



CITY OF COLONIAL HEIGHTS

DEPARTMENT OF FINANCE

Sheila S. Minor
Director

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Tiffany N. Archer
Deputy Director

TO: Doug Smith, City Manager

FROM: Sheila Minor, Finance Director

DATE: October 14, 2020

RE: Request for Position Reclassification- Financial Systems Analyst

The Finance Department has and will continue to experience tremendous changes with the implementation of the MUNIS financial system, staff turnover, changes in processes and procedures, and even the renovation of our office space.

With the implementation of MUNIS system, nearly every employee in the Finance Department will experience some change in the way they perform their jobs. For a few employees, their job responsibilities will be dramatically different from the positions they currently hold; I have been planning and continue to plan on how we will transition our amazing team members with the new ways of doing business that are available through this new technology. I have been in discussion with the most impacted employees to prepare them for upcoming changes and to encourage them to invest themselves in these new skills.

Once the implementation is at or near completion, I hope to bring forward several revised job descriptions that more accurately reflect how the Finance Department will operate in this new environment. One position, however, has already dramatically changed to the point where the employee's job description no longer reflects her daily activities.

Karla Ramsey's current job title is Financial Specialist II, and her existing job description is attached. Although Ms. Ramsey has been the "go-to" person for Financial System issues for years, she has, until recently, maintained some of the responsibilities of her original job description. Over the last year, those responsibilities have significantly decreased and the demands of system administration have increased.

Last year, Ms. Ramsey was given the tremendous responsibility of Project Manager for the City's ERP implementation. As such, Karla works directly with department heads and functional leaders to understand their business processes, communicate current state processes to the Tyler implementation team, and has been critical to the success of data extraction, system configuration and conversion efforts. She works directly with the contracted Business Process Consultant to provide information and implement changes that directly impact the success of the project.

With the change from an employed to a part-time contracted IT Director, Karla has taken on an increased role in the back-end support of the City's financial technology infrastructure. Her job responsibilities now include maintaining system security, implementing upgrades, coordinating vendor support, assisting with processing functions, designing reports and coordinating with contract IT staff. These activities require an advanced skill set that Karla has acquired through her thorough years of experience with the City and familiarity with the existing system and business processes for utility billing, tax billing, payroll, and financial administration.

As we complete the implementation of MUNIS, these job responsibilities will become permanent needs as the system matures and new users require set up, assistance and training. I believe it is necessary to recognize that these job responsibilities merit a reclassification of the position in an effort to retain our existing talent. The current salary and grade are below market for the responsibilities we require; should we lose the incumbent we would be unable to replace her with similar skills and knowledge at the current grade.

Positions with comparable job responsibilities are often titled Financial Systems Analyst and have a higher salary scale. As such, I am requesting that this position of Financial Specialist II be reclassified as a Financial Systems Analyst (proposed job description attached) and classified at grade 16 on the City's pay plan. This would be one grade above the current position.

Thank you for your consideration of this request. Mrs. Ramsey is truly an invaluable employee and her contributions to the City have been critical to multiple departments and will continue to be so as we undergo this transition.