



Agenda Abstract

BOARD OF COMMISSIONERS

Meeting Date:	March 24, 2025
Department:	Administration
Agenda Section:	Consent
Public hearing:	No
Date of public hearing:	N/A

PRESENTER/INFORMATION CONTACT

Human Resources Manager Haley Thore

ITEM TO BE CONSIDERED

Subject: Classification and Pay Amendment

Attachments:

Salary Schedule

Summary:

Over the past few years, the number of customers that pay their utility bill in person has decreased. Currently, the department has two full-time and one part-time customer service representative positions included in the budget. The Financial Services Department has identified that the town does not need two full-time customer service representatives due to the decreased walk-in customers. The department has identified the need for someone with a more technical skillset to provide back-up to the billing and customer service supervisor. This request is to reclassify one of the full-time customer service representative positions to billing and customer service specialist.

Currently the senior customer service representative position is in grade 4 with a salary range of \$42,597 - \$66,355.

If approved, the billing and customer service specialist position will be in grade 6 with a salary range of \$46,655 - \$72,848.

Financial impacts:

Minimal – increased starting salary for someone being hired into the position.

Staff recommendation and comments:

Approve attached salary schedule.

Action requested:

Approve attached salary schedule.