

# 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, Front Desk Reception, and the Safety/Wellness Programs.

**2015  
Budget Priorities**

- Conduct biennial citizen survey
- Implement third year of Pay-for-Performance Plan
- Implement new grant management system
- Research new financial management software solution
- Enhance wellness program to focus on employee total well-being



HR Manager Tamara Dixon sets the standard for the Wellness Program.



Administrative Team Leaders



Heather Geyer  
Administrative Services  
Director

***Reaching out  
With Quality Service and Support  
Reaching Forward  
With Innovative Solutions***

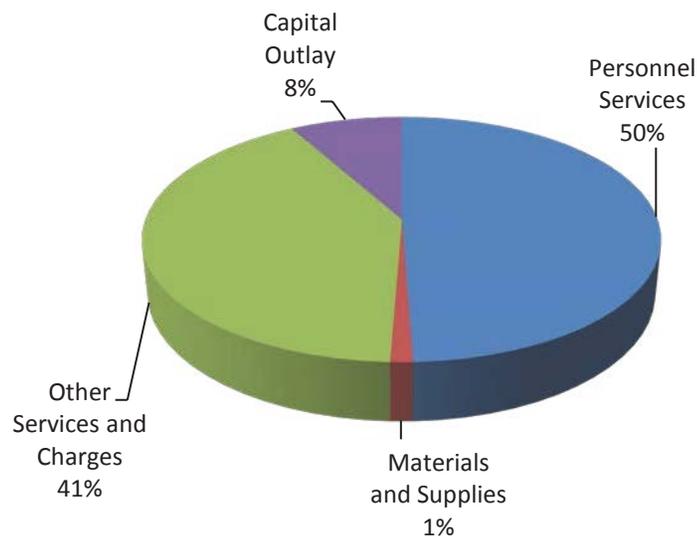
## Administrative Services

### Staffing and Financial Summary

	2012 Authorized	2013 Authorized	2014 Authorized	2015 Authorized
Finance	2.75	2.75	3	3
Administrative Services	4	4	4	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
	20.25	20.25	20.5	20.5

	2013 Actual	2014 Adjusted	2014 Estimated	2015 Adopted
Personnel Services	\$1,529,369	\$1,592,640	\$1,587,475	\$1,551,463
Materials and Supplies	\$38,688	\$36,514	\$36,514	\$37,300
Other Services and Charges	\$1,225,301	\$1,400,164	\$1,342,522	\$1,293,070
Capital Outlay	\$216,443	\$431,288	\$395,944	\$256,765
	\$3,009,801	\$3,460,606	\$3,362,455	\$3,138,598

