

# Administrative Services

*AD HOC COMMITTEE ON EQUITY AND INCLUSION  
DECEMBER 3, 2020*



# OUR PURPOSE:

The Administrative Services Department is responsible for the overall management and oversight of the City's financial assets and financial transactions.



# Operational Areas

- ▶ Budgeting and Long-term Financial Planning
- ▶ General Accounting and Financial Reporting
- ▶ Annual Financial Audit
- ▶ Treasury/Cash Management
- ▶ Finance Operations
  - ▶ Payroll
  - ▶ Accounts Payable
  - ▶ Accounts Receivable and Cashiering
- ▶ Utility Billing/Customer Service

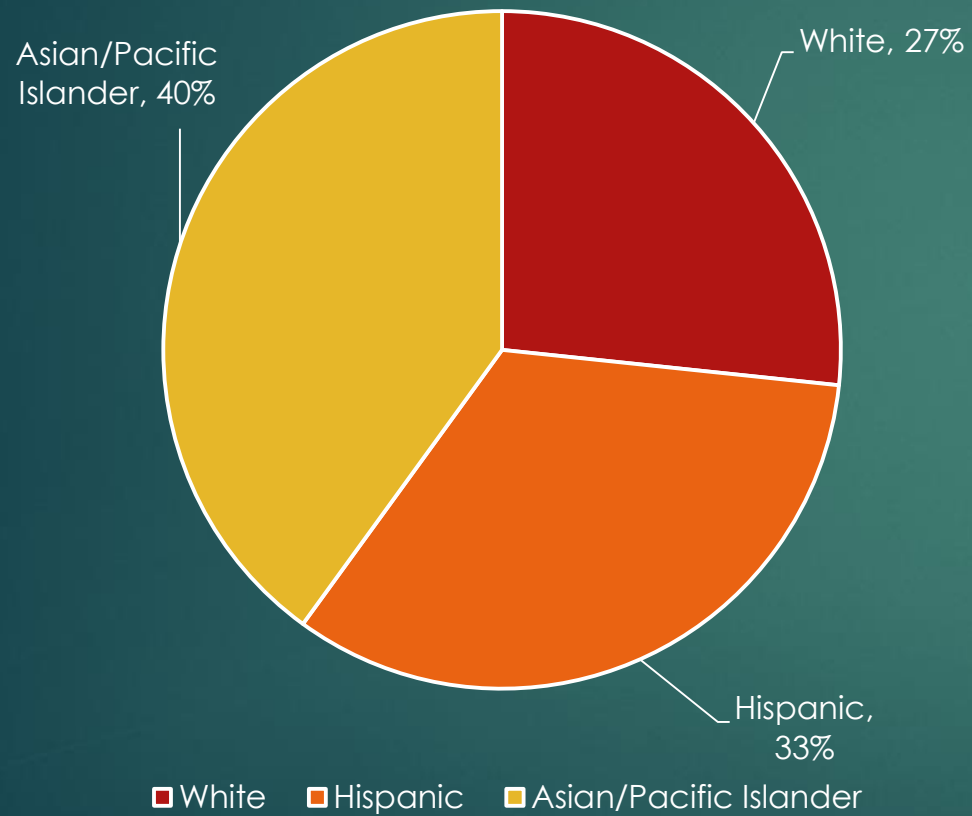


# Our Personnel Org Chart

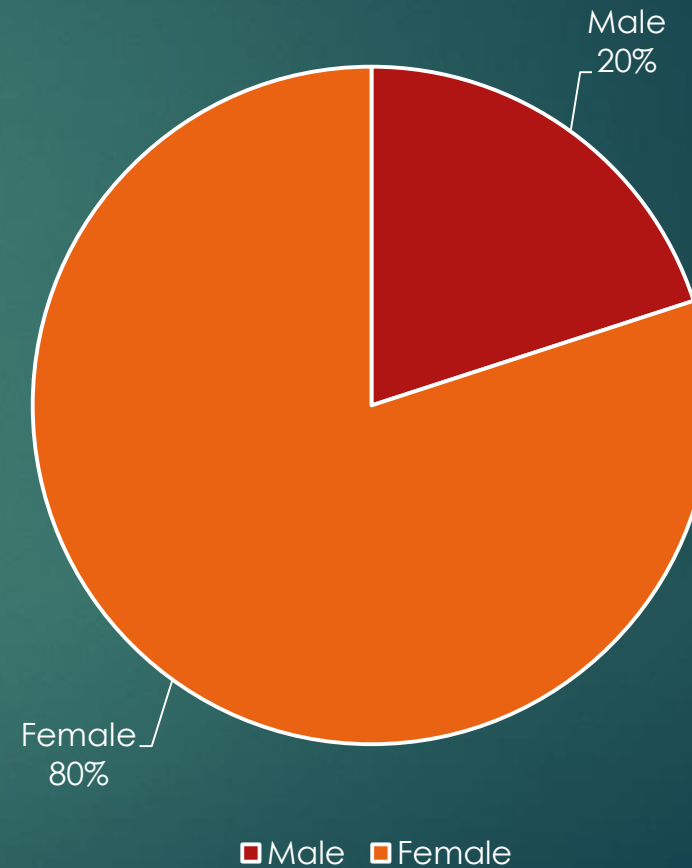


# Our Personnel

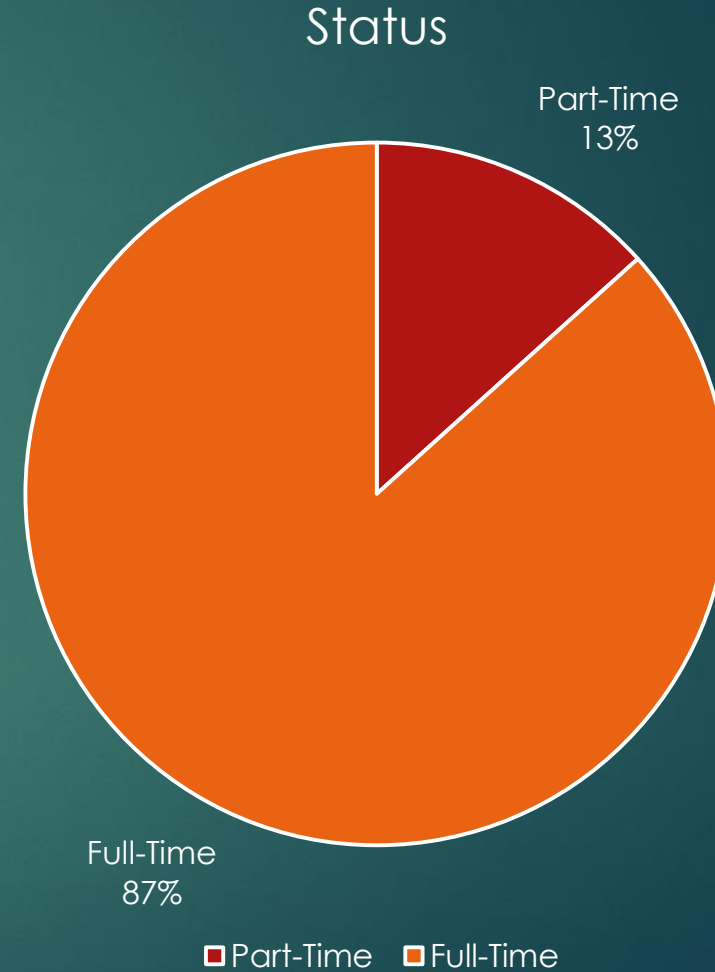
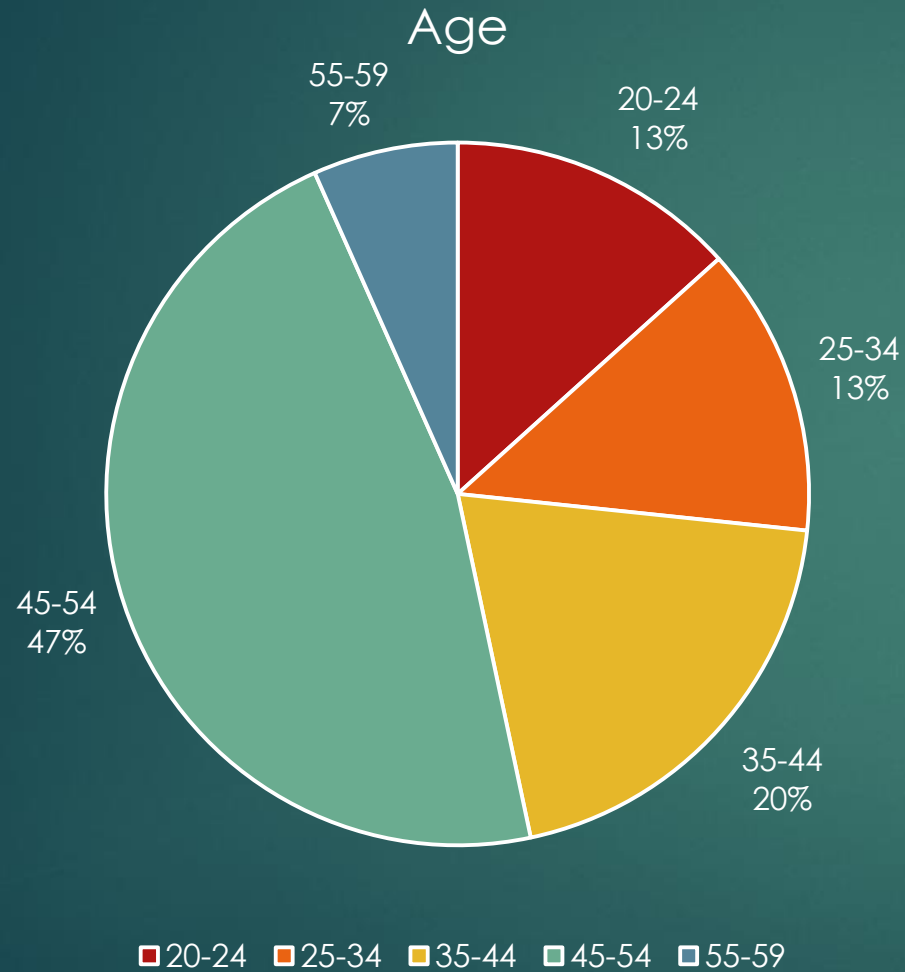
## Race/Ethnicity



## Gender



# Our Personnel



# Our Personnel

Other facts about our department personnel:

