Administrative Services

About Administrative Services

The Administrative Services Department oversees and directs the operations of Finance, Human Resources, Sales Tax, Purchasing, Information Technology, Risk Management, Budget, the Public Information Office and the Safety/Wellness Programs.

2011 Budget Highlights

- Develop a department strategic plan
- Develop a plan for on-line payment for tax returns and licensing
- Develop GIS data-sharing policy
- Develop workforce planning strategies and assist with succession planning

Reaching out with quality service and support

Reaching forward with innovative solutions

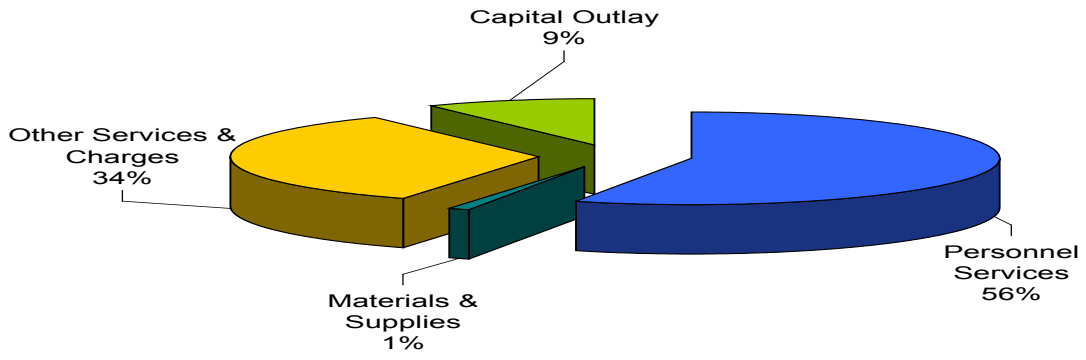
Administrative Services

Staffing and Financial Summary

	2008 Authorized	2009 Authorized	2010 Authorized	2011 Authorized
Finance	2.75	2.75	2.75	2.75
Administrative Services	3	4.125	4.125	4
Human Resources	3	3	3	3
Sales Tax	3	3	3	3
Purchasing and Contracting	1.5	1.5	1.5	1.5
Information Technology	6	6	6	6
TOTAL	19.25	20.375	20.375	20.25

	2009 Actual	2010 Adjusted	2010 Estimated	2011 Adopted
Personnel Services	$1,539,432	$1,541,935	$1,472,492	$1,475,222
Materials & Supplies	$76,031	$24,961	$23,941	$27,402
Other Services & Charges	$744,795	$847,860	$821,422	$894,685
Capital Outlay	$166,554	$235,710	$232,950	$230,450
TOTAL	$2,526,812	$2,650,466	$2,550,805	$2,627,759

