

FINANCE SUPERVISOR

DEFINITION

To plan, organize, direct and supervise assigned operations including customer service, utility billing, and licensing within the Finance Department; and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from management staff as assigned.

Exercises direct supervision over assigned technical and support staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for assigned operations; implement policies and procedures.

Plan, prioritize, assign, supervise and review the work of staff involved in assigned program activities.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for staff, supplies, equipment, and services; monitor and control expenditure.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Oversee electric and water utility billing and related customer service functions including administration of various customer programs and services; oversee licensing operations; ensure integrity of cash receipts and balancing.

Research and oversee implementation of technological changes/improvements in processing and reporting methods; assist in the development and review of related requests for proposals.

Research and prepare technical and administrative reports and council communications; prepare written correspondence.

Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.

Build and maintain positive working relationships with co-workers, other City employee and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of financial processing and reporting operations including utility billing and customer service activities.

Principles of supervision, training and performance evaluations.

Principles of budget monitoring.

Principles and practices of safety management.

Pertinent local, State and Federal laws, ordinances and rules.

Ability to:

Organize, implement and direct a variety of financial operations activities, as assigned.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Interpret and explain pertinent City and department policies and procedures.

Assist in the development and monitoring of an assigned program budget.

Develop and recommend policies and procedures related to assigned operations.

Supervise, train and evaluate assigned staff.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

A typical way to obtain the required knowledge and abilities would be:

Experience:

Three years of increasingly responsible experience in operational finance activities involving billing and collections, including one year of lead responsibility.

AND

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in finance, accounting, public administration, business administration, or a related field.

License or Certificate

Possession of, or ability to obtain, a valid California driver's license.

08-25-12	Finance Supervisor
05-04-09	
07-01-05	Customer Service Manager
08-20-02	
03-08-02	CSR Supervisor I/II