

March 6, 2019

TO: CIVIL SERVICE/EQUAL EMPLOYMENT COMMISSION

FROM: MATT PAULIN, CHIEF FINANCIAL OFFICER

SUBJECT: **ANNUAL EQUAL EMPLOYMENT REPORT**

Introduction

The Administrative Services Department is pleased to report on its recruitment and hiring efforts to closely mirror the diverse population in the City of Stockton. Continuing to build a diverse workforce remains a high priority for the department. The department's fourteen new hires demonstrate an example of successful recruiting and hiring practices that increase and encourage the diversity of our workforce.

Organizational Structure and Responsibilities

MISSION STATEMENT

Provide financial, administrative, and technical support to residents, business partners, decision-makers and other City departments; and to safeguard and facilitate the optimal use of City resources for strategic financial planning.

The Administrative Services Department serves as a trusted, respected advisor providing vital systems and services administered through five divisions: Administration, Budget, Financial and Accounting Operations, Treasury, and Revenue and Collection Services (including Utility Billing).

Administration Division directs the activities of the Administrative Services Department, which includes monitoring revenue, billing, collections, investments, audits, disbursement of funds; reporting on accounting and financial activities; processing City payroll; coordinating purchasing activities, and managing long-term debt.

Budget Division is responsible for the development and monitoring of the City's annual budget. Throughout the fiscal year, the division assists City management and departments by analyzing and evaluating financial performance and budget projections. The Division also coordinates financial planning and management, reports financial outcomes as compared to budgets, monitors citywide budgets including capital, fees, and revenues. This division maintains the Long-Range Financial Plan and maintains position control for all departments.

Financial and Accounting Operations Division is responsible for Citywide procurement, finance, and accounting operations as follows:

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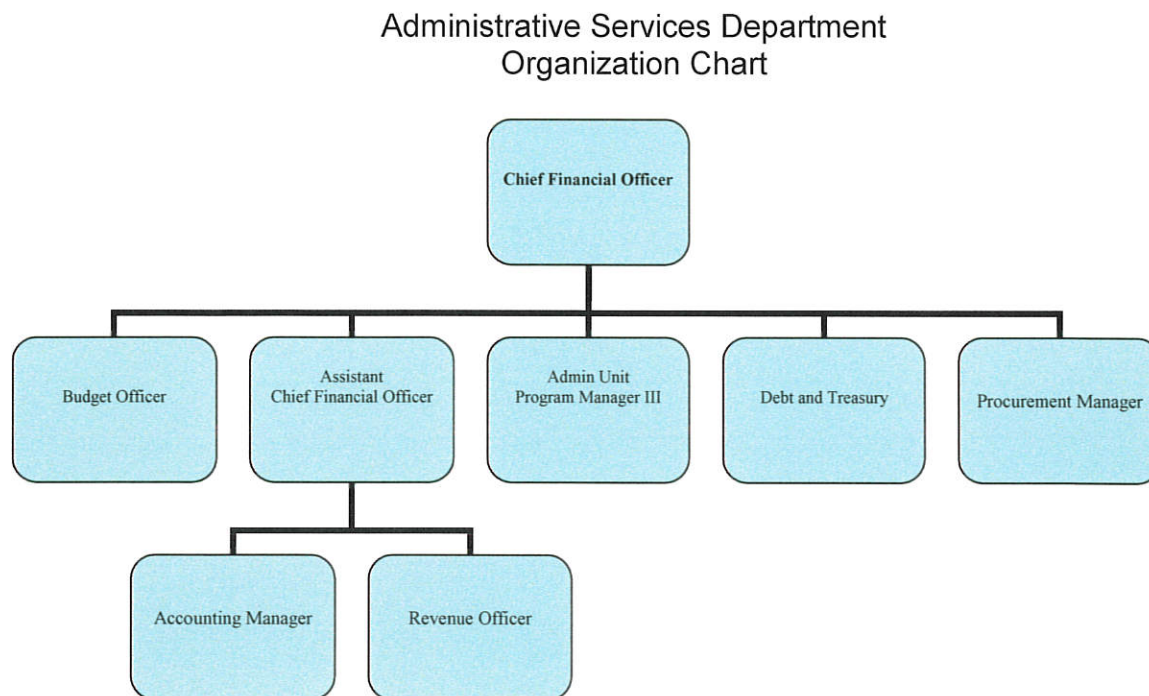
- Procurement is responsible for the procurement of all supplies and services necessary for the operation of City departments. Purchasing also provides centralized printing and high volume reprographic and mail services to departments.
- Finance provides financial services to all City departments and stakeholders. They are responsible for the recording and reporting of financial transactions; reporting financial positions in accordance with generally-accepted accounting principles, and the preparation of the Comprehensive Annual Financial Report and other financial reports.
- Accounting operation services include payroll processing for over 1,800 employees, payroll tax compliance, employee benefit reporting for retirement systems, and accounts payable.

Debt and Treasury Division manages the City's pooled investment portfolio and twenty-three debt issues. Services include investment management of the cash and investment portfolio, investor relations, market disclosures, and financing/refinancing programs.

