



**CITY OF WILSONVILLE**  
invites applications for the position of:

## Finance Operations Manager

**SALARY:** \$5,238.13 - \$7,070.27 Monthly  
\$62,857.56 - \$84,843.24 Annually

**OPENING DATE:** 05/01/19

**CLOSING DATE:** 05/19/19 11:59 PM

### POSITION OVERVIEW:

#### What we do

Wilsonville aims to foster a collaborative, friendly, and fun work environment while providing superior services to our citizens and visitors. Within that environment the Finance Operations team manages day-to-day customer relations intermixed with ensuring the City accurately reflects and collects payments. While roles with similar names at other cities can be far more mundane, this position requires a creative, organized, customer service champion who takes pride in exercising their powers of positive influence to inspire a smooth and efficient operation.

#### Who we are looking for

You go out of your way to make sure customers are satisfied, even when you're not able to give them exactly what they wanted. You are comfortable in fast-paced environments with high standards, but you also recognize the importance of having fun in your job and you project an enthusiastic, dedicated, and collaborative spirit in order to build and maintain working relationships. You demonstrate high level management abilities, strategic thinking, and leadership skills to effectively manage all aspects of the role.

This position is part of a close-knit management team that fosters creativity and adaptability. As the Finance Operations Manager, you provide a pivotal role for the Finance department, overseeing the management and delivery of the City's payroll, municipal court, utility billing, and collections functions. You will work as a part of a unified management team, build trust with and lead staff, and keep the group aligned with the City's mission and values. This exciting role requires superior attention to detail, great prioritization skills, and the ability to plan ahead to meet tight deadlines all while juggling multiple critical requests. We are searching for a candidate who will bring a fresh perspective to the department, and who is always looking for ways to improve processes and/or services.

#### How to join the team

Does this sound like you? Join our team! We are looking for a manager who brings a strong customer service ethic, a desire for long-term affiliation with the City of Wilsonville, and a highly professional and creative approach to managing and leading teams. Successful candidates will be problem solvers with a holistic perspective, and will recognize trends, anticipate outcomes, and take action to mitigate situations before they become problems. Qualified candidates will have an Associate's degree in Business Administration, Accounting, or a closely related field and at least 4 years of experience in finance operations, preferably in payroll, with at least 2 years of relevant supervisory experience. If you enjoy being a part of a thriving community and are a skilled people manager, submit your application materials today! Please ensure you complete all sections of the application and **attach a cover letter detailing your interest in this position**. Do not use "refer to resume" in the application. Additional information regarding this position, including minimum qualifications and essential job functions, can be found below.

Under general direction, plans, directs, administers, supervises, and participates in the daily operations and activities of the Finance administrative and customer service functions. Oversees and evaluates the operations and activities of the City's payroll, municipal court, collections, and utility billing functions; recommends and implements policies, procedures, and practices; and performs a variety of advanced and confidential administrative support duties of significant complexity. Provides highly complex office coordination and support and performs other duties as required.

This position receives general direction from the Finance Director and exercises direct supervision over assigned staff.

This is the full supervisory-level class that exercises independent judgment on diverse and specialized support projects and has significant accountability and ongoing decision-making responsibilities associated with the work. The incumbent organizes and oversees day-to-day operations of the Finance department, and is responsible for providing highly complex and confidential administrative support to the Finance Director in a variety of areas. The work requires recommending and implementing policies, procedures, and regulations and involves frequent contact with the public, as well as performing various research and budgetary support functions. This class is distinguished from the Finance Director in that the latter has management responsibility for all Finance related programs, functions, and activities of the City. This class is distinguished from other support classifications by its supervisory responsibilities.

## **RESPONSIBILITIES:**

### **ESSENTIAL JOB FUNCTIONS**

The following tasks are representative and not to be considered all inclusive.

