



# GRAND RAPIDS PUBLIC UTILITIES COMMISSION AGENDA ITEM

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**AGENDA DATE:** October 12, 2021

**AGENDA ITEM:** Consider a motion to confirm filling the Customer Service Representative positions with the preferred candidates, Jodi Esler and Cindy Trbojevich.

**PREPARED BY:** Christine Flannigan, Administrative/HR Assistant.

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## **BACKGROUND:**

At the August 11, 2021 and September 15, 2021 regular meetings, the Commission declared two vacancies existed and authorized the internal postings and external advertising for two Customer Service Representatives. Following the internal postings for the positions, we collected no applications. Following external advertising of the position openings, we collected 15 applications. The applications were rated and interviews were conducted with the 8 top-ranked applicants on September 2<sup>nd</sup> and 3<sup>rd</sup>. Final interviews with the top applicants were held on September 10<sup>th</sup>, 20<sup>th</sup> and 21<sup>st</sup>. Background verifications were submitted and received and offers of employment were made to the selection committee's preferred applicants, Jodi Esler and Cindy Trbojevich. The offers were accepted with a hire date of October 4, 2021.

Management staff recommends the Commission formally confirm filling the vacancies of Customer Service Representatives with the selection committee's preferred candidates, Jodi Esler and Cindy Trbojevich.

## **RECOMMENDATION:**

Consider a motion to confirm filling the Customer Service Representative positions with the preferred candidates, Jodi Esler and Cindy Trbojevich.