



June 2023  
FLSA: EXEMPT

## FINANCIAL SERVICES MANAGER

### **DEFINITION**

Under general direction, plans, organizes, oversees, coordinates, and manages the staff and operations of accounts receivable, business license, cash receipts, and utilities; compiles annual City budget and all non-departmental budgets; manages the effective use of division resources to improve organizational productivity and customer service; provides complex and responsible support to the Finance Director in areas of expertise; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Finance Director. Exercises direct supervision over technical, and administrative support staff.

### **CLASS CHARACTERISTICS**

This is a management classification responsible for planning, organizing, reviewing, and evaluating the staff, operations, and activities of the annual budget development, business license, revenue collection, and utility billing functions. Responsibilities include developing and implementing policies and procedures for assigned programs, budget administration and reporting, and program evaluation. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Assistant Finance Director and Finance Director in that the latter have overall responsibility for all functions of the Finance Department and for developing, implementing, and interpreting public policy.

### **TYPICAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Plans, manages, and oversees the daily functions, operations, and activities of the business license, permits, revenue collection, cashiering, and utility billing functions, including preparing, monitoring, forecasting, and analyzing financial information, financial processing, reporting, and record-keeping.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the division; recommends within division policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Participates in the development, administration, and oversight of division budget; determines funding needed for staffing, equipment, materials, and supplies; ensures compliance with budgeted funding.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities and makes recommendations for improvement.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends and implements discipline and termination procedures.

- Compiles and may present the annual municipal budget for consideration by the City/District Manager and City Council/EMID Board of Directors; provides information on annual budget requests as required; oversees and participates in the preparation of the annual position payroll budget.
- Provides fiscal impact analysis in support of labor negotiations headed by the Administrative Services Department.
- Assists the Public Works Department in Water and Wastewater rate setting and analysis.
- Coordinates with City Departments in the annual update of the City's Master Fee and Service Charges Schedule.
- Oversees the City's financial management software system; supervises the operation and maintenance of financial computer and software systems; identifies, develops, and implements upgrades or new software as necessary to facilitate departmental goals, policies, and objectives; provides training to staff and ensures optimal use of the system to perform tasks.
- Monitors revenue collection ensuring revenues are processed in a timely manner and properly recorded; monitors the City's investments and prepare monthly reports on investment portfolios for the City/District and Foster City JPA.
- Oversees the business permit issuance process; and serves as advisor for municipal code amendments and policy enhancements.
- Prepares and presents staff and agenda reports and other necessary correspondence related to assigned activities and services; presents reports to various commissions, committees, and boards.
- Conducts a variety of organizational and operational studies and investigations; recommends modifications to assigned programs, policies, and procedures, as appropriate.
- Serves as a liaison for assigned functions with other City departments, divisions, and outside agencies; provides staff support to commissions, committees, and task forces as necessary.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in public agency finance and accounting; researches emerging products and enhancements and their applicability to City needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Directs the establishment and maintenance of working and official division files.
- Ensures the City's safety and health programs are implemented and carried out in the assigned division(s).
- Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Administrative principles and practices, including goal setting, program development, implementation, evaluation, and project management.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of leadership.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles and practices of budget development and administration.
- Established internal control procedures and guidelines.
- Generally accepted accounting principles; modern and complex principles and practices of municipal finance and accounting; and municipal finance best practices.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned division.

- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- City and mandated health and safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

**Ability to:**

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the division.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Apply generally accepted accounting principles in a municipal finance setting.
- Make financial forecasts and projections; analyze and interpret fiscal and accounting records and data.
- Audit, analyze, and utilize financial information and accounting systems and procedures; ensure systems comply with applicable laws, regulations, and policies.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Direct the establishment and maintenance of a variety of filing, record-keeping, and tracking systems.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with individuals; governmental agencies; community groups; various business, professional, and regulatory organizations.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to a bachelor's degree from an accredited college or university with major coursework in accounting, finance, business or public administration, or a related field and three (3) years of increasingly responsible government finance experience including one (1) year of supervisory experience.

**Licenses and Certifications:**

- Possession of, or the ability to obtain, a valid Class C California driver's license upon appointment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.