



FINANCIAL SERVICES SUPERVISOR

JOB DESCRIPTION

Department: Human Resources & Finance	Division: Finance
Work Location: City Hall	Percent Time: 100% (1.0 FTE)
Job Type: Civil Service	FLSA Status: Exempt
Reports To: Finance Manager	Union: Non-Union

JOB SUMMARY

The Financial Services Supervisor is responsible for providing oversight and management of the day-to-day financial operations of the Financial Services Section. The Financial Services Supervisor plans, organizes, coordinates, and supervises assigned staff who perform a variety of duties related to the areas of responsibility. This includes training, developing, and supervising staff; assisting with preparation and development of the budget; coordinating related procurement processes; analyzing assigned programs, policies, and processes, and making recommendations for improvements; and responding to and interacting with the public. This position works under the general direction of the Finance Manager and performs advanced, professional-level work.

ESSENTIAL FUNCTIONS

- Actively supports and upholds the City's mission and values.
- Supervises Financial Services staff; provides leadership and guidance to ensure compliance with established policies and procedures; oversees work procedures and methods; assigns work activities, projects, and programs; performs or assists with the most complex, difficult, or sensitive issues and serves as backup for performing critical functions when necessary, including payroll and accounts payable; meets with staff regularly to identify and resolve problems.
- Ensures that required reports related to assigned areas of responsibility are accurate and filed timely with State and Federal agencies.
- Oversees preparation of or prepares all audit workpapers, providing accurate and timely workpapers to Finance Manager for review.
- Oversees fixed asset management and management of the City's equipment replacement planning, including regularly communicating with and providing guidance to staff in other departments.
- Monitors authorized users of the City's financial system, subject to review by Finance Manager; documents review at least annually.
- Maintains internal control policies and recommends changes to internal controls, subject to review by Finance Manager.

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- Leads implementation of software related to job duties, under the direction of the Finance Manager.
- Manages compliance with the Grant Accountability and Transparency Act (GATA), including reviewing and submitting reports.
- Prepares quarterly reports and ensures accuracy, subject to review by Finance Manager.
- Participates in budget review for specified funds or departments.
- Performs evaluative and hiring functions for assigned staff; involved as a member of the hiring team.
- Plans and organizes staff workloads and assignments; approves time-off requests and authorizes overtime for assigned staff.
- Trains, coaches, motivates, and evaluates assigned staff; identifies training needs related to assigned areas of responsibility; prepares training materials; reviews work and provides direction and guidance as needed.
- Provides administrative, technical, and analytical support to special projects as directed by the Finance Manager; researches, compiles, and analyzes information to evaluate issues, identify trends, and make recommendations for department process, policy, and service delivery improvement; prepares documents, communications and reports related to findings and recommendations.
- Provides administrative and technical support for department strategic and financial planning; uses basic statistical and evaluative techniques to identify methods for attaining department goals and objectives where required or as directed by the Finance Manager.
- Assists in the preparation and development of department budget; monitors assigned operating budgets; provides technical budget assistance to division managers; reviews purchases and checks for compliance with budget.
- Coordinates assigned procurement processes; assists with drafting and disseminating bids, RFPs, and other procurement documents in accordance with City policy, prepares bid notices and advertisements; responds to requests related to department procurements, distributes bid addenda; documents submittals.
- Responds to inquiries and complaints in a professional, respectful, and courteous manner; provides information and resolves customer service escalations.
- Maintains effective relations with other governmental officials, community leaders, residents.
- Reports to work on time and as scheduled.
- Performs other duties as needed or assigned.

Standardized Essential Duties:

- Continuously seeks process improvements in all operations with the ultimate goal to improve the quality of customer service.
- Assists employees and the public with inquiries, requests, and/or problems in a friendly, respectful, courteous, and professional manner.
- Communicates and reinforces organizational culture and values.
- Maintains maximum security over confidential information and materials.
- Recognizes situations which are beyond his/her limits and directs them to the appropriate person.

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- Maintains ongoing communication with supervisor, informing him/her of all pertinent problems, irregularities, new developments, changes and other important information within area of responsibility.
- Maintains a professional and courteous attitude with all people, including fellow employees, members of the public, management, board and commission members, elected officials and members of the media
- Cooperates with other departmental/division personnel to ensure customer service standards are consistently practiced.
- Complies with City policies and procedures.

