

Deputy Treasurer

Starting Salary Range: \$76,000 - \$97,000

Benefits offered with this position include:

- Defined Benefit Pension, Plus an optional 457 Deferred Compensation plan
- Reciprocal Pension Credit, available for pension-qualified applicants
- Retiree health reimbursement account
- Very generous medical/dental/vision/pharmacy plans
- Paid vacation, personal time, floating holiday, plus sick days. Unused vacation and sick time rolls over
- Short-term and long-term disability, life, and AD&D insurance
- Flexible spending accounts
- You can earn up to \$500 annually by participating in our Wellness Incentive Programs. These dollars will be deposited into a health reimbursement account (HRA), which can be used toward eligible health care expenses
- Tuition reimbursement \$2500, must be employed 1 year to be eligible
- Employee assistance program
- Voluntary benefits like accident coverage, critical illness, LegalShield, and Identify Theft

Role Summary Assists with the supervision of the Treasury, Risk Management, and Customer Service Units. Treasury Service Unit responsibilities include financial management of city revenues and investment activity; preparation of real and personal property tax billing, collection, reconciliation, and disbursements; delinquent personal property tax billing collection, reconciliation, and disbursements; special assessment billing, collection and reconciliation; management of City Debt issuance; supervision of the City Parking Referee appeal system and management of associated contracts for the enforcement, appeal, and collection of parking citations. Risk Management Unit responsibilities include coordinating the City's general liability and casualty insurance programs; facilitating internal and external claims processes; drafting insurance resolutions for Council approval, serving as liaison with Third Party Administrators; and negotiating annual insurance renewals. Customer Service Unit responsibilities include planning, organizing, and leading the Customer Service Unit; ensuring effective and efficient customer care; managing call center operations; implementing best-in-class customer service practices; conducting customer satisfaction surveys; monitoring revenues generated to ensure all billable items are appropriately charged; and assist in supervising the Customer Service Center Supervisor and administrative support staff.

Duties

Performs under the general supervision of the Treasurer and is responsible for, but not limited to, the following duties:

Essential Duties

- Collection of City Revenues, e.g., real and personal property tax collections, delinquent personal property collections, accounts receivable, special assessments, parking fines, utility bills, and other receivables as assigned.
- Manage the delinquent invoice to tax roll process .
- Assist in cash flow management and analysis for investment objectives.
- Assist in the management of City's various investment portfolios as directed by the Treasurer.
- Manage the special assessment, Property Assessed Clean Energy (PACE), and improvement charge program.

- Reconciliation of outstanding special assessment and improvement charges for the annual audit.
- Prepare lists of outstanding receivables and make recommendations for collection to the City Council's Liquor License Review Committee.
- Assist in revenue forecasts as directed by Treasurer.
- Preparation of annual audit financial work papers.
- Assist in the risk management activities as directed by Treasurer
- Management of City's banking activities including cash management, lockbox, online payments, merchant services, safekeeping, and armored car services.
- Responsible for the City's cash collection and reconciliation activities including:
- Direct oversight of the balancing, reconciliation, and deposit of cash across all City Operations.
 - Oversight of Citywide cash collection and internal control procedures.
 - Performs internal control and cash audits for all cash collections location
 - Perform data analysis and reporting.
- Management of the City parking fine collection and appeals program.
- Assist in the daily supervision of Treasury Services, Risk Management, and Customer Service units.
 - Provide training of current and newly hired staff.
 - Act as a direct resource for the resolution of staff and customer related issues
 - Conduct research and provide resolution to customer complaints and inquiries..
- Identify and evaluate performance indicators, both financial and operational, to identify issues and potential opportunities to eliminate problems and ensure quality products and services.
- Assist in the management of conflicts in human interactions among employees, supervisors, and customers.
- Attend meetings with key area personnel for discussing new policies, reviewing existing processes, and developing more efficient procedures.

Related Work

- Support ad hoc requests for financial analysis.
- Demonstrate continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.
- Oversee incorporation of technological improvements into Treasury Services, Risk Management, and Customer Service Units.
- Responsible for determining and implementing unit policies and processes, planning long-rang programs, and making difficult technical and administrative decisions.
- Delegate authority for the performance of technical and administrative activities, but retain responsibility for results obtained.
- Resolve the most difficult customer complaints and correspondences and authorizes adjustments to customer accounts.
- Investigate customer and employee complaints as directed by Treasurer. Report finding on action taken as a result of complaints.
- Participate in the development and distribution of customer communication regarding City policies, practices, and procedures.
- Perform other related financial analysis and ad hoc assignments.

Skills and Ability to: (position requirements at entry)

- Properly utilize accounting, finance, and planning principles, practices and procedures
- Accurately interpret and implement policies, procedures and regulations
- Problem solve and demonstrate decision making and analytical capabilities
- Effectively communicate through oral and written communications
- Demonstrate excellent customer service techniques

- Set priorities while coordinating multiple projects and meeting critical deadlines
- Establish and maintain effective, respectful and productive working relationships
- Perform high level data analysis using Excel as well as other data analysis tools.

Equipment

Standard office equipment, PC, fax, copier, calculator, multi-line telephones, and other miscellaneous office equipment.

Training and Experience (position requirements at entry)

Required:

- Bachelor's degree in Accounting, Business, Public Administration or related field
- At least 4 years of experience in all of the following areas: treasury or cash management operations; collections management; revenue recording, reporting and reconciliation; budget preparation; cash flow forecasting; investment tracking and reporting; supervision; accounting data analysis and reporting; bank reconciliations; and customer service related to billing and collections

Preferred:

- Fund accounting experience

Physical Requirements

The physical demands described here are representative of those must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

Positions in this class typically require: hearing, talking, seeing, reaching, lifting, grasping and repetitive motions.

Move and lift light objects less than 20 lbs. such as mail, files, and supplies. Operating office equipment requiring continuous or repetitive hand/arm movements. The ability to remain in a sitting position for extended periods of time.

***EEO:** The City of Ann Arbor is proud of our diverse workforce and our commitment to equal opportunity. We do not discriminate on the basis of a person's actual or perceived race, color, religion, national origin, gender, age, condition of pregnancy, marital status, physical or mental limitation, height, weight, source of income, family responsibility, educational association, sexual orientation, gender identity or HIV status in any aspect of our hiring or employment process. We have earned a perfect score on the Human Rights Campaign Foundation's Municipal Equality Index (MEI), which assesses lesbian, gay, bisexual, transgender and queer equality in more than 500 cities across the nation.*