systems and methods, including spreadsheets and other accounting and business software; business math and elementary statistical methods and techniques; public administration, municipal organization and department operations including applicable laws and regulations; processing and reconciling payroll, accounts receivable, accounts payable, utility billing, business licenses and other financial transactions; internal control principles and methods of application; principles of supervision, training and evaluations; modern office practices and procedures.~~

Skill and Ability to: Plan, organize, supervise, train, mentor, and evaluate assigned staff; develop and improve operational procedures, workflows, and internal controls; oversee accounts receivable, accounts payable, utility billing, business licensing, customer service, cashiering, and payroll auditing functions; review financial transactions, reconciliations, journal entries, adjustments, and operational reports for accuracy and compliance; interpret and apply applicable laws, regulations, City policies, personnel rules, and collective bargaining agreements; analyze operational and financial information, identify issues, and recommend process improvements; utilize financial management systems, enterprise resource planning software, spreadsheets, and related business applications; communicate effectively both orally and in writing; prepare clear and concise reports, policies, procedures, and correspondence; establish and maintain effective working relationships with employees, management, outside agencies, and the public; exercise sound judgment, maintain confidentiality, effectively prioritize and manage multiple assignments, and demonstrate professionalism, integrity, accountability, and a commitment to excellent customer service; bilingual in English and Spanish is highly desirable. ~~Be proficient in word processing, spreadsheets, data bank and presentations; develop, recommend, install, and evaluate complex accounting systems, procedures, and internal controls; analyze and prepare complex financial statements and reports; plan, direct and evaluate the work of subordinates; analyze and interpret complex laws, regulations and codes; express ideas clearly both orally and in writing in the English language; work under tight deadlines; effectively prioritize and manage time; successfully multi-task and keep organized; maintain strict confidentiality and unquestionable integrity; have excellent attendance and be punctual; develop effective working relationships with supervisors, fellow employees, and the public; bilingual in English and Spanish is highly desirable.~~

ATTITUDE

Characterized by initiative, commitment to teamwork and quality performance, and a customer-service orientation; must interact in a positive manner with City employees and the public.

PHYSICAL AND PSYCHOLOGICAL REQUIREMENTS

NOTE: *The physical and psychological demands described herein are representative of those that must be met by an employee to successfully perform the essential duties of this classification. Reasonable accommodations may be made to enable an individual with qualified disabilities to perform the essential functions of this job, on a case-by-case basis.*

Ability to work in a typical office setting with appropriate climate controls. Tasks require a variety of physical activities such as hearing and speaking to exchange information in person and on the telephone; vision sufficient to read written materials, including small print, and personal computer monitor; sitting for extended

periods of time; occasional walking to other offices and standing for brief periods; bending and reaching to place or retrieve files, office supplies, binders and other reference materials; dexterity of hands and fingers to operate a personal computer, typewriter and other office equipment. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking and creative problem solving. Individual must exercise good judgment, be flexible and sensitive in response to changing situations and needs; and communicate clearly and concisely, both orally and in writing.

Approved by: _____
Sean Brewer, City Manager Date