- ▶ Educational levels range from high school graduate to advanced degree.
- ▶ Most employees live locally (within 15 miles of City Hall). One employee lives in town.
- ▶ Our staff come from a variety of family backgrounds.
- ▶ We have a strong and supportive team environment within the department.
- ▶ All staff have a strong focus on customer service. Our staff are committed to providing exceptional customer service. This is a top priority for us.

# Safe Work Environment

*Question: How do we create a safe work environment for marginalized employees?*

- ▶ Management has an open door policy. Team members are aware that they can speak with their supervisor, manager, or director about anything at any time. We encourage discussion.
- ▶ Our small department, by nature, makes it easier to know and connect with each employee.
- ▶ We celebrate all team member's successes. For example, we recognize and acknowledge accomplishments at the beginning of each bi-weekly department meeting, even the small successes.
- ▶ Supervisors and managers lead by example.



# Safe Work Environment

- ▶ Personnel issues are addressed timely.
- ▶ We make time to bond as a group through departmental group activities (e.g., pot lucks, annual year-end party, holiday events, etc.). We look for opportunities for fellowship with our employees, which helps to promote inclusion.
- ▶ We encourage career growth and development for **all** staff, regardless of age or educational level. We discuss staff's goals and help them achieve those goals. We offer opportunities for all staff to cross train and learn other tasks in the department. Additionally, all staff have the opportunity to utilize the City's tuition reimbursement program to advance their education.