**Total 2015 Budget by Object**

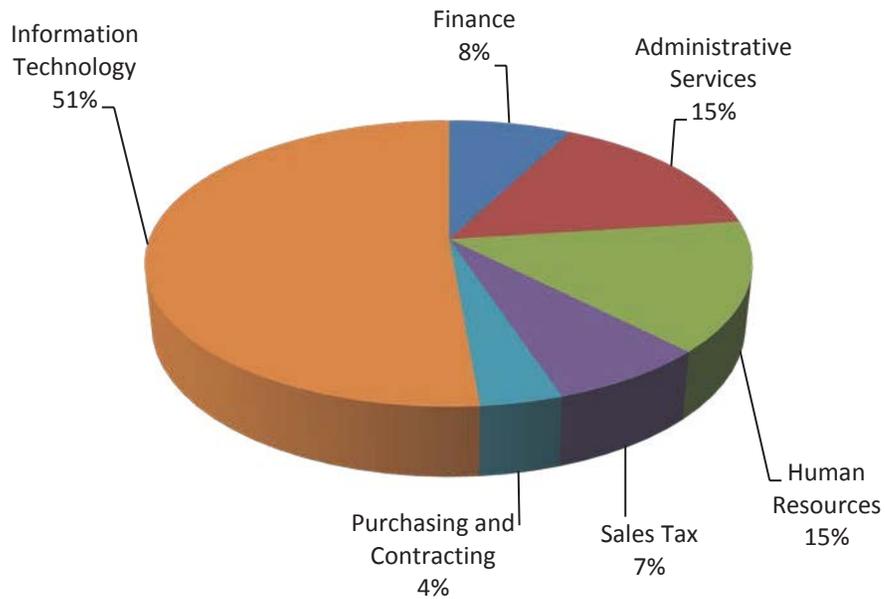


# Administrative Services

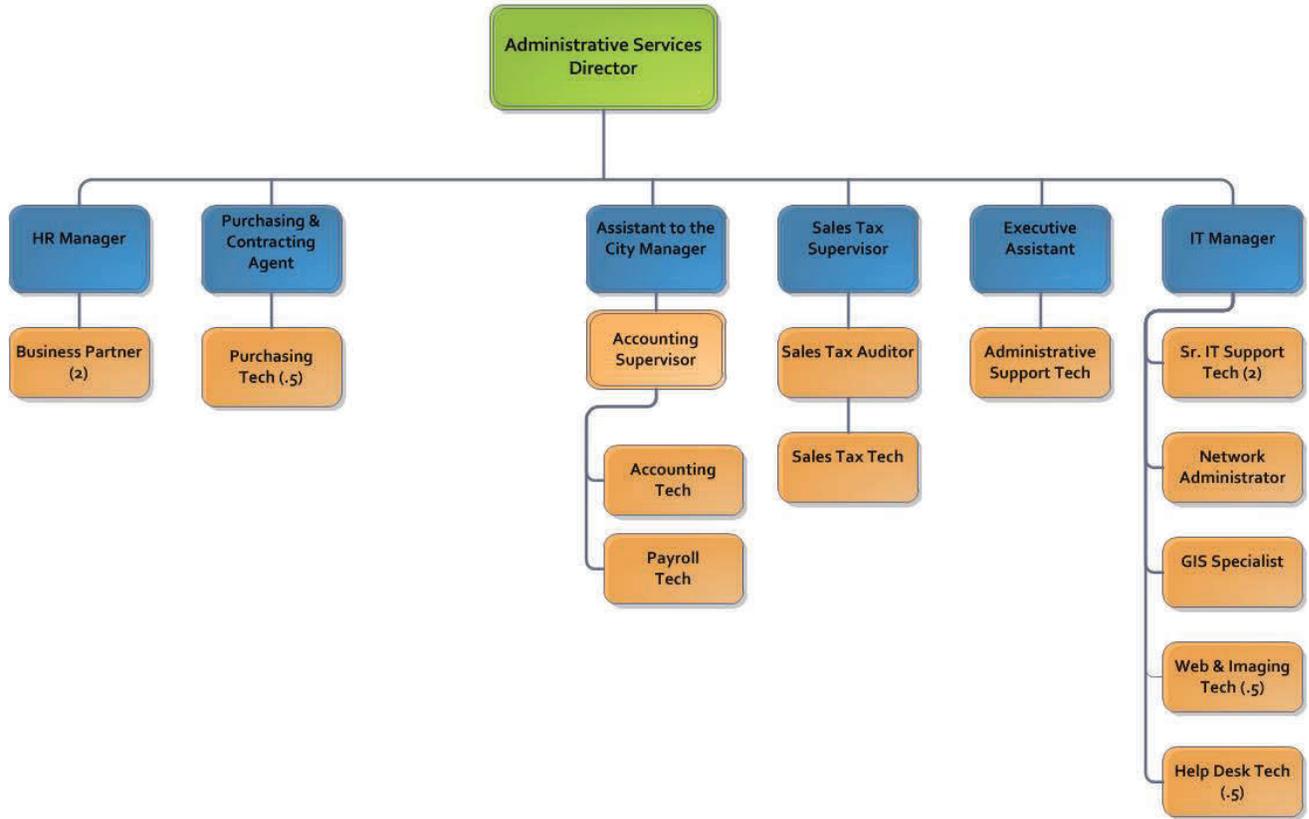
Total Budget by Program

	2013 Actual	2014 Adjusted	2014 Estimated	2015 Adopted
Finance	\$237,818	\$252,900	\$252,900	\$240,141
Administrative Services	\$404,763	\$526,020	\$524,509	\$479,320
Human Resources	\$527,948	\$553,170	\$532,025	\$461,473
Sales Tax	\$223,277	\$226,879	\$223,874	\$228,295
Purchasing and Contracting	\$101,458	\$110,376	\$109,789	\$117,484
Information Technology	\$1,514,537	\$1,791,261	\$1,719,358	\$1,611,885
<b>Total</b>	<b>\$3,009,801</b>	<b>\$3,460,606</b>	<b>\$3,362,455</b>	<b>\$3,138,598</b>