- Supervises assigned employees on a recurring daily basis which includes scheduling and assigning work; mentoring, coaching, and training; developing work plans and reviewing work for completion; evaluating performance and providing necessary feedback to employee; setting work standards; imposing or effectively recommending necessary disciplinary action; responding to grievances; and making or effectively recommending hiring and termination decisions.
- Assists in evaluating and developing and will implement and administer office goals, objectives, policies, and procedures.
- Ensures staff provides a high degree of customer service to both internal and external customers.
- Evaluates operations and activities of the department's administrative and customer service functions; recommends improvements and modifications; prepares various reports on operations and activities; considers resource availability.
- Evaluates the operations and activities of the City's payroll, municipal court, utility billing, and collections functions. Recommends improvements and modifications, including ensuring staffing levels are appropriate for customer service, customer satisfaction is optimized, delinquency and/or error levels are minimized, customer contact documentation is properly maintained, assigned staff receives training and regular coaching, and applicable procedures are followed and daily/monthly reports are timely produced, reviewed, and acted upon.
- Researches and attempts to resolve problems and unexpected results or process flaws; recommends solutions or alternate methods to meet requirements. Recommends service improvements. May serve as a liaison with other system users and/or vendors.
- Completes the more complex, sensitive, and/or technical tasks that arise in finance operations.
- Coordinates the activities of collection services responsible for collecting all outstanding accounts receivables due to the City.
- Supervises and coordinates records management activities. Participates in the review and retention of records. Maintains records and files using automated and manual methods; enters and retrieves data using various computer systems; completes reports of finance operations as required.
- Coordinates and participates in the preparation of department budget, including gathering and analyzing data related to expenditures and projected charges; monitors budget expenditures and revenues; and authorizes payment of department related invoices.
- Provides information to the public, including contractors and vendors, by phone or in person to ensure contract compliance and an understanding of department and City policies and procedures; listens to questions and explains procedures according to existing guidelines; refers citizens to the appropriate sources; identifies and/or resolves citizen and staff complaints and problems when appropriate.
- Monitors changes in laws, regulations, and technology that may affect finance operations; implements policy and procedural changes after approval.
- Completes other tasks as assigned.

### **Customer Service Standards for Employees**

These standards are to ensure the organization is focused on providing high quality service to the public and other employees. Employees are expected to meet these standards as part of their job responsibilities.

### **Communication**

- Acknowledge customers when they enter a city facility by greeting them with a smile and positive tone of voice whether in person, on the phone or in email. Gather necessary information to assist the customer. Where possible, handle issues/questions/requests without transferring customer to someone else.
- Seek out answers to questions first; if unsuccessful provide name/contact information of someone who can assist.

- Listen, understand, and clarify to gain in depth understanding of the needs to ensure they are being met.
- Address difficult or contentious issues in a constructive manner. Be positive and enthusiastic when speaking with customers.

### **Respect**

- Be courteous and polite.
- Treat customers with dignity and respect.
- Understand customer's expectations and treat them as a priority. Actively listen and give customer undivided attention.
- Appreciate differing perspectives, opinions, and needs.
- Demonstrate integrity and build trust through credibility, reliability, commitment, and ethical behavior.

### **Responsiveness**

- Provide prompt and reliable service. Respond to phone/email as soon as possible.
- Follow through in a timely manner on commitments made to customers and provide estimated timeline for completion.
- Change voicemail and email when out of office/unavailable and provide alternate contact person for customers.
- Demonstrate a "can-do" approach.
- Exhibit problem-solving skills leading to sound judgment and quality decisions.

### **QUALIFICATIONS:**

**Education:** Associate's degree in Business Administration, Accounting, or a closely related field is required, a Bachelor's degree is preferred.

**Experience:** Four (4) years of experience in finance operations, preferably in payroll. Requires at least two (2) years of supervisory experience.

