

# ADMINISTRATIVE SERVICES

Fiscal Year 2016-17



*Finance*



*Human Resources*



*Information Technology*

# Administrative Services Department

## Finance Division



Accounting  
Accounts Payable  
Accounts Receivable  
Payroll  
Purchasing  
Business License  
Water Customer Service

## Human Resources



Recruitments  
Employee Benefits  
Employee Relations  
Contract Negotiations  
Risk Management

## Information Technology



Maintain Computers  
Install New Software  
Manage Servers  
Daily Back-ups  
Help Desk



# Administrative Services Department *Finance Division*

## **2016-17 Accomplishments:**

- Implemented Online Utility Billing (<https://onlinepmt.cityofsouthgate.org/>)
- Implemented Tyler Cashiering and Credit Card Payments at the Water Counter
- Implemented GovInvest Software for managing OPEB & Pension Costs
- Consolidated 5 Deferred Comp providers into 1 - Nationwide
- Successfully Transitioned from Bank of America to Bank of the West



# Administrative Services Department *Finance Division (Cont.)*

## Upcoming Implementations:

- Tyler Output Process (TOP) (May 2017)
  - Distribution of pdf documents via e-mail, fax, or printer
  - Documents to be distributed are: Water bills, Pay stubs and W-2's
- Tyler Cashiering and Credit Card Payments for Business License, Permits, Police (June 2017)
- Image Clearing Service (Bank of the West and Tyler Cashiering)
  - Deposit of checks via transmission of image file (June 2017)



# Administrative Services Department *Finance Division (Cont.)*

Business License	Total	Notices of Violation	Administrative Citations
New Licenses Issued	699		
Renewals Mailed	4,348		
Customers Served	5,085		
Phone Calls Answered	1,905		
Field Inspections	1,620	466	31
Yard Sale Inspections	609	14	

Water Customer Service	Total
New Customers	502
Bills Issued	140,634
Customers Served	53,378
Phone Calls Answered	2,680
Online Utility Accounts Set-Up	480
Payments Made Online	312

Purchasing	Total	Valuation
Requisitions Processed	1,337	
PO's Processed	550	
Stock Orders Processed	802	\$132,375
Auctions Processed	1	\$1,902

Accounts Payable	Total
A/P Checks Issued	4,396
\$\$ Value of A/P Checks	\$39.4M
Invoices Processed	10,790



# Administrative Services Department

## *Human Resources*

### 2016-17 Accomplishments:

- Implemented a Leadership Academy for Executives and Division Management Staff
- Conducted Workers' Compensation Training for Executives and Division Management Staff
- Automatic External Defibrillators (AED) (Installation - May 2017)
- Citywide Classification and Compensation Study in progress

Human Resources	Total	Full-Time	Part-Time
Recruitments Processed	79	21	58
• Promotions	33	12	21
• New Hires	46	9	37
Applications received/reviewed	3,033		





# Administrative Services Department *Information Technology*

## 2016-17 Accomplishments

- Installed 50 new computers
- Successfully installed new servers needed for Tyler Cashiering and Online Utility Billing
- Responded to approximately 3,000 service requests

INFORMATION TECHNOLOGY	Total
Computers Maintained:	347
>Desktop	239
>Laptops	47
>Mobile Computers (PD)	34
>Servers	27
Service Requests Processed	3,000
Backups completed	Nightly