# Safe Work Environment

- ▶ We offer schedule flexibility for staff with special needs, such as childcare needs, education, etc.
- ▶ We incorporate wellness tips at bi-weekly department meetings.

# Training

*Question: What sensitivity training do we have for our employees?*

- ▶ City-wide Workplace Harassment Training is required every 2 years
  - ▶ Training addresses topics such as harassment, discrimination, and retaliation.
  
- ▶ Additionally, employees are required to acknowledge that they have read and understand the City's "Preventing Workplace Harassment, Discrimination, and Retaliation Policy."

# Training

- ▶ Our membership in California Joint Powers Insurance Authority (Cal JPIA) allows us to access a catalogue of training opportunities. Training includes classes such as “Building a Workplace of Mutual Respect” and “Workplace Harassment Prevention Training for Supervisors and Local Agency Officials.”
- ▶ Finance professional organizations are now offering more training in the area of equity and inclusion:
  - ▶ Government Finance Officers Association (GFOA)- New class titled “Lead in the Renewed Age of Diversity, Equity, and Inclusion” is being offered.
  - ▶ California Society of Municipal Finance Officers (CSMFO) –Various training sessions in best practices in the workplace are offered.

# Training

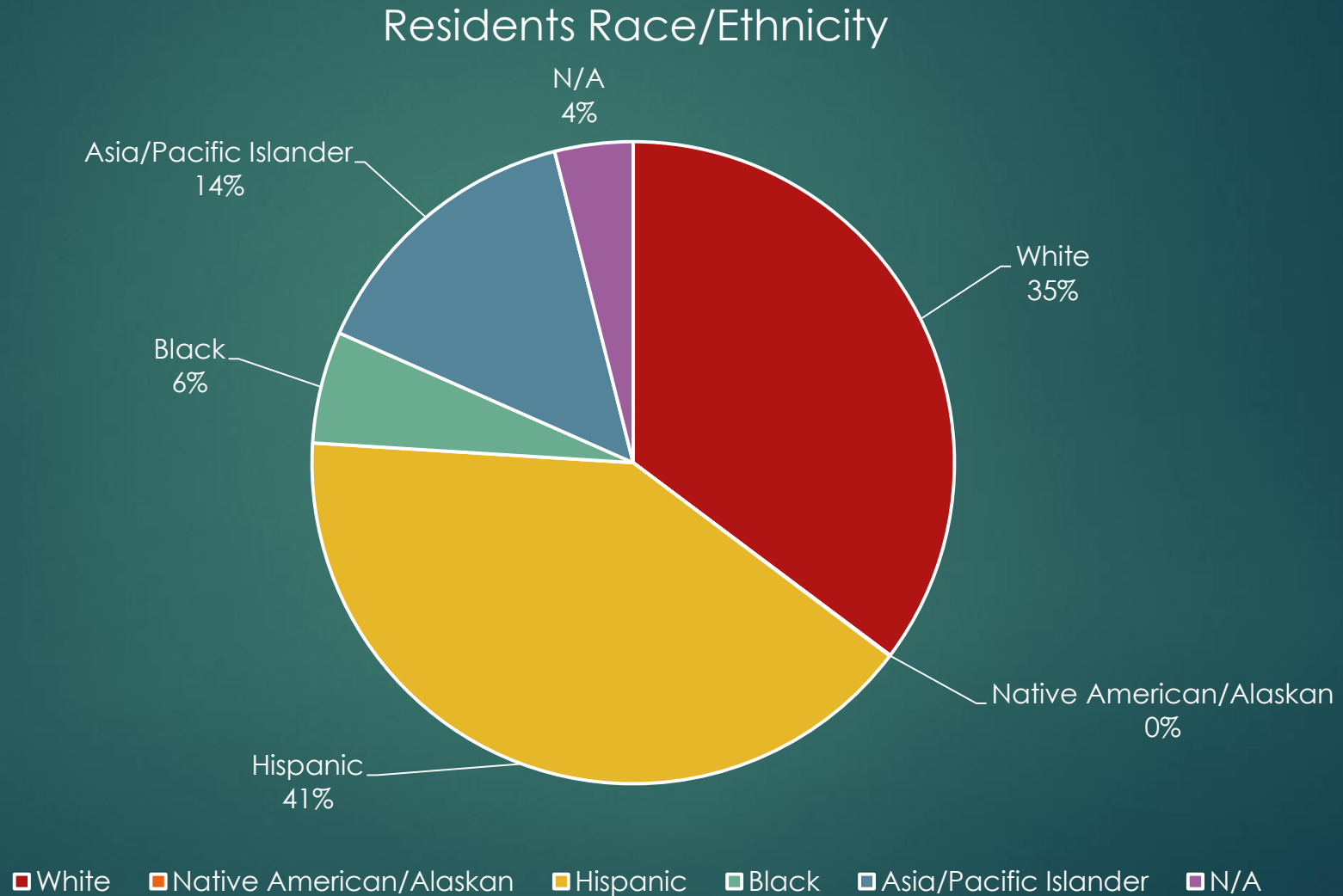
- ▶ In addition to sensitivity training, staff also participates in training that is focused on staying current on accounting and technical standards in order to stay knowledgeable and competent in our positions.

