

# Town of Mooresville

## Administration & Finance Department

### Strategic Framework

Strategies

Visions

**Finance:** To provide accurate, efficient, and timely service to customers (internal & external).  
**Purchasing:** To acquire goods and services for the Town in an efficient and cost saving manner.

Missions

**Finance:** To assure effective financial management by efficiently processing revenue and expense transactions, overseeing the Town's debt, and providing the Board and management financial information that is necessary for decision-making.  
**Purchasing:** To spend citizens' money wisely by utilizing professional purchasing policies, procedures, and techniques.

Performance Measures

# of vendor checks voided due to Finance Department error	equal or less than 3%
Bond Rating	Maintain or Favorably Change
Error-free daily balance	95%
# of employees hours spent in training	4 hrs Cust 8 others
% of monthly financial reports issued by the 20 <sup>th</sup> of the month following the reporting period	85%
Maintain a fund balance equal to 20% of General Fund operating expenditures	20%

Goals

Operations

To operate our functions in an effective and responsive manner that meets the needs of internal and external customers.

Employees

To upgrade the capability and performance of staff.

Communications/  
Inter-Departmental Relationships

To work in partnership with all Town departments to support them in achieving their goals.

Planning

To help all departments establish their budgets and understand the implications and results.

1. Complete implementation of new financial and management software
2. Streamline support and service request process to maximize efficiency and reduce response time and hold informational sessions for Departments to assure communication and understanding of the process.
3. Review current activities to identify non-value added activities and/or those that should be performed at the department level and assure a fit between process and the software.
4. Manage the Town's debt and bond issuance (streets, recreation, TIF, Public Works, general obligation) and monitor and control interest expense.
5. Share equipment, best practices, tools, etc. with other departments to enhance overall Town efficiency.
6. Implement new purchasing card system and procedures.

7. Provide training opportunities for Finance & Administration employees and provide opportunities for appropriate certifications.
8. Reward excellent performance and the accomplishment of employee milestones such as certifications.
9. Update emergency action plan.

10. Maximize opportunities to build trust and mutual understanding with staff of all departments through regular communications and departmental visits.
11. Review other departments' strategic plans and meet with them to understand their goals and objectives and to determine how they can be supported and helped by Finance & Administration.
12. Communicate changes in key Finance & Administration processes that impact departments and assure mutual understanding.
13. Coordinate the development and production of the *Town Voice*.

14. Complete and disseminate written procedures for budgeting, planning, and reporting processes.
15. Maintain and update the Town's strategic financial planning process to provide information to management on the impact of departmental goals and strategies.
16. Utilize new software to report accurate results to departments, senior management, and the Town Board on a timely basis.