



Request for City Council Committee Action from the Department of Human Resources

Date: November 11, 2014

To: Mayor Betsy Hodges and the Executive Committee

Referral to: Ways and Means Committee

Subject: New Appointed Position: Assistant Director Treasury

553 points/Grade 12 (\$87,669- \$103,357)

Recommendation:

1. Find that the proposed position meets the criteria in Section 20.1010, Council to Establish (Appointed) Positions, as follows:
 - (1) The person occupying the position will report to the head of the designated city department or the designated city department head's deputy.
 - (2) The person occupying the position will be part of the designated department head's management team.
 - (3) The duties of the position involve significant discretion and substantial involvement in the development, interpretation, or implementation of city or department policy.
 - (4) The duties of the position do not primarily require technical expertise where continuity in the position would be significant.
 - (5) The person occupying the position needs to be accountable to, loyal to, and compatible with the mayor, the city council, and the department head.

2. Approve the proposed position: Assistant Director Treasury; 553 points/Grade 12
The position is FLSA – Exempt

3. Approve the recommended salary schedule for the position, which has a range of \$87,669 to \$103,511, effective November 28, 2014, and authorize annual step movement for the incumbent provided satisfactory or better performance in the job:

Title	Points	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8
Assistant Director Treasury	553	\$87,669	\$92,283	\$94,128	\$95,974	\$97,820	\$99,665	\$101,511	\$103,357

4. Refer to Ways and Means

Prepared or Submitted by: Pamela Nelms, CCP, SPHR

Human Resources Senior Consultant/Compensation; 673-3344

Approved by: _____

Patience Ferguson
Chief Human Resources Officer

Spencer Cronk
City Coordinator

Presenters in Committee: Pamela Nelms, CCP, SPHR
Human Resources Senior Consultant

Financial Impact (Check those that apply)

- No financial impact (If checked, go directly to Background/Supporting Information).
- Action requires an appropriation increase to the ____ Capital Budget or ____ Operating Budget.
- Action provides increased revenue for appropriation increase.
- Action requires use of contingency or reserves.
- Business Plan: ____ Action is within the plan. ____ Action requires a change to plan.
- Other financial impact (Explain):
- Request provided to department's finance contact when provided to the Committee Coordinator.

Background/Supporting Information

Dear Mayor Hodges:

The Treasury Director has requested a review of the Manager Treasury Operations and a title change to Assistant Director Treasury, with the position converting to the appointed service. In addition to the duties and responsibilities identified in the original review of the Manager Treasury Operations, the new position will have responsibility for managing the Accounts Payable function and will assume the responsibility of the Treasury Director in the Director's absence.

The position will manage activities of the City's Finance Treasury Operations (FTO) division for enterprise-wide billing, receivable management, accounts payable management, cash receipting and customer service functions.

The proposed duties and responsibilities include but are not limited to:

- Manage inter-departmental relationships across the City with respect to cash receipting, billing, accounts receivable, and accounts payable management services provided by the Treasury Division.
- Act as the Director in the Director's absence.
- Develop, implement and administer citywide policies and procedures, consistent with best practices and in compliance with GASB accounting rules, all applicable laws and City ordinances, for citywide billing, receivable management, payables management and cash receipting functions.
- Analyze new products, methods and technologies applicable to citywide billing, receivable management, cash receipting, payables management and customer service functions, and direct the implementation of process and/or technology changes that enhance and support operations.
- Manage contract compliance and relationships with vendors to ensure the City receives appropriate service.
- Oversee processes to ensure timely response to constituent queries, requests and complaints submitted through the Mayor, Council Members, other City Departments and the public.
- Manage the Treasury Operations annual budget of \$6.2 million by utilizing the City's Financial System, HRIS and with assistance from accounting personnel to ensure city funds are sufficiently appropriated and utilized to support city-wide revenue collection, cash receipting and accounts payable functions.
- Oversee the billing dispute and tax assessment processes by using computer generated and staff reports, resulting in the annual assessment of more than \$400,000 of unpaid utility and other City service charges to Minneapolis property taxes.

Factor Summary of the evaluation of the position.

Factor	Points	Analysis
Pre-requisite Knowledge	60	The position requires a Bachelor's Degree in Finance, Business, or Accounting or equivalent and five years of management experience including conflict resolution, performance evaluation, personnel development, and oversight of multiple work units. The position requires knowledge of business operations, project planning, management, and budgeting.

Decisions and Actions	60	<p>The position independently makes decisions on operational issues that arise regarding personnel, billing, customer service, revenue collections, and accounts payable functions. It will analyze financial and production reports, consider customer input and City goals, apply pertinent rules, regulations, ordinances, statutes, and potential outcomes, and decide on the appropriate action required. Errors in making these decisions can result in revenue loss, untimely payments to vendors, fines, litigation initiated by customers or employees, and/or embarrassment through complaints to the media.</p>
Supervisory Responsibility	40	<p>The position will directly supervise the Manager Accounts Payable, Manager Accounts Receivable, and the Utility Billing Manager and have more than 40 positions under its management authority.</p>
Relationships Responsibility	55	<p>Relationships within City departments include all department directors to collaborate on billing, receivable management, accounts payable, and cash receipting processes and provide status reports, and city council members related to constituent questions and concerns.</p> <p>Relationships with contacts from outside the City organization include State and Federal agencies, outside attorneys representing client appeals, realtors and property managers on utility billing and other billing matters, business and property owners to exchange information and resolve complaints and/or payment of invoices.</p> <p>Jobs at this level are supervisory over major areas of responsibility or have special communication responsibility related to the duties of the job, including high level coordination or operational analysis or specialized consultation. At this level the incumbents have to work with a wide variety of contacts, both internal and external of the system to communicate issues, and deal with problems. They must exercise discretion in release of information. They are responsible for coordination of major efforts, and are expected to enlist cooperation and collaboration from various agencies and groups. These jobs may be involved in technical issues of major importance in the areas where they are assigned and have important liaison duties with other staff, divisions and departments, they also are charged with coordination of vendor activities, and oversight over consultants.</p>

<p>Working Conditions</p>	<p>20</p>	<p>The position will work in normal office environment and will have exposure to the typical equipment in an office including computer keyboarding, copiers, and phones.</p>
<p>Effort</p>	<p>60</p>	<p>Jobs at this level are managers over technical, analytical, and related professional activities. At this level these jobs lead significant projects and initiatives in the City. They are responsible for planning and organizing work functions and are under pressure to deal with problems that arise in units under them. These jobs deal with significant challenges. There are deadline pressures based on business cycles, City Council cycles, and a need to provide attention to detail in contracting, negotiating, reviewing financial information, creating reports, managing risk, and performing related activities.</p>

Attached: Classification Report and Salary Ordinance