Revenue Services Division is responsible for City-wide revenue services as follows:

- Customer Services Unit is responsible for providing customer service for over 92,000 accounts at the counter and over the phone. There are over 54,000 City of Stockton utility accounts for water, sewer, stormwater, and solid waste charges. The unit also assists over 38,000 sewer, stormwater, and solid waste customers in the California Water Service Company serviceable area. In addition to billing customers, the Customer Services Unit also assists over 17,000 business license tax accounts.
- Revenue Operations Unit is comprised of multiple billing functions, cash handling, and business license processing. It is responsible for the enforcement and audit of the business license tax, hotel/motel tax, utility user's tax, improvement district assessments, and other fees/charges owed to the City. Other responsibilities include; accurate recording, reconciliations, receipting, control, and deposit of all monies received by City departments.
- Collection, Compliance & Revenue Reporting Unit is responsible for the recovery of delinquent utility billings, business licenses, transient occupancy taxes, utility user taxes, and miscellaneous accounts receivables. It promotes compliance through audits of the business license tax, transient occupancy tax, and utility user tax. The unit also manages uncollectible accounts to outside collection agencies for collections and provides revenue reporting functions such as cash collections and deposits, quarterly receivables and write-offs.

In addition to the functional services mentioned above, the department's organization chart illustrates its reporting structure:



Workforce Composition

The Administrative Services Department currently has 77 full-time budgeted allocated positions, six of which are currently vacant including the following classifications:

- Accountant I
- Assistant Chief Finance Officer
- Material Specialist
- Program Manager II
- Reprographics/Mailroom Supervisor
- Revenue Assistant

The Department had several separations in this fiscal year due to retirements and promotional opportunities. Efforts are underway to recruit for and fill these vacancies.

The following is a list of positions filled during this time:

- Accountant I
- Finance Assistant
- Procurement Specialist I (2)
- Program Manager III
- Senior Procurement Specialist
- Supervising Accountant
- Supervising Procurement Specialist

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- Revenue Collector
- Revenue Supervisor
- Revenue Assistant (4)

A breakdown of gender and ethnicity for the Department as it compares to City Employees, Stockton residents, and San Joaquin County residents is as follows:

Ethnicity	Department		City Employees		City of Stockton (Figures Reflect Employable Population Only) <i>Taken from the 2010 U.S. Census Bureau</i>		San Joaquin County (Figures Reflect Employable Population Only) <i>Taken from the 2010 U.S. Census Bureau</i>	
White	32	42%	879	56%	66,836	23%	246,025	36%
Hispanic	22	29%	392	25%	117,590	40%	266,584	39%
Black	8	10%	93	6%	33,507	12%	48,657	7%
Asian	13	17%	159	10%	61,945	21%	97,999	14%
American Indian	1	1%	15	1%	1,237	0%	3,427	1%
Two or More Races	1	1%	19	1%	0	0%	0	0%
Native Hawaiian/OPI	0	0%	6	1%	10,592	4%	22,614	3%
Total	77	100%	1563	100%	291,707	100%	685,306	100%

Gender	Department		City Employees		City of Stockton (Figures Reflect Employable Population Only) <i>Taken from the 2010 U.S. Census Bureau</i>		San Joaquin County (Figures Reflect Employable Population Only) <i>Taken from the 2010 U.S. Census Bureau</i>	
Male	18	23%	1078	69%	142,925	49%	341,230	50%
Female	59	77%	485	31%	148,782	51%	344,076	50%
Total	77	100%	1563	100%	291,707	100%	685,306	100%

The Administrative Services Department continually seeks to recruit and retain employees of all genders and races. The Department strives to create a better workforce by improving recruitment efforts, providing adequate training, and by hiring qualified, educated staff.

Department Personnel Changes

The Department hired fourteen new employees; twelve females and two males. The ethnic breakdown is as follows: four females and one male are White, two females are Black, five females are Hispanic, one female is Asian, and one male who is two or more races.

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The six vacant positions in the department are due to the following personnel changes: one Hispanic female promoted; two White females were terminated; one Hispanic male and female resigned, and one White male retired.

Professional and Diversity Training

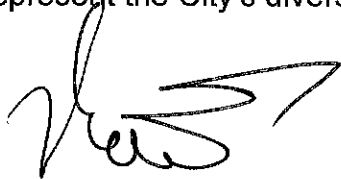
The Department utilizes professional training and seminars to network with colleagues, attract qualified professionals, and encourage diversity in our workforce. The Department supervisory and management staff continue their skill enhancement through conferences and seminars. These learning opportunities allow management staff to keep abreast of innovative technologies and financing methods. The City provides Harassment Awareness and Customer Service training to all our staff to maintain a good understanding of our diverse employees and citizens.

Recruitment Efforts

The Department recruits for its vacant positions with the support and assistance of Human Resources by using recruitment placement centers, City website job announcements, diversity publications and websites, and internal transfers. We have also expanded awareness of our job opportunities through marketing in financial publications and professional organizations.

Summary

By continuing our outreach and recruitment efforts (both within and outside of our immediate community), the Administrative Services Department will continue to strive to represent the City's diversity.



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