Total 2015 Budget by Program



# Administrative Services





## Administrative Services

01-111

### Core Business

- Perform complex administrative and supervisory work in managing, planning, coordinating, and directing operations of the department including office support, public information, marketing and branding, and divisions of Finance, Human Resources, Sales Tax, Purchasing and Contracting, and Information Technology
- Organize and direct the City's risk management program
- Perform all duties related to budget preparation and administration
- Manage and schedule WRTV8 programming; assist in the production of original programming including Top of the Hour
- Publish and distribute quarterly community newsletter
- Coordinate City Council meeting agendas and packets
- Provide internal support for general City operations to include mail, supplies and phones

### 2014 Strategic Accomplishments

- Negotiated the Comcast franchise renewal agreement
- Implemented second year of Pay-for-Performance Plan
- Won three awards for video productions from City-County Communications and Marketing Association (3CMA)
- Received GFOA Distinguished Budget Award for second straight year
- Co-hosted Alliance for Innovation National Conference
- Presented at the Colorado Municipal League Conference on the development of the Wheat Ridge marketing logo

### 2015 Strategic Priorities

- Administer biennial citizen survey to measure resident satisfaction with City services
- Research financial management software solutions for possible implementation in 2016
- Apply for the GFOA Excellence in Financial Reporting Program
- Implement year three of the Pay-for-Performance Plan
- Update City personnel policies

# Administrative Services

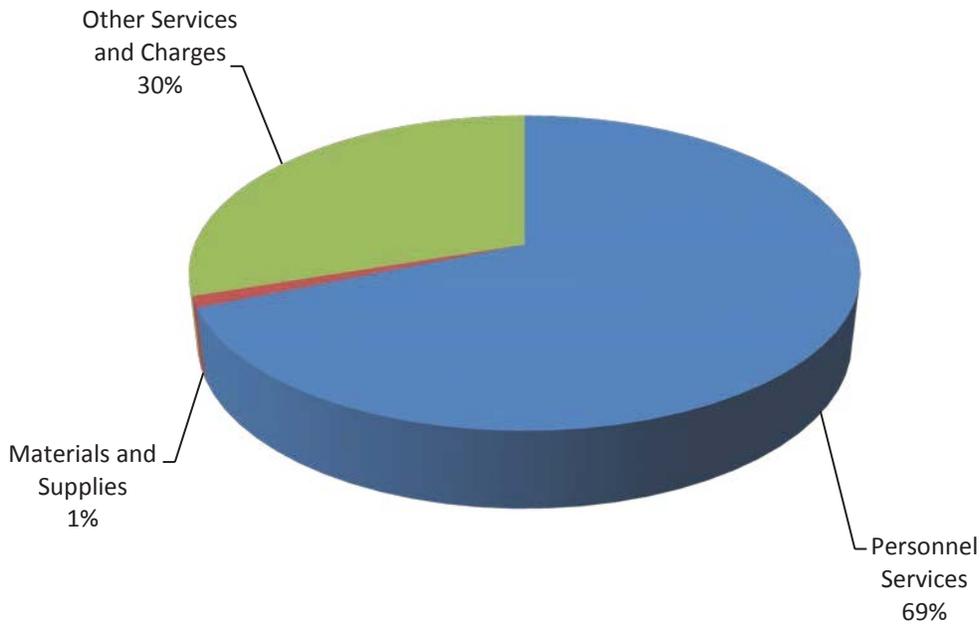
## Staffing and Financial Summary

01-111

	2012 Authorized	2013 Authorized	2014 Authorized	2015 Authorized
Administrative Services Director	1	1	1	1
Executive Assistant	1	1	1	1
Assistant to the City Manager	0	0	0	1
Management Analyst	1	1	1	0
Operations Support Technician II	0	1	1	1
Receptionist	1	0	0	0
	4	4	4	4

	2013 Actual	2014 Adjusted	2014 Estimated	2015 Adopted
Personnel Services	\$292,692	\$326,370	\$325,925	\$329,259
Materials and Supplies	\$4,757	\$5,500	\$5,500	\$5,500
Other Services and Charges	\$106,984	\$171,880	\$171,630	\$144,561
Capital Outlay	\$330	\$22,270	\$21,454	\$0
	\$404,763	\$526,020	\$524,509	\$479,320