Total 2011 Budget by Object

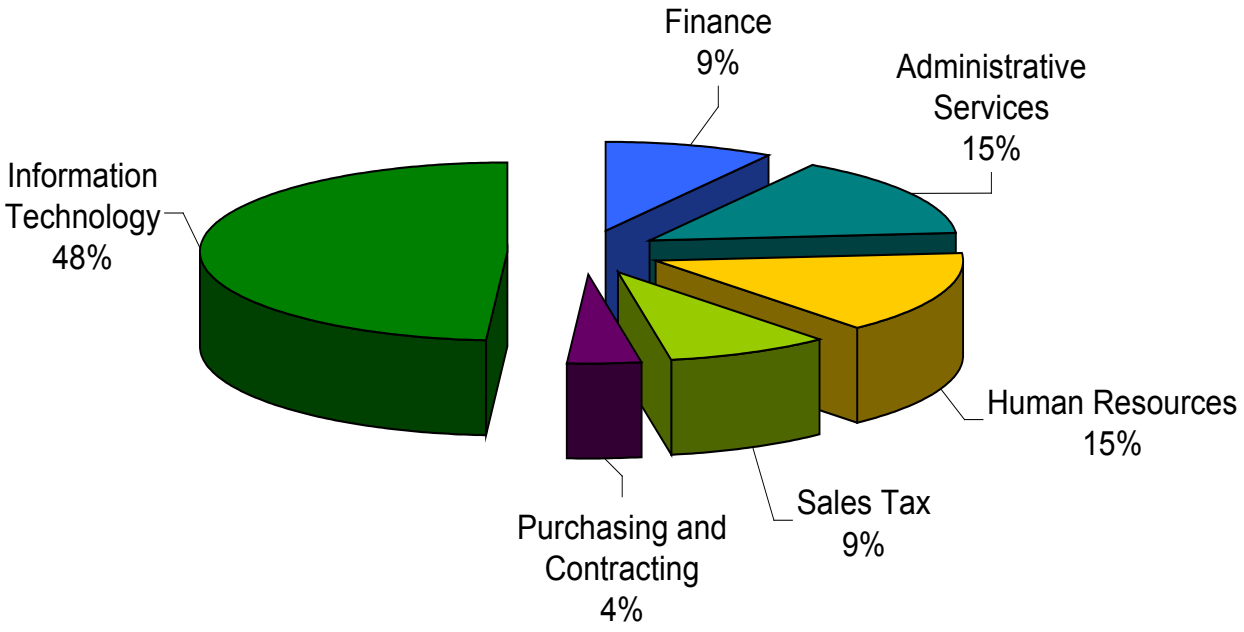


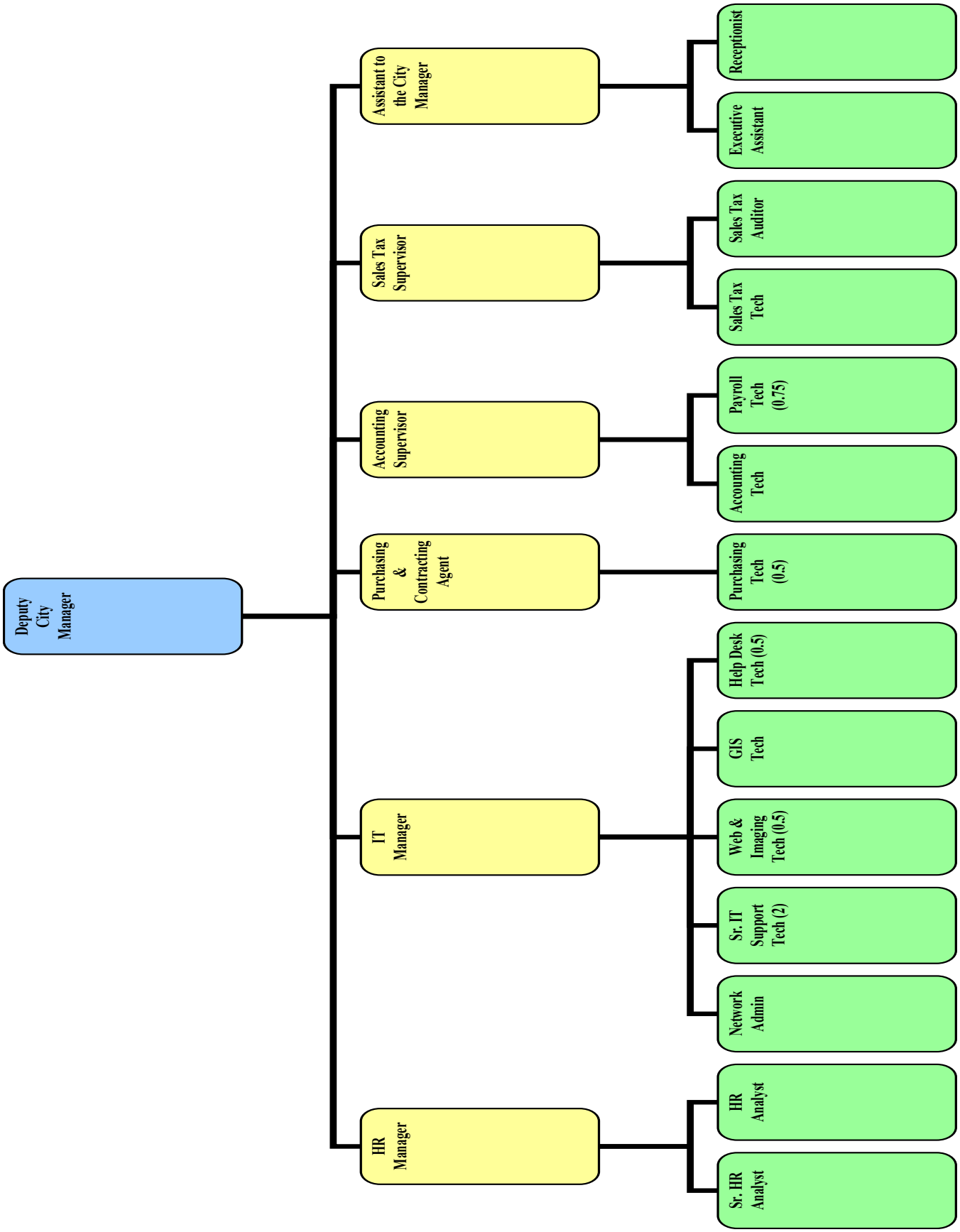
Administrative Services

Total Budget by Program

	2009 Actual	2010 Adjusted	2010 Estimated	2011 Adopted
Finance	$214,116	$220,330	$219,730	$230,233
Administrative Services	$485,303	$477,158	$428,509	$388,288
Human Resources	$429,090	$400,905	$397,840	$407,860
Sales Tax	$212,716	$220,248	$205,844	$228,623
Purchasing and Contracting	$100,800	$102,221	$93,038	$103,135
Information Technology	$1,084,787	$1,229,604	$1,205,844	$1,269,620
TOTAL	$2,526,812	$2,650,466	$2,550,805	$2,627,759

Total Budget by Program




Deputy City Manager
Assistant to the City Manager
Sales Tax Supervisor
Accounting Supervisor
Purchasing & Contracting Agent
IT Manager
HR Manager
Receptionist
Executive Assistant
Sales Tax Auditor
Sales Tax Tech
Payroll Tech (0.75)
Accounting Tech
Purchasing Tech (0.5)
Help Desk Tech (0.5)
GIS Tech
Web & Imaging Tech (0.5)
Sr. IT Support Tech (2)
Network Admin
HR Analyst
Sr. HR Analyst

ADMINISTRATIVE SERVICES PROGRAMS

Administrative Services

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Administrative Services

Overview

- Perform administrative, supervisory and professional work in planning, coordinating and directing operations of the department to include assigned office support and the divisions of Finance, Human Resources, Sales Tax, Public Information, Purchasing and Contracting and Information Technology
- Organize and direct the City's Risk Management Program
- Perform all duties related to budget preparation and administration

2010 Achievements

- Partnered with City Manager's Office to develop a new Performance Managment Program (PMP) (appraisal system)
- Received Savvy Awards for two WRTV8 Top of the Hour programs (Hold up Prevention Program and Business Education Series Training, BEST)
- Launched new wellness programming focusing on health managment
- Hired new TMAC Executive Director and assisted with the fundraising and opening of the Foothills Animal Shelter
- Launched Employee Intranet
- Rolled out of new Citywide values

2011 Objectives

- Develop an online payment program for tax returns and business licensing
- Finalize and implement a performance management system
- Migrate liquor and telephone occupation licensing to an automated system
- Implement new employee recognition program
- Deploy Office 2010 and Windows 7 on all City computers
- Finalize the Departmental Strategic Plan

DID YOU KNOW

WRTV8 Top of the Hour videos are available on YouTube.com?

