

Financial Services

Financial Services performs statutory duties surrounding comprehensive financial administration and planning along with all accounting and financial reporting activities for the City including oversight of grant compliance and reporting, budget preparation and administration, treasury and debt management, purchasing, warehouse, and print services.

FINANCIAL SERVICES

COUNCIL GOALS

Building a Better Wilson 1	Economic Development 2	Infrastructure 3	Homes and Neighborhoods 4	Downtown 5	Recreation and Parks 6	Community Involvement 7
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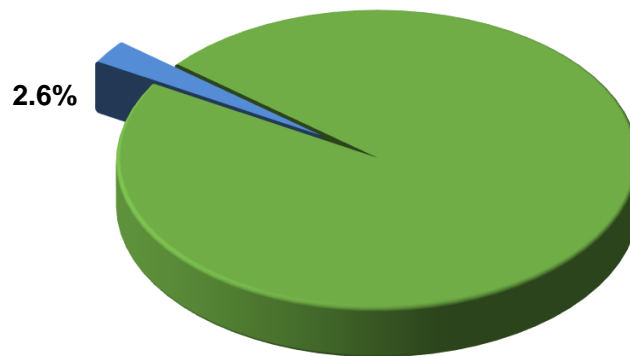
Department Goals and Initiatives	Link to Council Goals
1. Expand financial accountability through improved internal auditing functions, continued investment, and monitoring of City funds	1,2,3,4,5,6,7
2. Improve turnover frequency of inventoried items by stocking appropriate levels of items needed	1,2,3,4,5,6,7
3. efficiencies and process integration with the addition of broadband services requirements	1,2,3,4,5,6,7

EXPENDITURE SUMMARY:

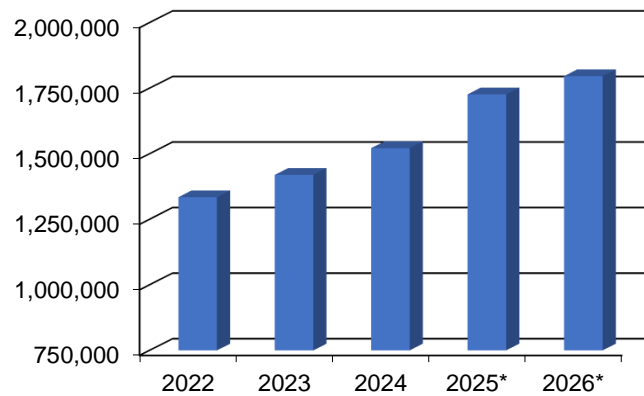
	2022-23 Actual	2023-24 Actual	2024-25 Original Budget	2024-25 Amended Budget	2025-26 Adopted Budget
Personnel Services	\$ 5,431,210	\$ 5,698,959	\$ 6,176,730	\$ 6,176,730	\$ 6,572,280
Operating Expenses	2,131,048	2,360,721	2,191,660	2,220,260	2,841,620
Recovered Costs	(6,170,753)	(6,562,796)	(6,806,250)	(6,806,250)	(7,653,270)
Capital Outlay	27,994	24,419	71,000	135,869	35,500
TOTAL	\$ 1,419,499	\$ 1,521,303	\$ 1,633,140	\$ 1,726,609	\$ 1,796,130

EXPENDITURES

**Financial Services Expenditures
as a % of General Fund Expenditures**



**Financial Services Expenditures
by Fiscal Year**



* Estimated

PERSONNEL SUMMARY

FINANCIAL SERVICES

Class Title	Salary Range	2023-24 Authorized	2024-25 Authorized	2025-26 Authorized
Financial Administration and Accounting (2001)				
Chief Financial Officer	29	1	1	1
Deputy Finance Officer (formerly Budget/FS Manager)	27*	1	1	1
Controller	25*	1	1	1
Senior Budget and Financial Analyst	23*	1	1	1
Senior Accountant	23*	3	3	3
Budget and Grant Administrator	22	0	0	1
Payroll Administrator	20	1	1	1
Financial Analyst I-II	19,21*	1	1	1
Accountant I-II	19,21*	3	3	2
Finance and Budget Coordinator	18*	1	1	1
Accounts Payable Specialist I-II	14,16*	2	2	2
Accounts Receivable Specialist I-II	14,16*	1	1	1
Accounting Assistant	11	1	1	1
Purchasing and Warehouse (2004)				
Purchasing Manager	25*	1	1	1
Project Manager	23	0	0	1
Buyer I-II	17,19*	2	3	3
Purchasing Technician	12	1	0	0
Warehouse Technician I-III	12-14*	3	3	3
Part-time Purchasing Technician	12	1	1	1
Billing, Payments, Customer Service, and Credit (2006)				
Director of Customer Service	25*	1	1	1
Customer Service Manager	22*	1	1	1
Billing Manager	22*	1	1	1
Customer Service Supervisor	20*	1	1	1
Field Services Supervisor	20*	1	1	1
Payment Services Supervisor	20*	1	1	1
Billing Supervisor	20*	1	1	1
Business Service Specialist	16*	1	1	1
Customer Credit Specialist	16*	1	1	1
Utility Billing Clerk I-III	14-16*	6	6	6
Customer Service Advisor I-III	14-16*	10	10	10
Payment Services Clerk I-III	13,14,16*	5	5	5
Customer Service Technician I-III	13-15*	3	3	3
Billing Field Technician I-III	12-14*	5	5	5
Print Services (2008)				
Graphics Designer	16	0	1	1
Printing Technician	11	1	1	1
Printing Clerk	9	1	0	0
Full-time		64	64	65
Part-time		1	1	1