### Total 2015 Budget by Object



## Administrative Services

### Finance

01-103

#### Core Business

- Receive, process, and deposit daily revenue from all City sources
- Process accounts payable functions
- Respond to vendor and internal inquiries for accounts payable
- Manage the general ledger accounting system
- Reconcile the City's monthly purchasing card statement
- Process billing and receipts for code enforcement fines and place and release appropriate liens with Jefferson County for same
- Process, create, reconcile and deliver bi-weekly payroll
- Prepare quarterly and annual payroll reports
- Track, record and prepare statements for acquisitions and dispositions of fixed assets
- Prepare year-end audit work papers
- Prepare audit work papers and work with outside auditors on comprehensive annual financial report
- Monitor, enforce and recommend adjustments to financial accounting controls
- Provide accurate and timely monthly financial information

#### 2014 Strategic Accomplishments

- Converted Financial Management System software to web-enabled version
- Partnered with outside auditors to complete 2013 single audit
- Continued preparation for Health Care Reform Act for 2014 compliance

#### 2015 Strategic Priorities

- Convert payroll system software to web-enabled version
- Apply for the GFOA Excellence in Financial Reporting Program
- Work with Purchasing and Contracting Division to implement new grant management system

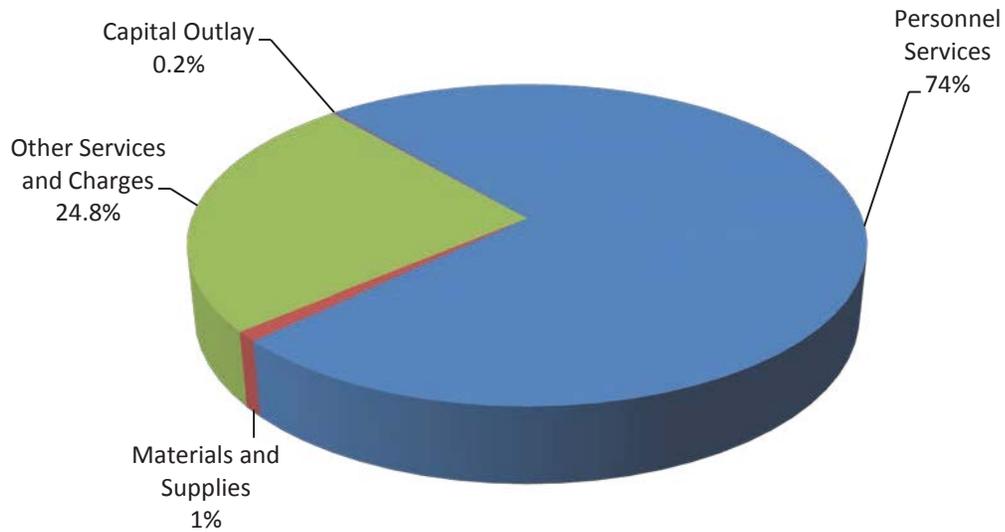
# Finance

Staffing and Financial Summary  
01-103

	2012 Authorized	2013 Authorized	2014 Authorized	2015 Authorized
Accounting Supervisor	1	1	1	1
Accounting Technician	1	1	1	1
Payroll Technician	0.75	0.75	1	1
	2.75	2.75	3	3

	2013 Actual	2014 Adjusted	2014 Estimated	2015 Adopted
Personnel Services	\$186,241	\$192,636	\$192,636	\$177,594
Materials and Supplies	\$1,387	\$2,400	\$2,400	\$2,400
Other Services and Charges	\$50,190	\$57,314	\$57,314	\$59,597
Capital Outlay	\$0	\$550	\$550	\$550
	\$237,818	\$252,900	\$252,900	\$240,141

## Total 2015 Budget by Object



## Administrative Services Human Resources

01-112

### Core Business

- 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
- Provide program development, administration, direction and guidance for performance systems, employee benefits and training
- Oversee retirement plans, health, wellness, safety, educational, and recognition programs, employee assistance programs, worker's compensation, and unemployment
- Serve as strategic partner in organizational development planning, leadership and cultural development, workforce and succession planning, training, performance and change management

### 2014 Strategic Accomplishments

- Implemented Sonic Boom wellness program to maximize employee engagement in wellness initiatives
- Enhanced training program for team leaders and mid-managers
- Redesigned Performance Management program forms to make them shorter and more user-friendly
- Conducted 2014 Pay-for-Performance market analysis
- Implemented part-time/seasonal Pay-for-Performance Plan