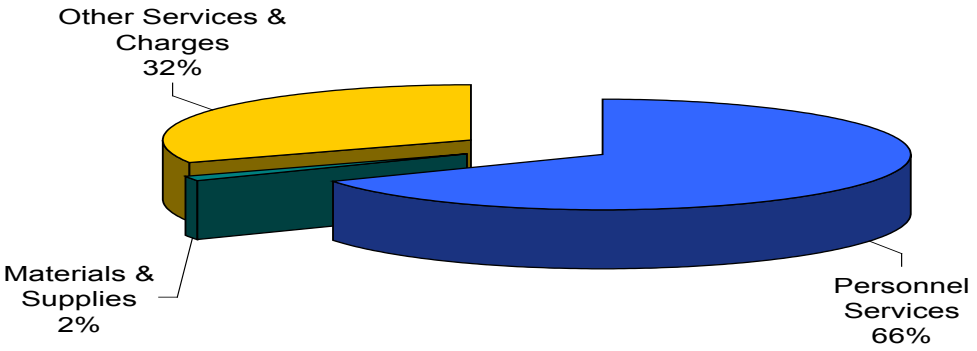
Administrative Services

Staffing and Financial Summary

	2008 Authorized	2009 Authorized	2010 Authorized	2011 Authorized
Deputy City Manager	1	1	1	1
Executive Assistant	1	1	1	1
Assistant to the City Manager	1	1	1	1
Receptionist	0	1.125	1.125	1
TOTAL	3	4.125	4.125	4

	2009 Actual	2010 Adjusted	2010 Estimated	2011 Adopted
Personnel Services	$321,746	$329,097	$280,294	$259,541
Materials & Supplies	$60,114	$6,000	$6,015	$6,000
Other Services & Charges	$103,443	$142,061	$142,200	$122,747
Capital Outlay	$0	$0	$0	$0
TOTAL	$485,303	$477,158	$428,509	$388,288

Total 2011 Budget by Object



ADMINISTRATIVE SERVICES PROGRAMS

Administrative Services

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Finance

Overview

- Receive, process, and deposit daily revenue from all City sources
- Process all purchase requisitions for City
- Use purchase encumbrance system to enter expenditures
- Process semi-monthly accounts payable checks
- Respond to vendor and department inquiries regarding Citywide accounts payable
- Manage the general ledger accounting system
- Reconcile the City's monthly purchasing card statement
- Process, create, reconcile and deliver payroll including manual and electronic disposition of all pension, medical and tax withholding
- Prepare quarterly and annual payroll reports
- Track, record, and prepare statements for acquisitions and disposions of City's fixed assets
- Prepare year-end audit work papers
- Assist outside auditors in completion of City's comprehensive annual financial report
- Monitor, enforce and recommend adjustments to financial accounting controls
- Provide accurate and timely monthly financial information
- Provide support to the Sales Tax Division

2010 Achievements

- Enhanced the billing, accounts receivable and lien process for City's Administrative Citation Program
- Reviewed employee taxable benefits provided by the City in accordance with IRS Code
- Implemented a Government Accounting Standards Board statement

2011 Objectives

- Implement Governmental Accounting Standards Board statements
- Educate and apprise staff on accounting and payroll requirement changes
- Reconcile City's fixed assets and streamline accountability
- Assist Sales Tax Division with implementation of online sales tax payments
- Implement new grant tracking process

DID YOU KNOW

Finance will process approximately 190 liens in 2010 for City's Administrative Citation Program?

