



GRAND RAPIDS PUBLIC UTILITIES COMMISSION AGENDA ITEM

AGENDA DATE: November 27, 2024

AGENDA ITEM: Consider a motion to confirm the hiring of Vicki Probst as a temporary part-time Administrative Assistant-Customer Service Representative.

PREPARED BY: Julie Kennedy, General Manager

BACKGROUND:

This position will allocate 20% of its time to Administrative Assistant duties, primarily focused on uploading documents into Laserfiche for record retention. The remaining 80% will be dedicated to Customer Service Representative (CSR) responsibilities, providing coverage for current CSRs as they train and implement the new ERP software.

Vicki previously held this role from April to July 2024. We propose rehiring her for this temporary part-time position, starting December 2, 2024, at a rate of \$24.09 per hour. The position will be between 65-120 hours per month, with a minimum of 14 hours per week and is scheduled to run from December 2, 2024, through the end of May 2025.

This is a temporary assignment, and there is no expectation of continued employment in this role beyond the specified employment dates.

RECOMMENDATION:

Consider a motion to confirm the hiring of Vicki Probst as a temporary part-time Administrative Assistant-Customer Service Representative.