



## **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 Lead Customer Service Representative position with the preferred candidate, Paula Hennemann.

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

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### **BACKGROUND:**

At the July 14, 2021 regular meeting, the Commission declared a vacancy existed and authorized the internal posting and external advertising for a Lead Customer Service Representative. Following the internal posting for the position, we collected no applications. Following external advertising of the position opening, we collected 8 applications. The applications were rated and interviews were conducted with the 4 top-ranked applicants on September 2<sup>nd</sup> and 3<sup>rd</sup>. A final interview with the top applicant was conducted on September 21<sup>st</sup>. A background verification was submitted and received and an offer of employment was made to the selection committee's preferred applicant, Paula Hennemann. The offer was accepted with a hire date of October 12, 2021.

Management staff recommends the Commission formally confirm filling the vacancy of Lead Customer Service Representative with the selection committee's preferred candidate, Paula Hennemann.

### **RECOMMENDATION:**

Consider a motion to confirm filling the Lead Customer Service Representative position with the preferred candidate, Paula Hennemann.