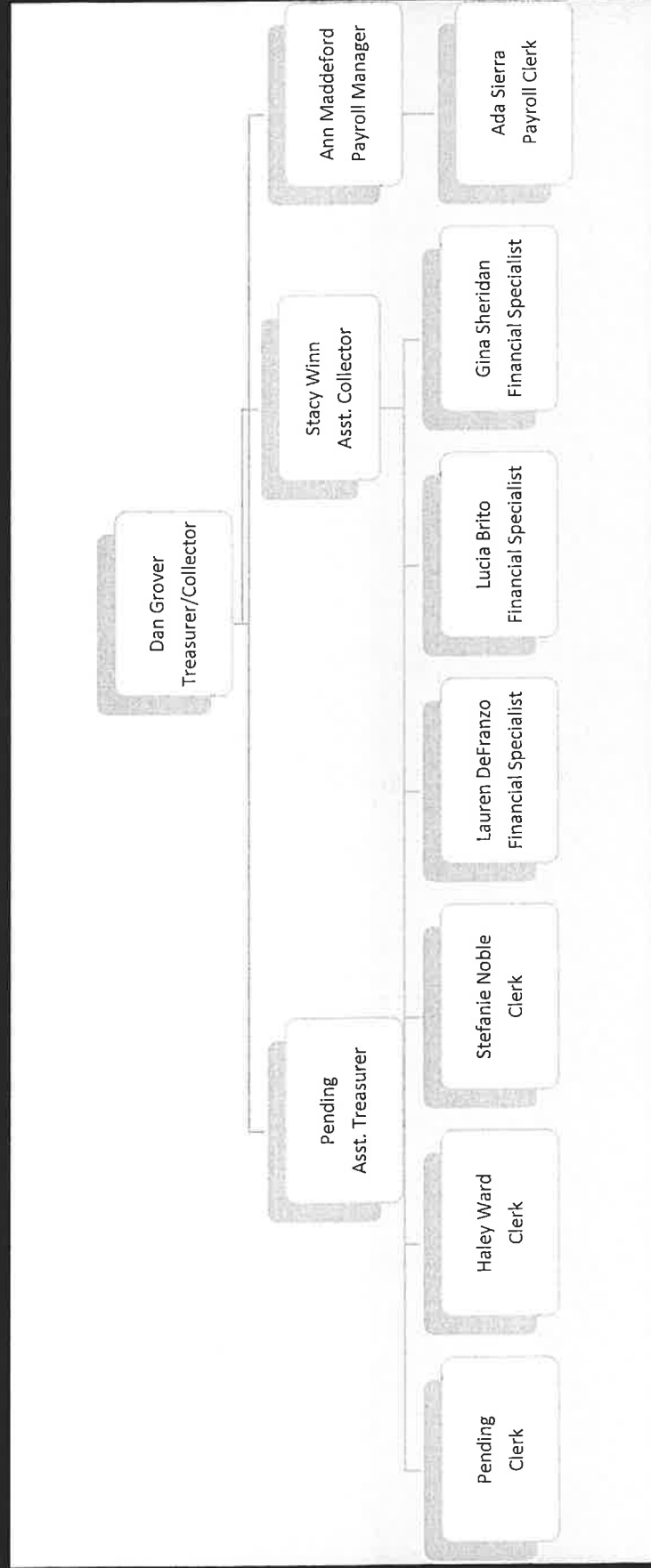


City of Malden  
Treasurer's  
Office Report  
February 2023

- February 28, 2023
- Provided to the City Council Finance Committee
- By Dan Grover Treasurer/Collector

# Organization Chart



# Treasurer Duties

- Bank and Vendor Relationships
- Provide support and guidance for staff
- DOR and IRS filings
- Maintain SAM Registrations
- Cash Management
  - Maximize yield and returns
  - Cash flow
    - Meet weekly AP
    - Bi-Weekly Payroll
    - Monthly Water/Sewer Assessment
    - Debt issuance and payments