**Required Certifications/Licenses:** Valid driver license and Law Enforcement Data Systems (LEDS) Certification.

### **Knowledge, Skills, & Abilities**

- Knowledge of principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Knowledge of principles, practices, and procedures of payroll, municipal court, and utility billing administration.
- Knowledge of basic principles and practices of public agency budget development and administration.
- Knowledge of basic public administration policies and practices.
- Knowledge of organization and function of public agencies, including the role of an elected City Council and appointed boards and commissions.
- Knowledge of applicable Federal, State, and local laws, codes, regulations, and policies, technical processes, and procedures.
- Knowledge of modern office administrative practices and procedures, including the use of standard office equipment.
- Knowledge of business letter writing and the standard format for reports and correspondence.
- Knowledge of principles and procedures of financial record keeping and reporting, basic accounts payable, and purchasing.
- Knowledge of principles and practices of data collection and report preparation.
- Knowledge of computer applications related to the work, including word processing, web design, database, and spreadsheet applications.
- Knowledge of business arithmetic, financial, and statistical techniques.
- Knowledge of municipal record keeping principles and procedures.
- Knowledge of English usage, grammar, spelling, vocabulary, and punctuation.
- Knowledge of techniques for providing a high level of customer service to public and City staff, in person and over the telephone.
- Skilled researching, compiling, reconciling, and reporting data and information.
- Skilled in researching complex technical issues, solving problems, and providing solutions.

- Ability to plan, organize, administer, coordinate, review, evaluate and personally participate in comprehensive administrative support services.
- Ability to supervise, select, train, motivate, and evaluate the work of staff.
- Ability to maintain confidentiality and discretion in handling and processing confidential information and data.
- Ability to understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Ability to interpret and apply applicable Federal, State, and local laws, rules, regulations, policies, and timelines, as well as complex administrative and departmental policies and procedures.
- Ability to perform responsible administrative support work with accuracy, speed, and general supervision.
- Ability to provide varied and responsible office administrative work requiring the use of tact and discretion.
- Ability to participate in the preparation of department budget, gather and analyze data related to expenditures and projected charges, and monitor budget expenditures and revenues.
- Ability to compose correspondence and reports independently or from brief instructions.
- Ability to understand and carry out complex oral and written directions.
- Ability to research, analyze, and summarize data and prepare accurate and logical written reports.
- Ability to make accurate arithmetic, financial, and statistical computations.
- Ability to enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Ability to establish and maintain a variety of filing, record keeping, and tracking systems.
- Ability to organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work and the work of others, set priorities, and meet critical time deadlines.
- Ability to operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
- Ability to comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Ability to use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Ability to establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

## **ADDITIONAL INFORMATION:**

**Work Environment:** Job duties are generally performed in an indoor office setting with environmental controls. Includes some evening and weekend work.

**Physical Requirements:** Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

**Cognitive Functions:** This positions works in a fast-paced office environment characterized by frequent deadlines and complex management decisions. The incumbent must be highly effective working and communicating with employees and the public. May interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Work is performed independently but reports are reviewed regularly. Most problems are difficult with precedent occasionally available. An incumbent has significant control over the planning and performance of the work. Creativity and problem solving skills are required on a moderate to high level.

**Tools/Equipment Used:** General office equipment, including but not limited to: computer, printer, telephone, fax machine, and copy machine. Computer software including but not limited to word-processing, spreadsheet, financial, and database programs.

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APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.ci.wilsonville.or.us/>

Position #2019-00029  
FINANCE OPERATIONS MANAGER  
AV

29799 SW Town Center Loop, E  
Wilsonville, OR 97070  
503-570-1519

[villagrana@ci.wilsonville.or.us](mailto:villagrana@ci.wilsonville.or.us)

### Finance Operations Manager Supplemental Questionnaire

- \* 1. If you are a veteran, select the option that best describes your veteran status. Please note, you must provide proof of your eligibility for veteran's preference by attaching your DD-214 or your DD-215 to your application.
  - I am a qualified veteran
  - I am a qualified, disabled veteran
  - I am not a veteran
- \* 2. Do you possess a degree in Business Administration, Accounting, or a related field?
  - Yes
  - No
- \* 3. Do you have at least two years of relevant supervisory experience?
  - Yes
  - No
- \* 4. Do you have four years of experience managing payroll operations?
  - Yes
  - No
- \* 5. Please describe in detail your experience managing payroll.
  
- \* 6. Briefly describe why you are interested in this position and how it fits into your short- and long-term career goals.

\* Required Question