* Indicates FY26 Market Study Impacted Position

CAPITAL OUTLAY**FINANCIAL SERVICES**

Item	New/ Replacement	2025-26 Budget
Billing, Payments, Customer Service and Credit (2006)		
One(1) Light Duty Truck	R	35,500
Total		35,500

Impact of Capital Outlay on Operating Budget: None

Note: Any direct impact on the operating budget from capital items identified for replacement or new purchase in FY 2026 will result from a reduction in the maintenance and/or repair costs previously experienced on the older items. This amount of reduction varies and for this reason is not extrapolated and built into the operating budget.

FINANCIAL ADMINISTRATION AND ACCOUNTING

DESCRIPTION OF SERVICES:

Financial Administration and Accounting is responsible for providing financial services in line with Council goals, creating and providing oversight on the annual budget and capital improvement plan, financial reporting, internal audit and controls, grant accounting, accounts receivable, cost accounting, payroll, capital assets, investments, treasury management, and debt management.

PROGRAM GOALS AND INITIATIVES:

- Provide a secure and sound financial environment by accurately projecting, prudently allocating, and administering the financial resources of the City of Wilson
- Provide necessary support and timely information to departments to promote an effective and efficient use of resources through budget preparation, approval, and execution
- Include process audits as part of the internal audit function to reduce risk of error, fraud, and waste
- Comply with all applicable federal and state laws, as well as grant and contract commitments
- Forecast operational and financial impact
- Meet all timelines in the areas of finance, budgeting, acquisition, and use of short-term and long-term debt, capital facilities planning, and budget management and execution
- Aggressively pursue all owed receivables / improve financial performance through a reduction in bad debt
- Estimate revenues in an aggressive, yet conservative manner

EXPENDITURE SUMMARY:

	2022-23 Actual	2023-24 Actual	2024-25 Original Budget	2024-25 Amended Budget	2025-26 Adopted Budget
Personnel Services	\$ 1,714,846	\$ 1,884,187	\$ 2,146,440	\$ 2,146,440	\$ 2,243,560
Operating Expenses	184,525	190,906	214,740	230,740	284,070
Recovered Costs	(1,139,622)	(1,245,056)	(1,416,710)	(1,416,710)	(1,516,580)
Capital Outlay	-	-	-	-	-
TOTAL	\$ 759,749	\$ 830,037	\$ 944,470	\$ 960,470	\$ 1,011,050

PERFORMANCE INDICATORS:

Department Goal(s)	Outputs	2023-24 Actual	2024-25 Estimated	2025-26 Goal
1	Accounting - Timely monthly financial and dashboard reporting (% of months reporting completed within 12 calendar days of month and/or quarter end)	92%	95%	100%
1	Accounting - Timely bank reconciliations met (% within 15 days of bank statement receipt)	84%	92%	100%
1	Accounts Payable - Checks issued	10,010	10,100	10,050
3	Accounts Receivable - collections (% of miscellaneous billings collected)	90%	95%	95%
1	Accounting - # of internal audits performed annually	24	25	30

PURCHASING AND WAREHOUSE

DESCRIPTION OF SERVICES:

Purchasing and Warehouse is responsible for purchasing and warehousing of goods and equipment, purchase of various services, guidance throughout the bidding process, and surplus sale of equipment. The procurement program and fulfillment of goods and services are essential to the overall effective and efficient operations of the city.

PROGRAM GOALS AND INITIATIVES:

- Acquire needed goods/services in a timely, cost efficient manner through the use of sound purchasing practices
- Minimize costs by managing purchases of inventory while maintaining a sufficient inventory supply
- Provide for efficient warehousing of inventory and non-inventory items
- Dispose of surplus vehicles, equipment, and materials for maximum returns to the City of Wilson
- Minimize stock-outs of inventory items by strategic planning and inventory management
- Eliminate all inventoried items not purchased in the last two years, where possible
- Provide efficient uniform, copier, procurement card services, and records management
- Educate vendors, citizens, and city employees of the division's policies, procedures, and opportunities
- Participate in the above vital services as a resource for all departments/divisions

EXPENDITURE SUMMARY:

