

FINANCE DEPARTMENT

City of Tomball

2024 Departmental Strategic Plan Presentations

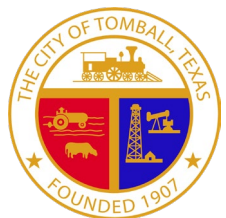
Finance Department Overview

- **Mission**

With adherence to the City's core values, the Finance Department serves the City of Tomball by providing financial oversight and transparency to maintain the integrity and stability of all government funds.

- **Vision**

To be the most knowledgeable and transformative Finance Department. Our culture of continuous improvement will enable our team to set the standard for employee excellence and customer service.



Finance Department Overview

Financial Reporting

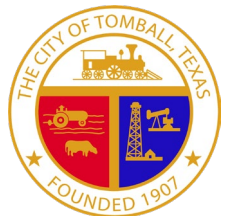
Budgeting

Purchasing

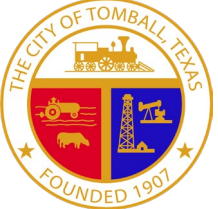
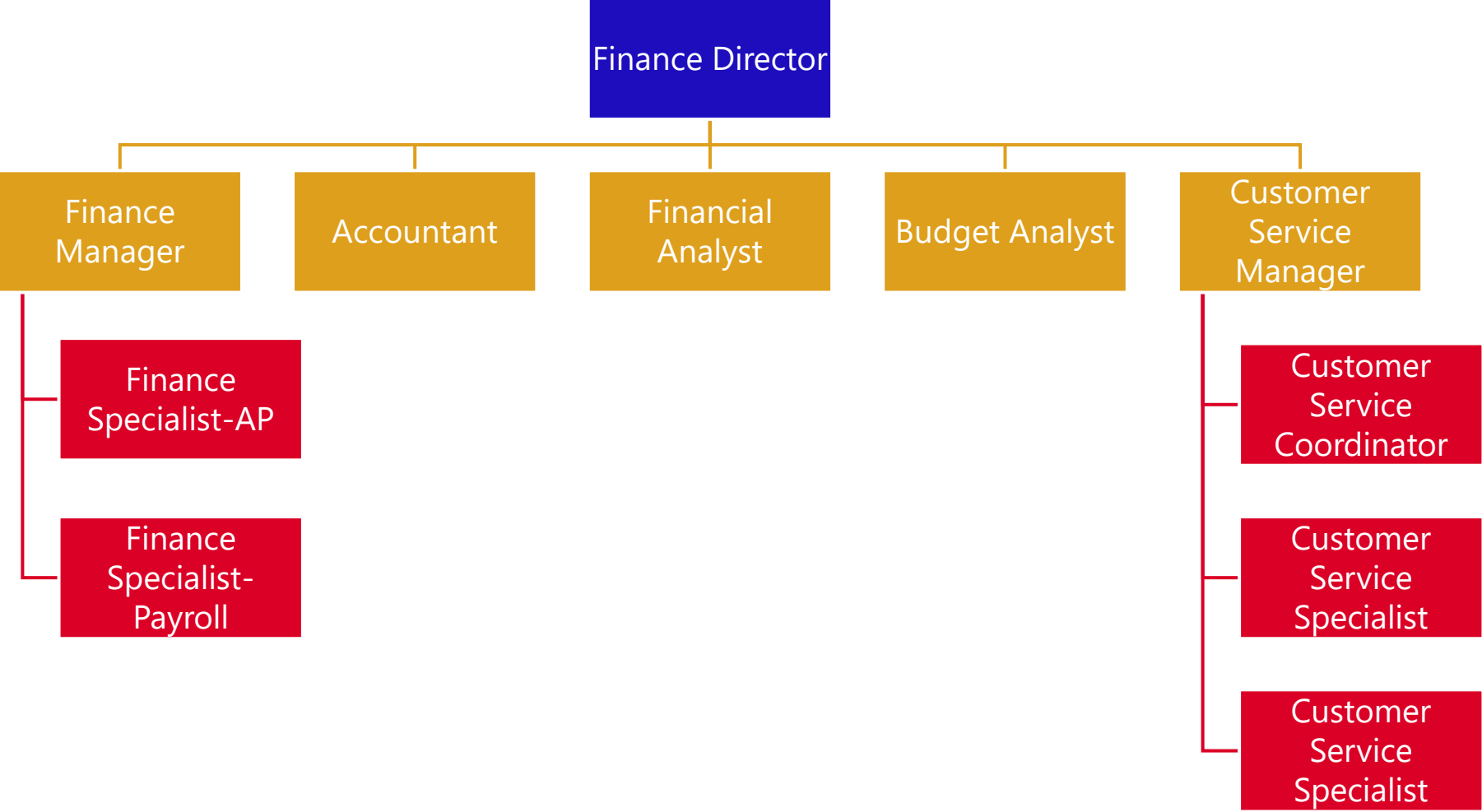
Payroll