### 2015 Strategic Priorities

- Realign the Human Resources Division by implementing the Human Resources Business Partner model to encourage a more strategic, proactive and collaborative approach to service delivery
- Enhance wellness initiatives to focus on employee total well-being – physical, financial, personal and professional
- Enhance leadership development by expanding focus on in-house training and development opportunities

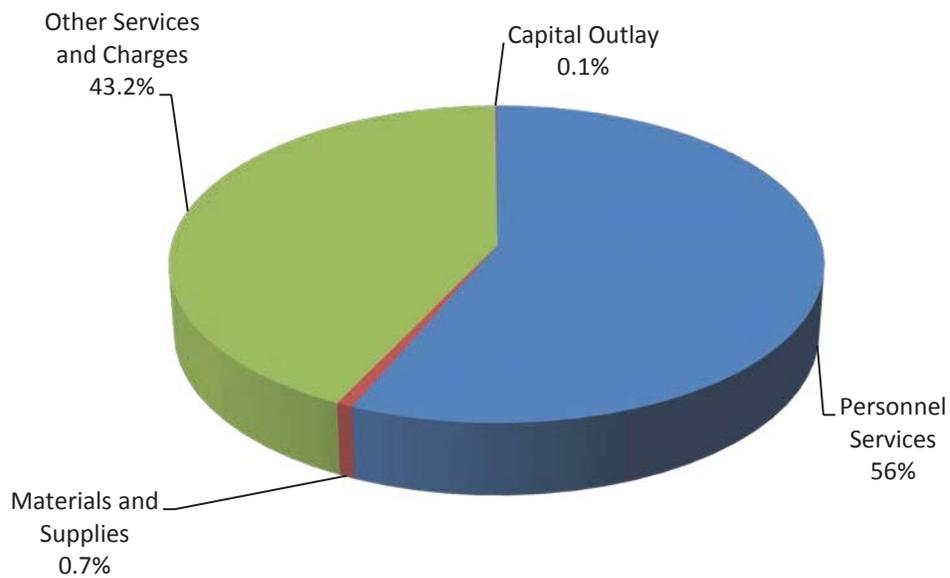
# Human Resources

Staffing and Financial Summary  
01-112

	2012 Authorized	2013 Authorized	2014 Authorized	2015 Authorized
Human Resources Manager	1	1	1	1
Human Resources Business Partner	0	0	0	2
Senior HR Analyst	1	1	1	0
Human Resources Analyst	1	1	1	0
<b>Total</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>

	2013 Actual	2014 Adjusted	2014 Estimated	2015 Adopted
Personnel Services	\$276,456	\$293,412	\$289,575	\$260,709
Materials and Supplies	\$3,441	\$3,950	\$3,950	\$3,400
Other Services and Charges	\$247,091	\$255,808	\$238,500	\$196,764
Capital Outlay	\$960	\$0	\$0	\$600
<b>Total</b>	<b>\$527,948</b>	<b>\$553,170</b>	<b>\$532,025</b>	<b>\$461,473</b>

**Total 2015 Budget by Object**



## Administrative Services

### Sales Tax

01-115

#### Core Business

- Advises on, administers and maintains licensing of all business activity, marijuana businesses, kennels, and exempt institutions
- Assists citizens with form completion and compliance methods and remedies
- Educates via publications, individual assistance and a comprehensive website
- Administers processes and collects sales, use, admissions, lodging, liquor and telecommunications occupation taxes, and advises on pertinent code and regulations
- Enforces requirements of the law regarding delinquent taxes and licenses
- Verifies and remedies tax compliance through audits
- Monitors and reports on revenues of the Enhanced Sales Tax Incentive program

#### 2014 Strategic Accomplishments

- Streamlined online tax filing paid by electronic checks to a single site
- Expanded the availability and reduced the cost of accepting credit cards for tax and licensing payments
- Improved taxpayer assistance by adding on-demand webinars and updating materials
- Increased revenue and audit compliance by \$1.9 million through audits and collections

#### 2015 Strategic Priorities

- Support voluntary revenue collection through industry-specific tax assistance materials and classes
- Improve service by restructuring and simplifying the tax web pages
- Improve sustainability by updating division manuals and procedures