	2022-23 Actual	2023-24 Actual	2024-25 Original Budget	2024-25 Amended Budget	2025-26 Adopted Budget
Personnel Services	\$ 721,599	\$ 760,458	\$ 647,580	\$ 647,580	\$ 851,690
Operating Expenses	138,994	162,002	186,540	186,540	169,570
Recovered Costs	(533,152)	(553,475)	(500,470)	(500,470)	(612,760)
Capital Outlay	27,994	-	-	29,000	-
TOTAL	\$ 355,435	\$ 368,985	\$ 333,650	\$ 362,650	\$ 408,500

PERFORMANCE INDICATORS:

Department Goal(s)	Outputs	2023-24 Actual	2024-25 Estimated	2025-26 Goal
1	Purchase orders issued	6,258	6,350	6,400
1	Surplus sales revenue	\$ 132,297	\$ 135,000	\$ 150,000
2	Inventory items managed	1,952	1,958	1,960

BILLING, PAYMENTS, CUSTOMER SERVICE, AND CREDIT

DESCRIPTION OF SERVICES:

Billing, Payments, Customer Service, and Credit is responsible for utility billing and collections, utility connection, disconnection, and transfers, customer credit and utility bad debt collection, and meter reading. In addition, Greenlight enrollment, billing and payments, Greenlight connections, disconnection, and transfer, and Greenlight bad debt collection.

PROGRAM GOALS AND INITIATIVES:

- Consistently provide prompt and courteous service to customers and citizens
- Connect/disconnect/transfer utility and Greenlight services in a timely and efficient manner
- Maintain, process, and mail accurate and timely Wilson Energy and Greenlight statements
- Collect and deposit all revenue owed the City and ensure timely processing for collection of bad debt
- Provide flexible programs in the application of utility and Greenlight services
- Ensure billing cycle guidelines fall within City Council's 29-33 day reading boundaries
- Ensure adherence to cash management policies
- Increase customer access to utility consumption data in coordination with energy education initiatives
- Further refine billing procedures to capitalize on AMI system capabilities
- Implement an employee continuous training program to deliver demonstrable improvements in customer engagement and customer satisfaction
- Improve billing data analysis program(s) to increase billing accuracy and ensure rate compliance

EXPENDITURE SUMMARY:

	2022-23 Actual	2023-24 Actual	2024-25 Original Budget	2024-25 Amended Budget	2025-26 Adopted Budget
Personnel Services	\$ 2,840,672	\$ 2,895,322	\$ 3,215,270	\$ 3,215,270	\$ 3,304,840
Operating Expenses	1,751,124	1,948,913	1,714,890	1,727,490	2,312,260
Recovered Costs	(4,362,206)	(4,625,222)	(4,722,600)	(4,722,600)	(5,369,970)
Capital Outlay	-	24,419	41,000	76,869	35,500
TOTAL	\$ 229,590	\$ 243,432	\$ 248,560	\$ 297,029	\$ 282,630

PERFORMANCE INDICATORS:

Department Goal(s)	Outputs	2023-24 Actual	2024-25 Estimated	2025-26 Goal
3	Days between read date and bill date	6.4	6	5
3	Write Offs	\$ 228,827	\$ 150,000	\$ 140,000
3	E-notification enrollment	5,856	7,000	8,000
3	Lobby wait time (minutes)	3.7	3.5	3.0

PRINT SERVICES

DESCRIPTION OF SERVICES:

Print Services is responsible for providing high quality in-house printing, low-cost production, and finishing and graphic design services, while maintaining a high-level of customer service. It also provides daily incoming, outgoing, and inter-office mail distribution services, including receiving packages from outside delivery agencies, and proactively suggesting alternative and economical mailing methods.

PROGRAM GOALS AND INITIATIVES:

- Ensure cost effective delivery of quality printing and creative design services with unparalleled turnaround time on all projects and requests
- Increase printing and binding capacity to effectively respond to the needs of all City departments which will in turn decrease use of cost prohibitive external print services
- Increase capacity of printing and increase or maintain production output by reviewing, recommending, and upgrading division equipment if cost studies warrant
- Provide timely delivery and accurate distribution of all mail pick-up and delivery
- Increase current customer satisfaction as well as attract new internal clients with the level of customer service, graphic design expertise and excellence, to build awareness that Print Services can be counted on to exceed expectations

EXPENDITURE SUMMARY:

	2022-23 Actual	2023-24 Actual	2024-25 Original Budget	2024-25 Amended Budget	2025-26 Adopted Budget
Personnel Services	\$ 154,093	\$ 158,992	\$ 167,440	\$ 167,440	\$ 172,190
Operating Expenses	56,405	58,900	75,490	75,490	75,720
Recovered Costs	(135,773)	(139,043)	(166,470)	(166,470)	(153,960)
Capital Outlay	-	-	30,000	30,000	-
TOTAL	\$ 74,725	\$ 78,849	\$ 106,460	\$ 106,460	\$ 93,950

PERFORMANCE INDICATORS:

Department Goal(s)	Outputs	2023-24 Actual	2024-25 Estimated	2025-26 Goal
1	Total print jobs completed	799	800	810
1	Print jobs outsourced - # in color	9	9	8
1	Print jobs outsourced - # in black and white	1	1	1