Treasury

Utility Billing
& Collections



Department Org Chart



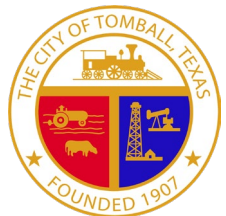
Department SWOT Analysis

Strengths

- Dedicated staff that works well as a team and is open to new ideas
- Defined roles and responsibilities, while also demonstrating flexibility when needed
- Current staff is eager to learn and grow in their respective roles

Weaknesses

- Lack of formalized processes and procedures
- Lack of dedicated backup personnel for critical functions, including payroll
- Short-tenure – average is 2 years



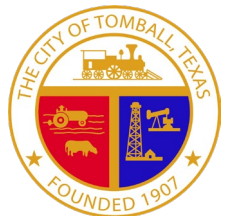
Department SWOT Analysis

Opportunities

- Ability to develop staff and expand their knowledge
- Ability and flexibility to implement best practices and develop corresponding policies

Threats

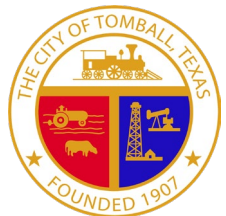
- Turnover heavily impacts operations and ability to meet demand
- Increased workload due to growing needs of the City



Finance Department Strategic Plan

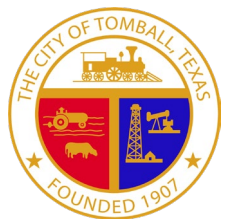
Objective 1: Formalize Policies & Procedures

- Create position specific handbooks that provide detailed step by step procedures
- Update existing financial policies to comply with current practices
 - Fixed Asset Policy
 - Financial Management Statements
- Create critical policies, including:
 - Cash Handling Policy



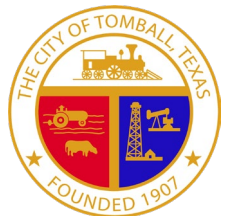
Objective 2: Process Improvements

- Implement an electronic approval process for accounts payable
- Leverage existing or utilize new technology to streamline bi-weekly payroll process
- Implement Questica software for development of the FY 2024-2025 Budget
- Onboard collections agency for utility billing
- Utilize an “electronic lockbox” for utility payments paid via bill pay through their bank



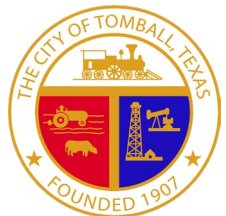
Objective 3: Staff Development

- Attend external trainings to expand knowledge of applicable areas of responsibility
- Establish backups and cross train for all essential functions
- Encourage knowledge sharing within the department
- Host a Finance 101 citywide training to provide employees insight into our department



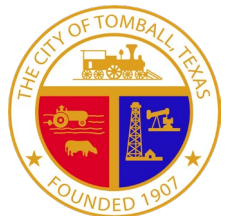
Objective 4: Customer Service

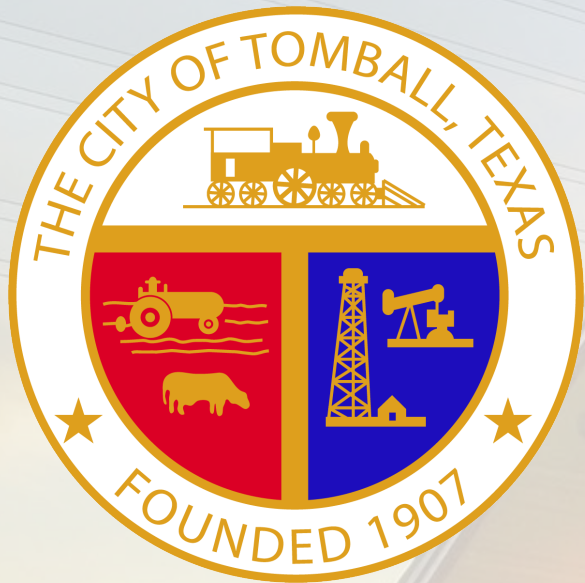
- Implement portal to provide customers the ability to view their utility service consumption
- Ensure that the Utility Billing webpage is updated and includes useful information
- Create standardized customer forms for utility billing
- Revamp utility bill design – user friendly, QR code



Objective 5: Financial Transparency

- Maintain Transparency Stars awarded by the Comptroller's Office for Traditional Finances and Debt Obligations
- Maintain awards for Annual Comprehensive Financial Report and Adopted Budget document.
- Develop a budget in brief document to summarize the FY 2024-2025 Budget





Questions?