# Our Customers

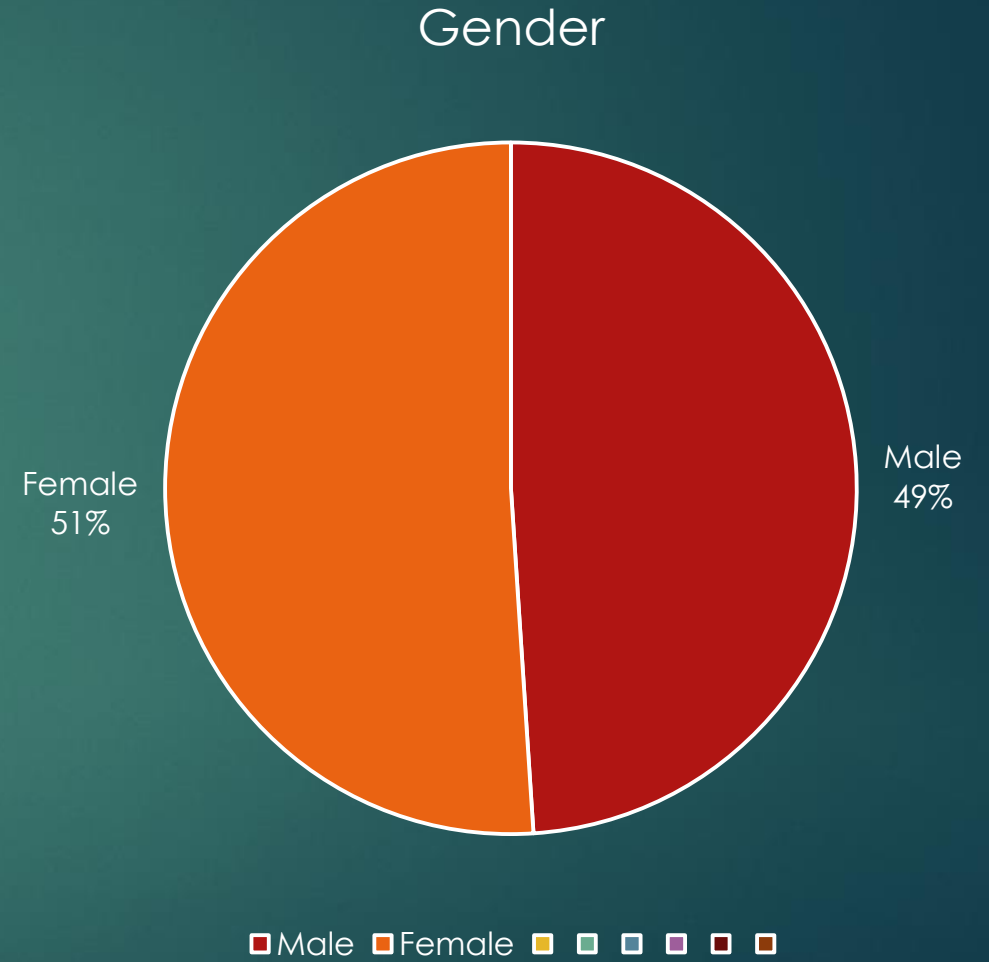
