



GRAND RAPIDS PUBLIC UTILITIES COMMISSION AGENDA ITEM

AGENDA DATE: February 28, 2024

AGENDA ITEM: Consider a motion to approve position description for Temporary Part-Time Administrative Assistant/Customer Service Representative and authorize the internal and external advertisement for the position.

PREPARED BY: Chery Pierzina, Human Resources Officer.

BACKGROUND:

The GRPU ERP project requires extensive training for our CSR's – training that would be above and beyond their normal work duties. Because of this, we anticipate the need to hire a temporary PT CSR to cover for the employees while they train. CSR's will also have the option to work OT to complete these duties, but due to the time commitment, we still see the need for a temporary PT CSR. We anticipate this position to be about 4 hours per day from mid-March through September.

Along with that, we have a 12-week leave of absence we need to cover. This position is an administrative assistant and will be approximately 2 hours per day beginning in March.

To cover for both positions mentioned above, we've created a Temporary Part-Time Administrative Assistant/Customer Service Representative position. The position will be 20% Administrative Assistant, covering for a leave of absence, and 80% CSR, which will cover for our current CSR's while they train for our new ERP software. The job description and Notice of Vacancy is attached for you to review.

RECOMMENDATION:

Consider a motion to approve the position description for Temporary Part-Time Administrative Assistant/Customer Service Representative and authorize the internal and external advertisement for the position.