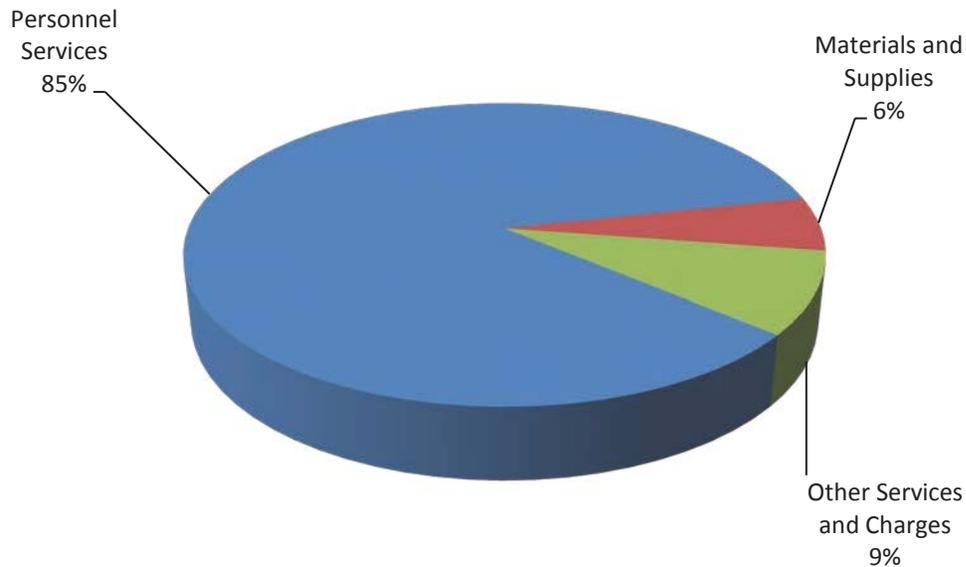
# Sales Tax

Staffing and Financial Summary  
01-115

	2012 Authorized	2013 Authorized	2014 Authorized	2015 Authorized
Sales Tax Supervisor	1	1	1	1
Sales Tax Auditor	1	1	1	1
Sales Tax Technician	1	1	1	1
	3	3	3	3

	2013 Actual	2014 Adjusted	2014 Estimated	2015 Adopted
Personnel Services	\$194,443	\$191,655	\$191,655	\$195,190
Materials and Supplies	\$11,436	\$11,914	\$11,914	\$13,150
Other Services and Charges	\$16,977	\$22,885	\$20,305	\$19,955
Capital Outlay	\$421	\$425	\$0	\$0
	\$223,277	\$226,879	\$223,874	\$228,295

**Total 2015 Budget by Object**



## Administrative Services Purchasing and Contracting

01-116

### Core Business

- Manage procurement transactions: supplier sourcing, contract and purchase order content, purchasing card program, tele-communication program and surplus disposal
- Determine appropriate procurement method for purchase of goods, professional services, and construction services
- Work with departments to develop technical bid specifications or statement of work for bids and proposals, scheduling, interviews, negotiations, cost analysis, and delivery
- Comply with purchasing and competitive bid proposal guidelines, payment methods and signature approval levels and assist departments in attaining compliance
- Foster effective relationships with internal and external customers to facilitate sound business transactions and enhance future acquisitions
- Oversee renewal of consultant and supplier services for on-call and other multi-year agreements
- Uphold the Universal Public Procurement Certification Council (UPPCC) Code of Ethics

### 2014 Strategic Accomplishments

- Improved consistency of access to the online ControlPay purchasing card system
- Updated and provided more detailed definitions of evaluation criteria in qualitative and subjective procurements
- Hosted a NIGP negotiations course to increase visibility of the division and the City
- Satisfied education and experience requirements to obtain Certified Professional Public Buyer (CPPB) recertification

### 2015 Strategic Priorities

- Implement standards and set expectations for administration of grant-funded projects
- Update contractual language to relevant bid documents and confirming agreements
- Increase flexibility, integrity and transparency of the bid process through improved communications with vendors