JOB REQUIREMENTS

Education & Experience

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- Knowledge and skills typically acquired through completion of an associate's degree in finance, accounting, business administration or a related field and at least three (3) years of progressively responsible experience in finance, preferably in the public sector, including at least one (1) year of supervisory experience.
- Five (5) years of progressively responsible finance experience, preferably in a public sector environment, may substitute for the education requirement.
- A bachelor's degree in a related field is strongly preferred.

Knowledge of

- Policies, procedures, ordinances, laws, policies, and best practices related to municipal finance, or the ability to learn.
- Business English, grammar, and punctuation.
- Modern office procedures, practices, and equipment.
- Administrative and supervisory best practices and techniques.
- Accepted governmental purchasing techniques and procedures.
- Municipal budgeting and accounting procedures.
- Advanced knowledge of Microsoft Office software, including Word, Excel, and PowerPoint, and the ability to learn other software as required.
- Complex financial systems including accounts payable, payroll, billing, and procurement, preferably Tyler Enterprise Management.

Skills

- Excellent written and verbal communication skills.
- Excellent customer service skills.
- Demonstrated organizational and time management skills.
- Interpreting, applying, and explaining rules, regulations, policies, and procedures.
- Recommending, developing, implementing, and revising policies and procedures.

Ability to

- Manage work to meet time-critical deadlines (e.g., payroll deadlines).
- Research, compile, and summarize a variety of informational and statistical data and materials.
- Prepare and present technical and non-technical reports orally and in writing.
- Prepare professional documents and memos.
- Successfully manage several tasks or projects simultaneously.
- Work productively and calmly under stress.
- Understand and comply with State laws and municipal ordinances.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Maintain confidentiality.
- Prioritize requests from the public and staff.
- Uphold the highest standards of competency, professionalism, and integrity in all work, demeanor, and in communication with others.
- Supervise, coach and train personnel.
- Establish and maintain effective working relationships with supervisors, employees, and others.
- Work independently and with minimal supervision.
- Attend and participate in professional group meetings; stay current with trends and innovations in areas of assigned work.

Job Dimensions

- Requires making decisions that govern the activities of others; decisions impact service provision to both internal and external customers.

Contacts: Internal/External

- Daily contact occurs with City staff, businesses, and members of the public. Contacts may require some level of persuasion, and the potential for conflicts and disputes exists. Interactions are moderately structured and routine and may require explanation of complex concepts or interpretation of City policies. Interactions require maturity, patience, and emotional intelligence.

Supervision received

- The employee operates under the general direction of the Finance Manager. Receives guidance in terms of broad goals and overall objectives and is responsible for establishing the methods to attain them. May formulate policy for the assigned area of responsibility but does not necessarily have final authority for approving policy.

Level and complexity of supervision exercised

- The position supervises Financial Services staff.

Security Level

Level **PII**: essential functions require access to and responsibility for detailed personally identifiable information (PII) that is protected, personal, or sensitive AND/OR access to and responsibility for information related to the City's finances.

Supplemental Information

Physical Demands and Working Conditions

- Physical Demands: Due to the nature of work assignments, incumbents must be able to perform detailed work on multiple, concurrent tasks, with frequent interruptions and under time constraint. On a daily basis, the essential duties of this classification may require the ability to stoop; to reach; to stand, to walk and sit for extended periods of time; to push and/or pull objects weighing up to 25 pounds; to lift and carry objects weighing up to 25 pounds; to use finger dexterity to operate a computer and other office equipment and hand strength to grasp files and other objects; to perceive the attributes of objects by touch; to hear and verbally exchange ideas and information with the public, staff and others on the phone and in the office. On a frequent basis, essential duties of the position may require the ability to climb stairs, to kneel, and/or crouch to retrieve files and other items.
- Working Conditions: Standard office setting. The work requires sitting and/or standing for prolonged periods of time, walking and frequent interaction with others, both in person and on the phone. Work environment is both formal and informal, team- and autonomy-oriented, having variable tasks, pace and pressure. May require occasional evening hours to attend board/commission meetings.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress.

Hearing: Hear in the normal audio range with or without correction.

The physical demands and work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Class Specification History

New class: September 25, 2024

For HR/Finance Use

Job Class Code	Pay Grade 111
EEO Category	LVL