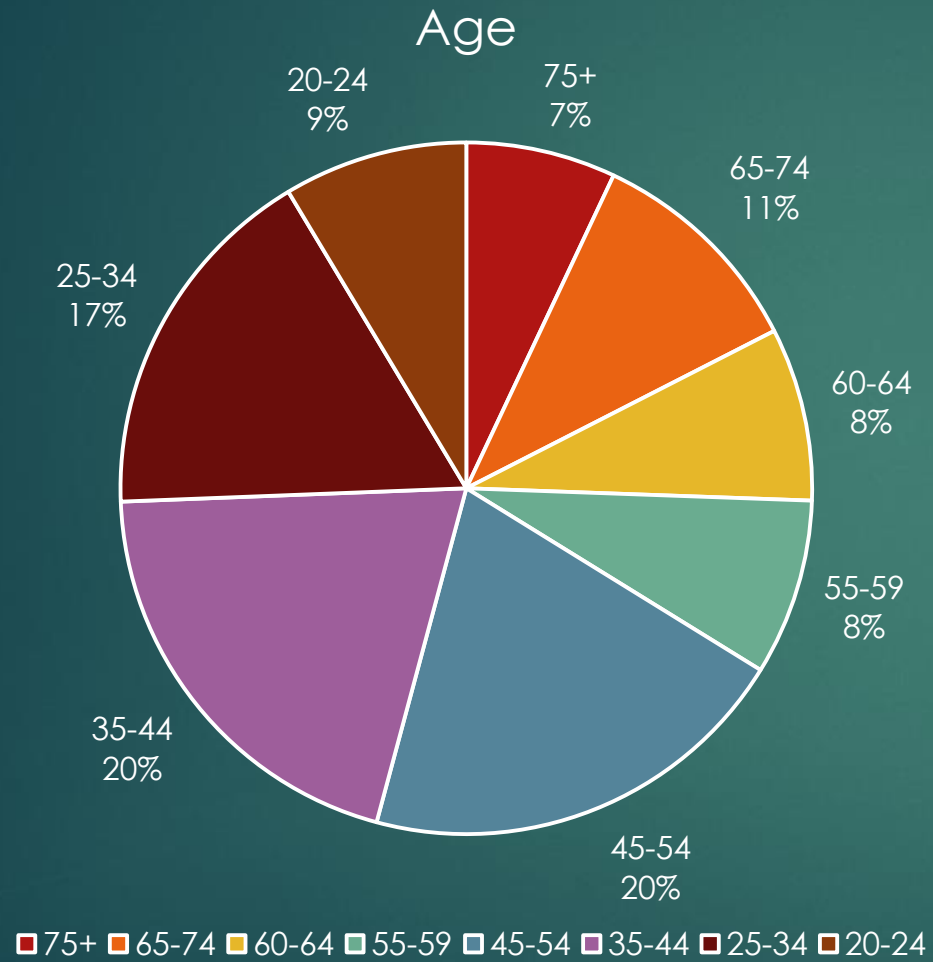
*Question: Who are the people we serve?*

