



Department Source: Finance
To: City Council
From: City Manager & Staff
Council Meeting Date: December 21, 2015
Re: Add .5 FTE to Finance Department

Documents Included With This Agenda Item

Council memo, Resolution/Ordinance
Supporting documentation includes: None

Executive Summary

An ordinance amending the FY 2016 Finance Department Permanent Full-Time position count to add a .5 FTE Cashier, job code 1201, pay grade B1 non exempt.

Discussion

The Treasury Division of the Finance Department is requesting addition of a .5 FTE Cashier to handle increasing workloads and better meet our staffing needs. The division currently uses a temporary employee that would transfer into this half time permanent position. No additional appropriation would be necessary. Adequate funding is available in the Temporary Positions account to transfer into the Permanent Positions account. Contract staffing through temporary manpower agencies and overtime hours would continue to be utilized as needed (at a reduced level) to maintain timely payment processing.

Treasury operates 3 customer walk up windows and a drive thru with 2 traffic lanes. The cashiers collectively serve an approximate average of 500 walk in and drive thru customers each day and process an approximate average of 1,000 mail payments each day. The walk up windows are open 8:00 a.m. to 5:00 p.m. (9 hours) each day. The drive thru is open 7:30 a.m. to 5:30 p.m. (10 hours) each day. The two drive thru lanes require 50 hours each of service time when open. The three walk up windows require 45 hours each of service time when open. Since these positions are staffed with five 40-hour-per-week employees, other resources are needed to optimize services and maintain timely mail processing. Other Treasury staff members with other primary duties are also used when available to provide services. A variety of other methods are used to collect payments as well including several electronic collection processes. Those processes offer varying degrees of automation and efficiency but each process still requires specific tasks on the part of Treasury staff.

In addition to a growing volume of accounts and transactions, the time and attention given to each customer has expanded in recent months because of enhancements in information



shared with the customers and because of increased security regulations related to credit card processing. The planned implementation of our new utilities software in the spring is necessitating extra training time. The cashiers will also be training on additional software components over the next few years as each module is implemented.

We are requesting the addition of this position to be effective immediately upon approval by Council.

Fiscal Impact

Short-Term Impact: FY2016 total expenses will be \$15,065 for the remainder of the fiscal year beginning January 4 and will be funded by an offsetting reduction in temporary pay.

Long-Term Impact: Annual costs going forward will be \$18,895 plus any salary increases granted. The cost of temporary staff will continue to be lower than it would otherwise be.

Vision & Strategic Plan Impact

[Vision Impacts:](#) Community Facilities & Services

[Strategic Plan Impacts:](#) Operational Excellence

[Comprehensive Plan Impact:](#) Not Applicable

Legislative History

Date	Action
None	

Suggested Council Action

Recommend approval of the addition of .5 FTE Cashier and the budget amendment to transfer funds from Temporary Positions to Permanent Positions for the remainder of FY2016 and subsequent fiscal years.