



ADMINISTRATIVE SERVICES MANAGER

JOB DESCRIPTION

Department: <u>Human Resources &</u> Finance	Division: Parking, Permits and Licenses <u>Administrative Services</u>
Work Location: Urbana City Building	Percent Time: 100%
Job Type: Appointed, Non -Civil Service	FLSA Status: Exempt
Reports To: <u>HR &</u> Finance Director	Union: Non-Union

JOB SUMMARY

Responsible for ~~ensuring the Finance Department run smoothly by~~ managing the daily operations of the Municipal Collector's Office and Parking Enforcement Division; manages staff; coordinates with other divisions within the Finance Department; administers the City's parking ticket collection, parking space rental system and license systems. Provides support to other City Departments by helping to design and implement new ways to increase productivity and assist with creating and implementing new policies and procedures.

ESSENTIAL FUNCTIONS

- Develops and implements new policies and procedures as they relate to collection and receipt of City revenues; offers support to other City Departments to help modernize and update City-wide policies and procedures.
- Administers parking ticket collection process, including maintenance and updating of license number and address data base; negotiation of payment agreements; collection proceedings, which may include: court complaint, summons, ~~driver's license suspension~~, vehicle impoundment and warrant to remove nuisance vehicles from private property.
- Manages two (2) full-time Customer Service Account Clerks, one part-time (1) Administrative Assistant I, one (1) full-time Parking Enforcement Officer II and ~~four~~ three (3) full-time Parking Enforcement Officers I; assigns and checks work; approves or denies time-off requests and authorizes overtime work; trains as required; evaluates performance; recommends hires and discharges.
- Reviews and approves daily cash register reconciliations and various cash collection reports; responsible for tracking, analyzing and reporting General Fund revenue; ensures revenues are allocated to the appropriate fund.
- Administers City's license and permit system, including planning and coordination of the annual license renewal process with individual licensees and departments; and review of submitted applications and documentation; and approval of final license issuance. Responsible for implementing new procedures for

newly enacted licenses approved by City Council. Initiates and conducts license audits when necessary.

- Administers City's parking space rental system, including maintenance of renter database and rental contracts. Responsible for tracking, analyzing and reporting Motor Vehicle Parking System Fund (MVPS) revenues, as it pertains to parking rentals. Works closely with the Operations Manager and Parking Facilities Supervisor to coordinate meter collection procedures; monthly meter audits; revenue tracking, analyzing and reporting for the MVPS Fund, as it pertains to meter revenues.
- Administers citizen parking ticket complaint system, coordinates, as necessary, with various City departments. Resolves non-routine citizen inquiries and complaints concerning day-to-day parking, licensing, and revenue collection activities.
- Responsible for the procurement of all parking, license, permit and miscellaneous equipment, software and supplies, as it pertains to the daily operations of the Finance Department.
- Coordinates annual audit with internal staff and external auditors regarding revenue collection procedures, payroll and preparation of necessary audit documentation.
- Oversees the initiation and administrative process for parking ticket data-processing, meter collection and meter maintenance contracts with other agencies; implements and updates agreements as required.
- Responsible for reviewing and updating the Annual Fee and Fine Schedule in order to present it to City Council; works closely with City ~~Departments~~departments in order to accomplish this process.
- Oversees the preparation, analysis, negotiation and review of contracts related to the purchase or sale of equipment, supplies, materials products or services as it pertains to the Finance Department.
- Answer directives from directors of administration, such as ~~D~~department ~~Heads~~heads and upper management.
- Plan workspaces and oversee renovation projects as it pertains to the Finance Department.
- At the direction of the ~~City Comptroller~~Human Resources & Finance Director, process claims as they relate to equipment, vehicle and property damage; coordinate and correspond with City departments, insurance companies and citizens in order to quickly resolve each claim according to City policy. Prepares payments and documentation to businesses, government entities and private citizens for property annexation, sales, rebate and tax agreements; ~~processes miscellaneous payments and documentation, such as THF surplus payments and handles the distribution of funds to the Library, Police and Fire Pension Boards, as directed by the City Comptroller.~~
- Reviews budget, VEF and financial documents as directed by the ~~City Comptroller~~Human Resources & Finance Director.
- ~~Responsible~~Provides support and acts as a back-up for reviewing, entering and finalizing Finance Department bi-weekly payroll.

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- ~~May Approves~~ City-wide bi-weekly payroll and miscellaneous payroll entries via an online approval process in the absence of the Financial Services Manager.
- Responsible for miscellaneous wire transfers, ACH deposits and withdrawals for various banking and payment transactions.
- ~~Responsible for managing~~ Manages bank accounts and other business accounts; users, profiles, security and administration updates.
- ~~Responsible for a~~ Approves employee travel reconciliations.
- ~~Responsible for~~ Oversees record retention for Municipal Collector's Office and Parking Enforcement.
- ~~Responsible for a~~ Updates City website as it relates to parking, permits and licensing.
- ~~Responsible for a~~ Administers the City's motor vehicle pool system.
- ~~Responsible for p~~ Posting web-online payments and ~~reviewing reviews~~ and ~~entering enters~~ other journal transaction payments to the General Ledger.
- ~~Responsible for m~~ Manages revenue accounts and for allocating funds appropriately. Field questions from A/P in regards to vendors and allocation of City funds.
- ~~Responsible for r~~ Reviewing and ~~approving approves~~ Finance Department purchase orders.
- ~~Field questions from A/P in regards to vendors and allocation of City funds.~~

Prepares annual insurance renewal applications; contacts other departments for verification of information; obtains necessary signatures, and forwards completed applications and schedules HR&Finance Director for review.