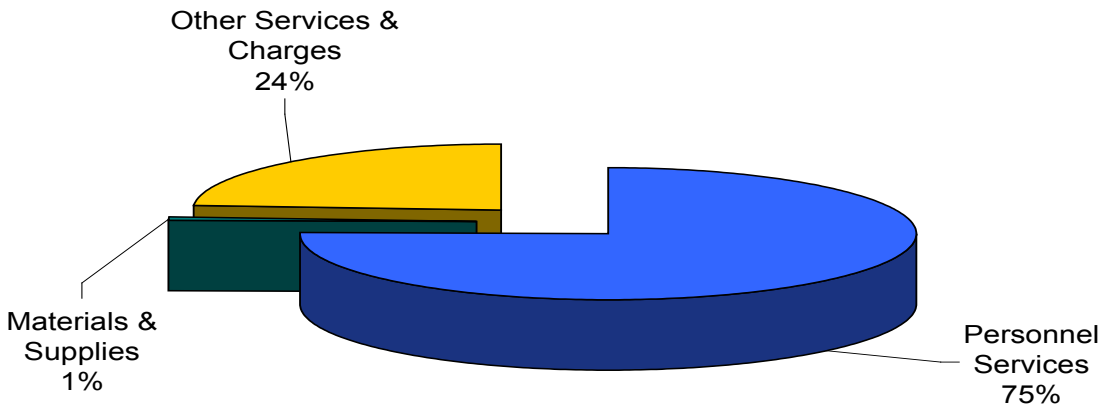
Finance

Staffing and Financial Summary

	2008 Authorized	2009 Authorized	2010 Authorized	2011 Authorized
Accounting Supervisor	1	1	1	1
Accounting Technician	1	1	1	1
Payroll Technician	0.75	0.75	0.75	0.75
TOTAL	2.75	2.75	2.75	2.75

	2009 Actual	2010 Adjusted	2010 Estimated	2011 Adopted
Personnel Services	$171,039	$170,405	$170,405	$173,133
Materials & Supplies	$473	$1,000	$600	$2,400
Other Services & Charges	$42,048	$48,925	$48,725	$54,700
Capital Outlay	$556	$0	$0	$0
TOTAL	$214,116	$220,330	$219,730	$230,233

Total 2011 Budget by Object



ADMINISTRATIVE SERVICES PROGRAMS

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Human Resources

Overview

- Oversee personnel functions such as resource administration, job classification and compensation, employee relations, recruitment, selection, and retention
- Provide personnel policy development, administration, direction, and guidance to the organization
- Provide program development, administration, direction and guidance for performance systems, employee benefits and training
- Oversee benefits, Worker's Comp, Unemployment, Employee Assistance and Employee Recognition Committee programs
- Conduct compensation surveys (wages/benefits); provide recommendations based on results of analysis
- Prepare Citywide salary and benefit budget data
- Serve as strategic partner in organizational development planning, leadership and culture development, workforce and succession planning, training, performance and change management

2010 Achievements

- Partnered with the City Manager's Office and departments to develop the new Performance Management Program (PMP)
- Partnered with all departments to create a new recognition program supporting the City's culture and core values
- Developed handbook and trained on recruitment processes and procedures for non-sworn positions; partnered with Police Department to develop and implement new hiring assessment process
- Served on the Board of the Colorado Public Human Resources Association
- Continued organizational development and training through the supervisory training program
- Launched new Wellness program focused on health management

2011 Objectives

- Partner with City Manager's Office and departments to develop workforce planning strategies and assist with succession planning
- Implement new Performance Management Program; setup automated talent management system starting with performance appraisal and compensation systems
- Implement new Employee Recognition Program
- Develop customer service standards and an on-boarding program

DID YOU KNOW

In 2005 – 2008, HR averaged 100 recruitments & received 1,700 applications; in 2009 this increased to 107 recruitments & 3,019 applications; and in 2010 HR anticipates 85 recruitments & more than 3,800 applications?