- ▶ We serve both internal and external customers:
  - ▶ Internal Customers:
    - ▶ We are a support department. A majority of our customers are employees from the City's other operating departments. (50%)
  - ▶ External Customers:
    - ▶ Business Partners- We work closely with the City's vendors. (10%)
    - ▶ Utility Customers – We provide customer service to the City's approximately 9,500 utility customers. Our customer base includes residents and businesses. (40%)

# Our Customers



# Our Customers





# Marginalized Groups

*Question: How do we address the needs of marginalized groups?*

- ▶ We start with ongoing customer service training for our staff that provides skills and tools for interacting and communicating with our customers. Training includes:
  - ▶ City-wide customer service training for all employees.
  - ▶ Training provided through networking groups and professional organizations.
  - ▶ Frontline staff provide training to other staff in the department during departmental meetings. This helps to provide insight into our specific customer situations here at the City of Monrovia.
- ▶ Staff is also expected to comply with the guidelines of the City's Exceptional Customer Service Policy (Policy No. 1.24).

# Marginalized Groups

- ▶ We try to remove barriers to communication:
  - ▶ We have a variety of ways that customers can communicate with the City. Customers can communicate in person (pre-COVID), via phone, via email, and via our website.
  - ▶ Staff understands the importance of “listening” to our customers’ needs. We listen first, then resolve.
  - ▶ We have staff in the department that speak multiple languages (e.g., Spanish, Chinese, Tagalog).
  - ▶ Several of our forms are available in a variety of commonly spoken languages (e.g., English, Spanish, Chinese, Tagalog, Vietnamese, and Korean).

# Marginalized Groups

- ▶ One of our goals is to provide access to affordable and clean water for all our customers. Discount programs are offered for our economically disadvantaged, seniors, and veteran population. For economically disadvantaged, income limits are based on HUD 2020 Income Limits:

| <b>Number of Persons in Household</b> | <b>Total Annual Household Income</b> |
|---------------------------------------|--------------------------------------|
| 1                                     | \$39,450                             |
| 2                                     | \$45,050                             |
| 3                                     | \$50,700                             |
| 4                                     | \$56,300                             |
| 5                                     | \$60,850                             |
| 6                                     | \$65,350                             |
| 7                                     | \$69,850                             |
| 8                                     | \$74,350                             |

# Marginalized Groups

- ▶ We understand the importance of establishing relationships with our customers, whenever possible:
  - ▶ Staff knows many of the customers by name, many of which are our senior customers.
  - ▶ We maintain a list of sensitive customers that we check in on occasionally, most of which are seniors.
  - ▶ At times, we are able to connect our residents with wrap around services based on needs. We look for opportunities to go above and beyond utility services.
  - ▶ During our bi-weekly department meetings, we often talk about and share what we are hearing from our community, and we make plans on how to handle different situations.

# Marginalized Groups

- ▶ We are flexible and work with our customers who are having difficulty paying their bills:
  - ▶ We always work with our customers and listen to their needs.
  - ▶ We offer flexible payment arrangements and utility payment plans.
  - ▶ During COVID, we have suspended late fees.
- ▶ Although we're doing a good job, there's still room for improvement!

# Department Boasts and Concerns

*Question: Do we have any boasts or concerns for our department?*

- ▶ **Boast:** We provide exceptional customer service. Our staff goes above and beyond to listen to the customer's needs and provide quality customer service. Our staff are eager to help and make every customer feel listened to and heard.
- ▶ **Concern:** With the growing diversity of our customer base, sometimes we have difficulty communicating with our customers that speak different languages.

# Recommendations

Question: *What recommendations do you have to make your department more diverse, equitable, and inclusive?*

- ▶ We should continue to pursue additional training opportunities in the area of sensitivity, inclusion, and equity on a regular basis. More training opportunities have been available, recently, through professional organizations, as this is a topic that is becoming more widely discussed in both the workplace and our society, as a whole.
- ▶ Encourage discussion among our employees, so that the topic becomes something that we are always thinking about and striving for. Additionally, continue to have discussions, on a regular basis, on the needs of the community and being engaged.

Thank you for your time!

Questions?