



January

Department of the Month

Finance

Professionalism
Recovery
Ownership
Attitude
Communication
Teamwork
Initiative
Value everyone
Efficiency

The Finance Department provides financial management, oversight, reporting of the City's financial resources and customer service. John Buchanan is the Finance Director. Three supervisors report to John: Phyllis Blackwell, Jennifer Musselwhite and Krystal Powell.

ACCOUNTING – Accounting is responsible for ensuring the accuracy and completeness of the financial transactions entered in the City accounting system and bank accounts. Accounts are reconciled on a monthly basis to verify that the information entered is correct. The department also maintains capital asset records, oversees purchasing, assists with grant compliance, and assist the City's auditors with the preparation of the Comprehensive Annual Financial Report (CAFR).
Krystal Powell, Supervisor; Ligia Guniea, Accountant

ACCOUNTS PAYABLE - Processes invoices and issues payments to City vendors. Accounts Payable processed nearly 11,000 invoices in 2018. **Ashley Staton, Accounting Coordinator**

CUSTOMER SERVICE - Customer Service assists citizens and utility customers with tax questions, water and sewer service, payments and many other matters. Approximately 190 call-in and 180 walk-in customers are assisted each day. **Phyllis Blackwell, Supervisor; Customer Service Specialists – Tamara Amin, Kayla Bunday, Abigail Kennedy, Amber Layton, Melinda Lunsford, Rebekah McCall, Emily McDowell, Wendy Williams, Nathan Martin (temp)**

BILLING- The City water system has approximately 30,000 accounts to be billed each month. Billing works to ensure that each account is billed and billed accurately. **Courtney Bishop, Utility Billing**

REVENUE/COLLECTIONS - There are several revenue sources collected in the Finance Department. Those sources include City property taxes, parking fees, parking fines, trash collection, water service, sewer service and others. The Finance Department ensures that each bill is collected and payments are posted correctly. **Jennifer Musselwhite, Revenue Accounting Supervisor; Caitlin Elliott, Tax Collector; Kimberley Bowman, Revenue Accountant**

DEPARTMENT LOCATION – The Finance Department is located on the third floor of City Hall.

For the person leading this session, please sign below and return to your department head, who then send it to Lu Ann.

Leader _____ Dept. _____ Date _____