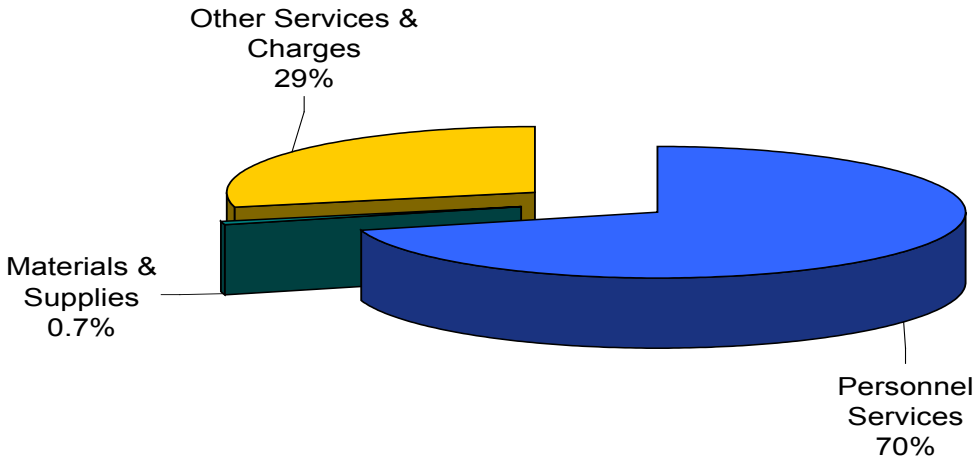
Human Resources

Staffing and Financial Summary

	2008 Authorized	2009 Authorized	2010 Authorized	2011 Authorized
HR Manager	1	1	1	1
HR Senior Analyst	1	1	1	1
HR Analyst	1	1	1	1
TOTAL	3	3	3	3

	2009 Actual	2010 Adjusted	2010 Estimated	2011 Adopted
Personnel Services	$278,564	$279,231	$277,794	$280,013
Materials & Supplies	$612	$2,950	$2,950	$2,950
Other Services & Charges	$149,914	$118,724	$117,096	$124,897
Capital Outlay	$0	$0	$0	$0
TOTAL	$429,090	$400,905	$397,840	$407,860

Total 2011 Budget by Object



ADMINISTRATIVE SERVICES PROGRAMS

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Sales Tax

Overview

- Advise the public about licensing requirements and procedures
- Administer licensing of business activity, liquor occupations and exempt institutions
- Advise citizens on interpretation of tax code and regulations
- Instruct and inform taxpayers about completion of tax forms, compliance methods and remedial account management
- Educate taxpayers via publications, seminars and web-based tools
- Process sales, use, admissions, special events and lodging tax returns
- Investigate and collect delinquent tax
- Verify and enforce tax compliance using audits and remedial tools
- Maintain accounts to optimize data integrity and availability
- Monitor and report on revenues of the Enhanced Sales Tax Incentive Programs and Wheat Ridge Urban Renewal Authority programs
- Report tax revenue to Treasury in custom and standard formats

2010 Achievements

- Implemented online filing for zero-balance returns
- Developed/implemented a plan for online filing of balance-due returns
- Implemented an online filing option for zero-balance returns
- Implemented a plan for online filing of balance-due returns
- Enhanced tax revenues by 2% through audits and special assessment
- Implemented online business license account information system
- Coordinated with Police Department to address the influx of the medical marijuana industry
- Assisted Police Department with the discovery, investigation and removal of illicit business activities
- Improved web-based taxpayer assistance
- Improved communications to taxpayers for accuracy and compliance
- Participated in the 2010 Colorado Business Tax Symposium as a presenter

2011 Objectives

- Improve customer service through communication, education and efficiency
- Develop plan for offering an online-payment of tax returns and licensing
- Assist in development of medical marijuana licensing process
- Migrate liquor occupation licensing and telephone occupation tax to automated system
- Develop on-demand televised or webinar City tax and licensing courses

City of Wheat Ridge

DID YOU KNOW

In 2011 the Sales Tax Division will process about 20,000 sales and use tax returns, 71 liquor licenses and 160 telephone occupation tax returns? More than 3,100 business licenses will be maintained with a turnover of 300-500 licenses.

