

## FINANCIAL OPERATIONS LEADWORKER

### CLASS DESCRIPTION

#### General Responsibilities:

This is responsible lead level and operational work in the verification, adjustment, billing, receipting, reporting and distribution of revenues in the City Treasurer's Office or in the Water Utility Customer Service Office. This work is characterized by judgment and discretion in overseeing day-to-day operational activities and in performing the more difficult work. Work is performed under the general supervision of the Revenue Operations Manager, who assumes final responsibility for all Treasurer's Office programs, or the Customer Service Supervisor at the Water Utility.

#### Examples of Duties and Responsibilities:

##### *Treasurer's Office*

Provide general leadership and assist in Treasurer's Office program administration. Prepare daily bank reconciliation and determine and request future fund requirements as required. Perform daily investment of City funds and make appropriate wire transfers as required; maintain related records and prepare periodic reports. Update remittance processor for changes to methods and additions to processes. Work with Information Services on related problems and enhancements. Recommend tax billing schedule and maintain control totals for taxing entities. Act as primary liaison with mortgage companies in problem resolution. Participate in budget preparation and administration. Order and maintain office supplies.

Within the Treasurer's Office, oversee and participate in the billing of taxes and processing of tax payments for real estate and personal property in order to maximize the City's cash flow position. Prepare totals and key pre-billing work. Work with the mortgage companies to provide duplicate tax bills using listings and diskette format. Prepare and adjust tax bills prior to mailing. Prepare billings for refunded/rescinded taxes. Verify payment amounts. Generate reports for auto-refund process for tax overpayments, verify that each parcel has been encoded with correct amount of check; check ownership; make appropriate changes on computerized file; review for accuracy and prepare for authorized signature. Review, investigate and follow through on overpaid tax refund requests. Balance tax revenue total with impacted entities. Adjust tax records as necessary.

Process various payments remitted to the Treasurer's Office; operate a remittance processor computer.

Process parking utility receipts. Process animal licensing fees; balance and distribute fees, as appropriate. Process delinquent personal property accounts, and perform necessary follow through.

Provide for daily checkout. Balance receipts to cash. Determine bank deposits.

List daily bank reconciliation to office ledger from online banker software; perform outgoing wire transfers for City agencies and for investments; check the balance of available funds to cover outstanding checks; perform deposits/withdrawals for several pools by phone or Edge software; update pool spreadsheets daily for deposit/withdrawals; update pool spreadsheets monthly for interest earned; prepare investment sheets and cash receipts with appropriate backup.

### *Water Utility*

Provide general leadership and assist in Water Utility Office program administration. Prepare daily billing edits and make corrections as required. Maintain billing records and prepare periodic reports. Update CIS Billing Software for changes to methods and additions to processes. Recommend billing schedules. Resolve questions regarding Public Service Commission policy and procedure interpretation and office functions. Act as primary liaison with Title companies in problem resolution. Participate in rate preparation and administer the rates for the Madison Water Utility and the Sewer Utility. Run adhoc reports requested by the Customer Service Supervisor using the CIS billing software. Help complete studies, reports, or projects by gathering data and helping to analyze the results.

Oversee and participate in the billing of approximately 150,000 annual Madison Municipal Service Bills (water, sewer, landfill, public fire protection, and storm water) and processing payments. Prepare routes for meter readers. Download meter readings from the MVRs software into the CIS billing software for pre-billing work. Work with title companies to provide final readings for real estate closings. Prepare and adjust bills prior to mailing. Prepare daily billings for final water readings. Verify payment amounts. Run cycle billing and pre-billing audits each month. Prepare a bill file for a third party printer. Review, investigate, and follow through on all billing adjustments.

Apply monthly interest calculation to delinquent bills. Run reminder notices. Cancel and rebill accounts as needed. Work with City Engineering to process Storm Water adjustments prior to monthly billings. Maintain Storm Water file. Make changes when there are new parcels, obsolete parcels, or combined parcels. Work with the City Assessor's office to maintain property owner information. Set up new accounts when there is new construction.

Process delinquent Madison Municipal Services tax notices and follow through. Prepare a list of delinquent accounts to certify to the City of Madison and coordinate with the Treasurer's Office and other local municipalities to place such delinquencies on the property tax bill.

List daily on-line transactions and request a wire transfer from the Treasurer's Office to the Water Utility bank. Oversee the MyWater website. Assist customers who are having problems using the website. Answer email and other questions and/or complaints from customers.

### *General*

Assist in the development and implementation of computer programs for the Treasurer's Office or Water Utility Customer Service Office. Assist in staff training; assign, monitor and assist in evaluating the performance of staff. Establish work priorities and procedures. Resolve questions regarding policy and procedure interpretation and office functions. Recommend and participate in the revision of procedures and operational changes. Perform more challenging aspects of the operational functions and activities of the Treasurer's Office or Water Utility Customer Service Office.

Perform related work as assigned.

## QUALIFICATIONS

### Knowledge, Skills and Abilities:

Considerable knowledge of office procedures, methods and equipment. Thorough knowledge of methods, practices and terminology used in financial, billing, assessment, and statistical clerical work. Working knowledge of elementary bookkeeping; and related financial terms, concepts, principles and practices. Ability to interpret Treasurer's Office or Madison Water Utility and Public Service Commission regulations and to independently make decisions within prescribed policy and procedures. Ability to lead employees engaged in diverse cash handling, administrative, and recordkeeping activities; to plan for and coordinate their daily activities; and to participate in the development and implementation of related processes and procedures. Ability to make arithmetical computations, to count money rapidly and accurately, and to make change. Ability to collect, analyze and summarize data. Ability to develop and implement operating procedures. Ability to assist in resolution of operational problems. Ability to utilize related computer software. Ability to operate adding machines and calculators by touch method and operate coin separators, counters and packagers. Ability to maintain records and prepare narrative and statistical reports and statements. Ability to follow oral and written instructions. Ability to write legibly. Ability to establish and maintain effective working relations. Ability to type at a speed of 40 wpm with 5 errors or less. Ability to maintain adequate attendance.

### *Treasurer's Office only*

Physical strength and agility required to lift and relocate bags of coinage (weighing approximately 50 lbs.).

### Training and Experience:

Two years of directly related administrative experience comparable to that gained in the Treasurer's Office or the Water Utility Customer Service Office of the City of Madison. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Necessary Special Qualifications:

*Treasurer's Office only*

Certification as a Notary Public.

<b>Department/Division</b>	<b>Comp. Group</b>	<b>Range</b>
Treasurer's Office Water Utility/Customer Service-Billing	20	12

Approved: \_\_\_\_\_  
Brad Wirtz  
Human Resources Director  
Date