## Purchasing and Contracting

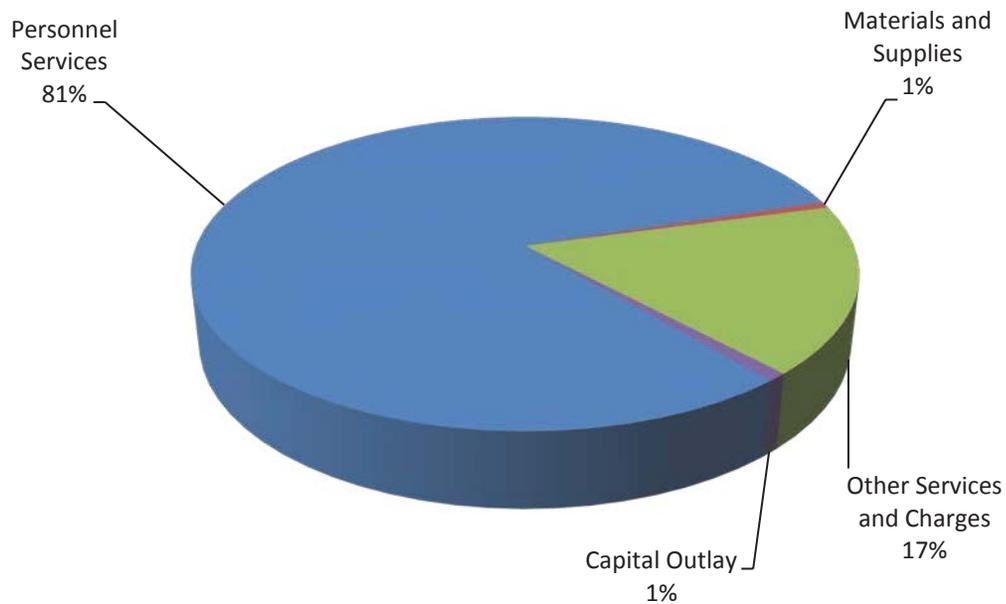
### Staffing and Financial Summary

01-116

	2012 Authorized	2013 Authorized	2014 Authorized	2015 Authorized
Purchasing and Contracting Agent	1	1	1	1
Purchasing Technician	0.5	0.5	0.5	0.5
	1.5	1.5	1.5	1.5

	2013 Actual	2014 Adjusted	2014 Estimated	2015 Adopted
Personnel Services	\$86,335	\$93,067	\$92,684	\$95,459
Materials and Supplies	\$936	\$600	\$600	\$700
Other Services and Charges	\$14,187	\$16,709	\$16,505	\$20,325
Capital Outlay	\$0	\$0	\$0	\$1,000
	\$101,458	\$110,376	\$109,789	\$117,484

**Total 2015 Budget by Object**



## Administrative Services Information Technology

01-117

### Core Business

- Responsible for information technology to support the City's Strategic Plan
- Procure, install, and maintain City computers
- Select and test software for City computers
- Maintain inventory of computers and software
- Install hardware/software on the City server computers
- Assist departments with special software projects
- Provide backup and disaster recovery for server and telephone
- Insure security of the technology system

### 2014 Strategic Accomplishments

- Upgraded Finance Fund Management System to a web-enabled product
- Upgraded Municipal Court to a web-enabled product
- Deployed new Microsoft Surface devices for Council
- Migrated to new hosted Web Services
- Installed Wi-Fi at Municipal Building for public access
- Installed LiveScan Hi Definition finger printing system upgrade in Police Department

### 2015 Strategic Priorities

- Upgrade firewall to increase security level for information technology
- Install Phase 1 of 2 fiber projects to connect the City to Jefferson County
- Install electronic citation system for Police Department
- Participate in Regional Records Management System & Computer Aided Dispatch design, implementation and management

# Information Technology

## Staffing and Financial Summary

01-117

	2012 Authorized	2013 Authorized	2014 Authorized	2015 Authorized
IT Manager	1	1	1	1
Network Administrator	1	1	1	1
Sr. IT Support Technician	2	2	2	2
GIS Specialist	1	1	1	1
IT Technician	0	0	0	1
Web & Imaging Technician	0.5	0.5	0.5	0
Help Desk Technician	0.5	0.5	0.5	0
<b>Total</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>6</b>

	2013 Actual	2014 Adjusted	2014 Estimated	2015 Adopted
Personnel Services	\$493,201	\$495,500	\$495,000	\$493,252
Materials and Supplies	\$16,731	\$12,150	\$12,150	\$12,150
Other Services and Charges	\$789,873	\$875,568	\$838,268	\$851,868
Capital Outlay	\$214,732	\$408,043	\$373,940	\$254,615
<b>Total</b>	<b>\$1,514,537</b>	<b>\$1,791,261</b>	<b>\$1,719,358</b>	<b>\$1,611,885</b>

### Total 2015 Budget by Object

