

KRISTA HEINKE

• YORKVILLE, IL 60560 •

EDUCATION

Northern Illinois University

DeKalb, IL

Bachelor of Science, May 2000, Major: Accountancy

Waubensee Community College

Sugar Grove, IL

Associate in Arts, May 1998, Major: General Studies / Accountancy

PROFESSIONAL EXPERIENCE

8/2001 – present City of Aurora, IL

Accountant 8/2001-7/2013 / Accounting Supervisor 7/2013-8/2022 / Water Billing Manager 8/2022-present

- Manage team of six customer service representatives, a water billing clerk and three customer service workers (field workers) by directing divisional objectives. Assessed tasks and responsibilities and streamlined processes to generate efficiencies.
- Implemented new route planning software to eliminate manual processes, improve communication and reduce errors related to field worker's assignments.
- Manage intergovernmental relationship with Fox Metro Water Reclamation District which improved water termination processes and communication.
- Prepared and presented divisional budget documents including decision packages, budget transfers and budget amendments.
- Assisted in the preparation of the ordinance related to water rate increases and implemented any new rates in the software system.
- Increased communication with citizens by providing forms, letters and other documents in English and Spanish. Forms in both English and Spanish were made available as fillable pdf forms on the city's website. Also made utility statements available in a pdf format through an online customer portal.
- Current projects include the Pay It Forward program, RFP for utility bill printing and distribution, evaluating new software for online water account access.
- Managed team of four accountants and three clerks by directing daily accounting activities. Assess workloads, evaluate duties and reassign responsibilities as needed. Monitor employee schedules and make adjustments as needed to maximize customer service. Hire staff and perform employee evaluations.
- Ensure tasks are performed in a timely manner in accordance with generally accepted accounting principles and departmental policies and procedures.
- Perform general ledger maintenance. Review journal entries for accuracy and post to general ledger in timely manner. Coordinate monthly general ledger close process and generate operating reports. Review monthly bank reconciliations.

- Responsible for year-end close of general ledger with balance sheet and encumbrance rollovers. Prepare work papers, schedules and journal entries required for the annual audit. Assist in the preparation of the city's Annual Comprehensive Financial Report.
- Assist departments with budget preparation and analysis of accounts. Recommend budget transfers/amendments as needed.
- Analyze general ledger accounts and perform budget versus actual comparisons. Identify variances/deficiencies and provide resolutions.
- Coordinate with other departments to understand departmental processes. Train team members on the various modules of the city's financial software while continuously striving to find ways to streamline processes.
- Support payroll staff with balancing, reconciliation and variance analysis. Administer all aspects of the city's deferred compensation plan. Process various wage garnishments including child support & maintenance, tax levies and consumer credit orders.
- Coordinate cash management activities to ensure availability of funds for payroll, A/P and investment processes. Oversee the purchases and sales of investments with brokers and the maintenance of these transactions within the investment software. Recommended software improvements to enhance the accuracy and ease of processing transactions.
- Implemented process to pay vendors via Electronic Funds Transfer. Developed policy and procedure for the EFT process.
- Developed procedure for positive pay and coordinated with the bank to implement the process. Oversee check request process for direct payments to vendors. Collaborate with Purchasing Division to supervise the preparation and distribution of checks for payments to vendors processed through the purchase order system.
- Member of the team responsible for implementing citywide credit card acceptance. Analyzed and developed procedures for accurately recording credit card revenues and associated fees.
- Developed and implemented cash handling procedures for the city's golf courses. Identified potential tax issues related to employee use of the courses and made recommendations to minimize risk. System administrator for the golf courses' software program.
- Other special projects include lockbox conversion, bank account consolidation, streamlining daily cash balancing procedures, small loan tracking, and implementing new processes for business licenses.
- Acting Assistant Director of Finance for Revenue & Collections in 2005. Gained knowledge of taxi regulation, home rule tax collection and administrative fines and hearings. Maintained integrity of the division during a difficult transition period.

2000 – 2001 Ace Hardware Corporation

Staff Accountant

Oak Brook, IL

- Developed and implemented procedures for managing all aspects of unclaimed property. Principal contact responsible for complying with an external audit of unclaimed property.

- Member of the team assigned to prepare the corporate five-year financial plan. Responsible for analyzing departmental business plans and narrating confidential corporate objectives.
- Detailed financial analysis of numerous departmental income and expense accounts. Prepared month-end journal entries, account reconciliations, projections, and narratives.

ACHIEVEMENTS / MEMBERSHIPS

- GFOA, Member since 2013
- AFSCME Local 3298, President 2008-2012
- Midwest SUGA, Treasurer 2005-2009.
- Finance Department Staff Member of the Year, 2004.
- Ace Hardware Quarterly Excellence Award, 2nd Quarter 2001.