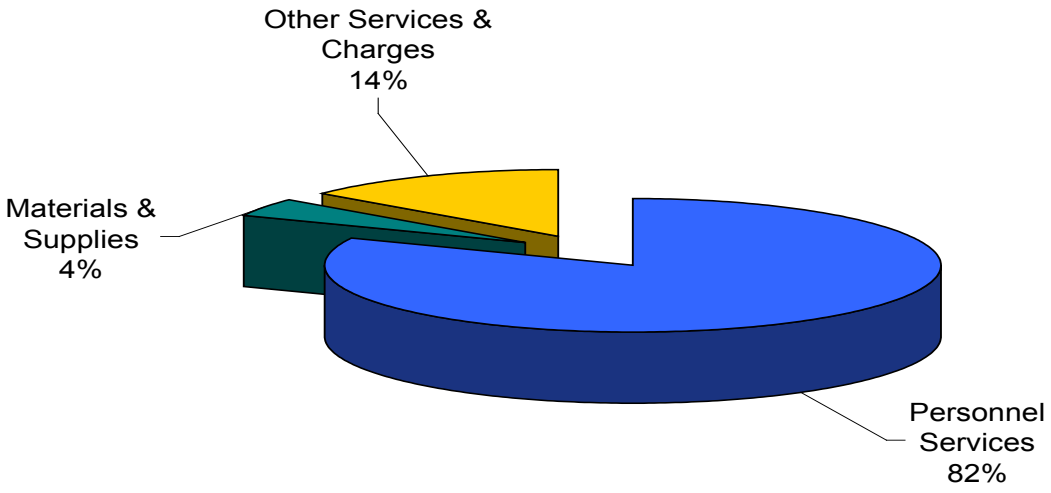
Sales Tax

Staffing and Financial Summary

	2008 Authorized	2009 Authorized	2010 Authorized	2011 Authorized
Sales Tax Supervisor	0	0	1	1
Senior Sales Tax Auditor	0	1	0	0
Sales Tax Auditor	2	1	1	1
Sales Tax Technician	1	1	1	1
TOTAL	3	3	3	3

	2009 Actual	2010 Adjusted	2010 Estimated	2011 Adopted
Personnel Services	$194,956	$194,782	$184,462	$186,985
Materials & Supplies	$7,828	$9,761	$9,526	$10,002
Other Services & Charges	$9,932	$15,705	$11,856	$31,636
Capital Outlay	$0	$0	$0	$0
TOTAL	$212,716	$220,248	$205,844	$228,623

Total 2011 Budget by Object



ADMINISTRATIVE SERVICES PROGRAM

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Purchasing and Contracting

Overview

- Assist staff on various methods of purchasing, contracting and sourcing
- Prepare and solicit bids, requests for proposals & request for information
- Educate suppliers on how to do business with the City of Wheat Ridge
- Utilize cooperative bids i.e. State Price Agreements, MAPO, WSCA, US Communities
- Conduct formal bid openings and monitor the evaluation process
- Prepare and monitor contract renewal agreements
- Assist vendors on How to do Business with the City
- Administer the Citywide purchasing card and cell phone programs
- Oversee the Citywide custodial services agreements
- Manage the Citywide surplus and auction program
- Conduct Purchasing and Accounting joint effort meetings
- Coordinate year-end process with department representatives

2010 Achievements

- Increased use of ghost card accounts for cost savings and revenue sharing rebate program
- Initiated the research and presentation of the AP control program for payment efficiency, cost savings and revenue share
- Assisted in streamlining Xcel payments and increasing revenue share
- Worked with the Rocky Mountain Governmental Purchasing Association, Multiple Assembly of Purchasing Officials and CPPG to maximize cooperative bidding efforts

2011 Objectives

- Implement Phase III Purchasing Card Management Program
- Continue to increase use of ghost purchasing cards for payments
- Review and update master documents
- Increase use of surveys for customer satisfaction and input
- Continue use of p-cards when appropriate to increase annual cost savings to City

DID YOU KNOW

The Purchasing staff increased use of rebate ghost cards for payments and worked with the Accounting staff to develop a new method of processing utility payments to increase rebates to the City?

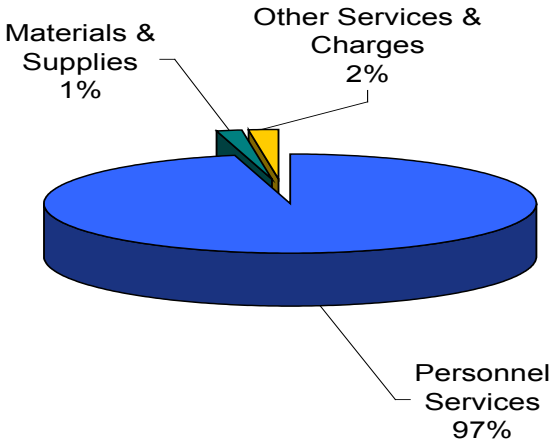
Purchasing and Contracting

Staffing and Financial Summary

	2008 Authorized	2009 Authorized	2010 Authorized	2011 Authorized
Purchasing & Contracting Agent	1	1	1	1
Senior Staff Assistant	0.5	0	0	0
Purchasing Technician	0	0.5	0.5	0.5
TOTAL	1.5	1.5	1.5	1.5

