

CITY OF MILL CREEK

POSITION DESCRIPTION

POSITION TITLE: Administrative Supervisor – Finance **JOB CLASSIFICATION:** Supervisor
DEPARTMENT: Finance & Administration **REPORTS TO:** Director of Finance and Admin.
SALARY GRADE: 15 **FLSA EXEMPT:** Yes
REPRESENTATION: Non-Represented **Approvals: CM:** *JSS* date: *11-12-18*
Approvals: HR: *Jo* date: *11-12-18*

GENERAL DESCRIPTION:

Primary responsibility is to supervise Passport services and staff. Responsibilities entail problem solving and independent decision making related to the department/work areas that the supervisor is supporting. Assigned duties call for a high level of professional maturity in business situations as work often involves organizing workflow and providing leadership for lower level positions.

ESSENTIAL JOB FUNCTIONS:

1. Supervise department personnel and manage employee performance by providing training, guidance and oversight. Responsible for recruitment, hiring, and employee performance management.
2. Oversee the customer service function within the department and the activities of the customer service staff. Develop, maintain and monitor staff schedule, employee training, and implementation of new departmental procedures. Troubleshoot complex customer service issues and audit for process compliance. Responsible for annual Certification of Program Compliance for U.S. Department of State, including annual re-certification of staff.
3. Prepare, analyze and maintain records and reports related to daily activities, including statistical reports to identify problem areas and service needs. Utilize continuous improvement methodology to address service and quality issues within the organization.
4. Ensure that working processes and procedures are documented and communicated to staff. Keep current with all pertinent regulations and directives, ensuring communication of changes with director and departmental staff.
5. Oversee city-wide cash receipting function, train personnel on receipting procedures as needed and ensure adherence to internal controls.
6. Oversee business license processing and transition to the State Department of Revenue.
7. Provide support to all City departments in obtaining pricing information and purchasing needed materials, supplies, vehicles, office equipment, etc., in compliance with City and state regulations. Review purchase requests and work with staff to develop/clarify specifications and requirements. Analyze price proposals and other data to ensure reasonable pricing. Purchase equipment, materials, supplies and services. Monitor and evaluate contract compliance as necessary.
8. Responsible for grant management.
9. Support accounts payable processing.
10. Coordinate and participate in special projects as needed; support ongoing projects through communication, outreach, research and compiling information, statistics and reports as requested.
11. Maintain appropriate confidentiality of work-related issues, including but not limited to customer, employee and City information and records.

This is not designed to be a comprehensive listing of all activities, duties and responsibilities required of the job. Other duties may be assigned and/or performed.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of:

- General office management, practices, procedures and equipment.
- Accepted purchasing, contracting and bidding practices, procedures and state regulations.
- Basic accounting processes.
- Financial software applications.

Ability to:

- Maintain regular, predictable and reliable attendance during scheduled hours.
- Operate a variety of computer applications, such as word processing, spreadsheet, data base, and specialized accounting applications; use office equipment such as personal computers, fax, photocopier and 10-key.
- Maintain accurate records and accounts; maintain confidentiality of related records.
- Organize, prioritize and perform work assignments to meet deadlines with minimal supervision.
- Communicate effectively, both orally and in writing, and provide excellent customer service to employees.
- Work cooperatively with others to achieve results, valuing other's input and expertise; acknowledging other team member's concerns and contributions and supporting team decisions.
- Adjust to new, different or changing requirements and maintain composure under pressure.
- Recommend and initiate new approaches and procedures to ensure continuous improvements in both City and employee programs and services.
- Establish and maintain effective working relationships with co-workers, elected officials, vendors, staff at other agencies and the general public.

MINIMUM REQUIREMENTS:**Experience and Education/Training:**

- Four years of administrative/office experience and at least two years of customer service dealing directly with the public, including some leadership or supervisory experience, or any equivalent combination of education and experience which provides the applicant with the knowledge, skills and abilities required to perform the job.

Licenses/Certifications required:

- Proof of United States Citizenship or U.S. national.
- Must be approved by the Department of State.
- Must be able to pass a criminal background investigation (including fingerprinting and credit report).
- Ability to successfully complete within 30 days, and maintain annual re-certification of, an official Passport Application Acceptance course which includes an annual criminal history check.

Preferred:

- One year of municipal experience to include knowledge of the BARS system and purchasing procedures.
- Basic accounting education or related experience.
- One year of supervisory experience in a municipal or customer service environment.

PHYSICAL REQUIREMENTS / WORKING CONDITIONS:

The City of Mill Creek provides a tobacco-free environment for its employees; smoking/tobacco use is prohibited in City facilities and vehicles.

Specific physical requirements and typical working conditions for this position are on file in the Human Resources Department.