# Collector Duties

- Billing
  - Real Estate
  - Personal Property
  - Motor Vehicle Excise
  - Water/Sewer
  - Key stats per annum
  - PP 500
  - RE 55,000
  - MVEX 45,000 70% of population
  - H2O 144,000
- Collecting
  - Real Estate
  - Personal Property
  - Motor Vehicle Excise
  - Water/Sewer
  - Grants, Federal and State wire
  - Rec Dept
  - Cemetery
  - City Clerk
  - Parking and Compliance
  - Permits and Inspections
  - School Department
  - DPW

# Office by the numbers

- 10 FTE 1 PTE – Over 80 combined years experience –
  - Jacqueline Jones Asst. Treasurer retired last week February 23, 2023
  - Lilian Fitzgerald retired January 26, 2023
  - June DiGiantomaso retired again September 12, 2022
  - Two New hires, Payroll Supervisor Ann Maddeford and Clerk Haley Ward
  - Two Payroll personnel responsible for All City (non school) employees inclusive of Police, Fire, DPW and Library
- Four primary bill types RE, PP, MVEX, H2O making up 245,000 bills sent per annum
- 42 City bank accounts.
- Approximately \$290M in collections per annum
- 26 payroll runs for approx. \$100M per annum
- 1400 Municipal Lien Certificates per annum
- 450 Final water bill reads requested, coordinated and billed
- 1500 parking appeals processed per annum

# Constituent services by the numbers

- Four languages spoken in the office, English, Portuguese, Spanish, French
- Point of Contact Volumes
  - Mail – Hundreds of pieces of mail daily, comprised of MLC's, Payments, Parking appeals
  - Telephone – in excess of 35,000 calls per annum
  - E-mail – Treasurer's box 2,000 emails received, office wide in excess of 50,000 e-mails received
  - Collections Processed –
    - \$290,002,379.50 posted to the General Ledger
    - 32,000 transaction packets
    - 5,600 2023 trash stickers, 750 sleeves of trash bags sold at Window
    - 60% of Transactions processed in house
    - 33% of total collections processed in house representing approximately \$96M per annum

# FY 22/23 Goals and Accomplishments

- Goals
  - Continue to learn and develop
  - Add departmental functionality to CHS – Vital Records, MLC, Dog Licenses
  - Parking ticket appeals brought online
  - Offer staff training and development opportunities- In house training, remote and conferences
  - Continue to evaluate and identify Efficiencies and Risk Mitigation opportunities
  - Work with Cemetery Board to apply for the prudent man mandate for Perpetual care funds
  - Continue to actively seek and identify opportunities to extract yield on Cash
  - Monitor debt refinancing opportunities
  - Build bench strength, succession planning, continuity planning
- Accomplishments
  - Mistakes made but not too many, always learning
  - All prior items on Mgt letter addressed
  - Continued the Tax Title process through second year
  - Team atmosphere embraced and reinforced
    - Cross training and work overlap continues
  - Completed 10 reviews with updated job descriptions. Incorporated Employee Self Eval
  - Maintained Mark Pryor Learning for continued training modules for all staff.
  - Added Credit Card acceptance for Cash and Carry items, trash tags, White goods stickers and bags.
  - Worked to get the City Clerk set up to accept Credit Cards for Vital Records requests.
  - Updated parking appeal process by adding fillable PDF's online
  - Put out RFP for Cemetery Trust AUM transition in process.
  - Actively managing Cash position for yield

# FY 23/24 Goals

- Continue to add departmental functionality to CHS – Cemetery offerings
- Work with the School Business office to provide Student activity offerings on CHS
- Continue to find training and development opportunities- In house training, remote and conferences for everyone in the office to expand their knowledge and capabilities
- Attend year two of Mass Treasurer Collector School
- Complete third annual review process with team members
- Continue to evaluate and identify Efficiencies and Risk Mitigation opportunities
- Work with Cemetery Board and Finance Committee to apply for the prudent man mandate for Perpetual care funds
- Continue to actively seek and identify opportunities to extract yield on Cash
- Build bench strength, succession planning, continuity planning, upward development for in house staff
- Ensure that the implementation of the Neptune water meter upgrade is seamless for water billing
- Strengthen interdepartmental collaboration



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# Q & A