	2009 Actual	2010 Adjusted	2010 Estimated	2011 Adopted
Personnel Services	$98,191	$99,751	$90,868	$99,505
Materials & Supplies	$783	$700	$300	$1,500
Other Services & Charges	$1,826	$1,770	$1,870	$2,130
Capital Outlay	$0	$0	$0	$0
TOTAL	$100,800	$102,221	$93,038	$103,135

Total 2011 Budget by Object



ADMINISTRATIVE SERVICES PROGRAMS

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Information Technology

Information Technology

Overview

- Responsible for strategic information technology planning to support City's strategic plan
- Procure, install, maintain and provide security for City computers
- Make decisions on software running on City computers
- Responsible for inventories of computers and their software
- Install hardware/software on the City server computers
- Assist departments with special software project requests
- Provide backup and disaster recovery for server and phone systems

2010 Achievements

- Enhanced the public's access to City information
- Designed and launched Intranet to improve employee communication
- Continued development of Geographical Information Systems (GIS)
- Updated the Information Technology Strategic Plan
- Updated several programs to ensure Windows 7 compatibility
- Maintained all software licensing to current updated legal status
- Expanded utilization of existing software and modules
- Implemented Sales Tax Web filing program for Public
- Implemented Police Internal Affairs Management program
- Implemented Police Department Wireless Upgrade
- Implemented Probation Module
- Upgraded ShoreTel phone system
- Renegotiated Microsoft Enterprise Agreement for cost savings and additional services
- Renegotiated Qwest Point to Point Metro Optical Ethernet connections for improved performance and additional savings

2011 Objectives

- Continue to install ESRI GIS web application for public access
- Continue to pursue solutions to enhance the public's access to City information
- Deploy Office 2010 and Windows 7
- Develop a GIS data sharing policy for public and intergovernmental agencies

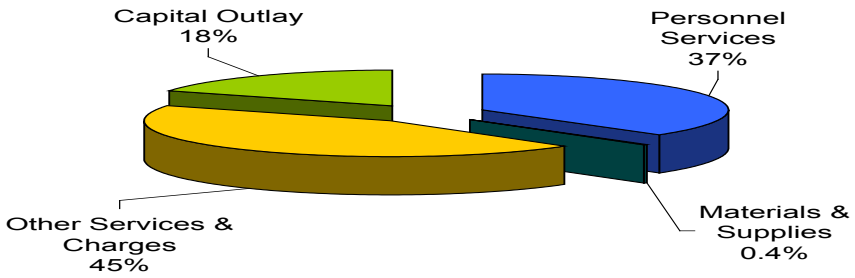
DID YOU KNOW

The IT Division manages the same number and types of systems as much larger cities; the only difference is the scale of the installation?

Information Technology

Staffing and Financial Summary

	2008 Authorized	2009 Authorized	2010 Authorized	2011 Authorized
IT Manager	1	1	1	1
Network Administrator	1	1	1	1
Sr. IT Support Technician	2	2	2	2
GIS Technician	1	1	1	1
Web & Imaging Technician	0.5	0.5	0.5	0.5
Help Desk Technician	0.5	0.5	0.5	0.5
TOTAL	6	6	6	6

	2009 Actual	2010 Adjusted	2010 Estimated	2011 Adopted
Personnel Services	$474,936	$468,669	$468,669	$476,045
Materials & Supplies	$6,221	$4,550	$4,550	$4,550
Other Services & Charges	$437,632	$520,675	$499,675	$558,575
Capital Outlay	$165,998	$235,710	$232,950	$230,450
TOTAL	$1,084,787	$1,229,604	$1,205,844	$1,269,620

Total 2011 Budget by Object