Committees and Positions Held

- ~~Serves as the City's of Urbana~~ representative on the Campus Parking Advisory Committee (PAC) and Parking Administrator, for City of Urbana as it relates to parking appeals and Illinois Secretary of State DMV registered owner information.
- Performs other related duties as assigned.

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 acquired through completion of ~~Bachelor's~~ bachelor's degree in Business Management or Business Administration is preferred, but not required.
- ~~At least Three to five (3)~~ At least Three (3) years of work experience, preferably in a municipal setting, involving cash management, ~~accounting, managerial and leadership skills, knowledge of a variety of supplies, machinery~~

~~and equipment that the organization uses and experience with purchasing and procurement and sales.~~

- Knowledge of the principles of financial management, including accounting, internal control, and budgeting practices.

Skills

- Strong attention to detail.
- ~~Effective communicator. Exceptional communication and interpersonal skills are needed to work with a diverse array of people. Excellent written and oral communication skills, including public speaking skills.~~
- Superior organizational skills and attention to detail to successfully manage multiple projects with competing deadlines.
- ~~Demonstrated proficiency of MS Office Word, Outlook, Excel, and PowerPoint.~~

Ability to

- Learn and understand a variety of computer applications ~~to and~~ accounting records.
- Compose ~~basic~~ reports from existing financial records.
- Train and manage clerical staff in a collection office environment, as well as manage parking enforcement staff from the field.
- Comprehend, apply, and explain complex policies to a wide variety of audiences.
- ~~Speak in front of a group of people, make a presentation and answer questions.~~
- Use various office machines.
- Prioritize responsibilities and coordinate projects with staff and other City departments.
- Appropriately deal with the public during collection proceedings.
- Work with confidential information.
- Work in a fast paced environment with constant interruptions.

Licenses, Certifications and Memberships Required Special Requirements

- Must possess a valid State of Illinois driver's license or obtain one within fifteen (15) days of employment, and hold/maintain a safe driving record.
- ~~Must already be or register to become~~ Designation as an Illinois Notary Public or able to obtain same within six (6) months of employment.
- Successful completion of a background check, due to the safety-sensitive nature of the position.

Committees and Positions Hold

- ~~City of Urbana representative on the Campus Parking Advisory Committee (PAC)~~

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- ~~● Parking Administrator for City of Urbana as it relates to parking appeals and Illinois Secretary of State DMV registered owner information.~~

RESPONSIBLE FOR:

- ~~● Directly supervising two (2) Customer Service Account Clerks, one (1) Administrative Assistant I and four (4) Parking Enforcement Officers.~~
- ~~● Administering parking ticket collection, parking space rental system and license systems.~~
- ~~● Collection and documentation of City revenues.~~
- ~~● Administering agreements with other government entities, businesses and private citizens.~~
- Daily operations of the Finance Department.

CONTACTS – INTERNAL/EXTERNAL:

- ~~● Weekly management meetings with staff.~~
- ~~● Daily Regular interaction and meetings with the City Comptroller Human Resources & Finance Director and Deputy Comptroller Financial Services Manager as required.~~
- ~~● Daily interaction with City employees in order to answer questions or offer suggestions.~~
- ~~● Regular contact with other local government entities.~~
- ~~● Regular contact with service providers and vendors.~~
- ~~● Daily contact with the general public.~~

~~Regular contact with department directors to answer questions regarding revenue receipts and license or permit issuance.~~

Supplemental Information

Supervision received

~~Works under general supervision: the incumbent receives guidance in terms of broad goals and overall objectives and is assigned responsibility for establishing the methods to attain them. Generally the incumbent is in charge of an area of work, and typically formulates policy for this area but does not necessarily have final authority for approving policy.~~

Level and complexity of supervision exercised

- ~~● Directly supervises two (2) Customer Service Account Clerks, one (1) part-time administrative support position, and four (4) Parking Enforcement Officers. Supervision exercised enables staff to perform a variety of routine duties within established policies and procedures or by referral to the supervisor's guidelines.~~

Job Dimensions

- ~~● Interactions with others are generally unstructured. The purpose may be to influence or motivate others, to provide or obtain information, or to control situations and resolve problems. Interactions may be with individuals or groups of co-workers, representatives from outside agencies, or the general public, may be moderately unstructured, and may involve persons who hold differing goals and~~

objectives. Individuals at this level often act as a liaison with a focus on solving particular unstructured problems. Interactions at this level require considerable interpersonal, analytical, decision-making, and conflict resolution skills.

- Managerial responsibility: ~~Directly supervising two (2) Customer Service Account Clerks, one (1) Administrative Assistant I and four (4) Parking Enforcement Officers.~~ Work activities involve decisions that directly affect the efficiency, costs, reputation and service quality of programs and/or that have a direct and significant impact on the department. Work activities also have a significant effect on the efficiency and reputation of the department and represent a relatively major function within that department.

Physical Demands and Working Conditions

- Physical Demands: Requires ability to: see in the normal visual range with or without correction, vision sufficient to read computer screens and printed documents, and visually inspect work in progress; hear in the normal audio range with or without correction. Must make skillful, coordinated movements with the hands and fingers.
- Working Conditions: Work typically occurs in a standard office setting, but may require unscheduled trips to meet with field employees. Works in close association with others.

WORK ENVIRONMENT:

- ~~Standard office setting.~~

The 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

- General revision: June 24, 2020
General revision (added to classified service): March 18, 2020
- General revision: April 3, 2014

For HR/Finance Use

Prepared By: Elizabeth Borman April 3, 2014
Signature Date

Approved By: _____
Department Head Date

Approved By:

Personnel Manager

Date

Approved By:

Human Relations Officer

Date

Class Specification History

For HR/Finance Use

Title Code 1212	Pay Grade 342
EEO Category 1 - Officials/Admin. 2 - Professionals	