



TOWN OF HILLSBOROUGH

Administrative Services Report

February 2025

Budget

- Held Community Re-Investment Kickoff on February 27. Applications are due March 31.

Communications

- Branding — Helped Billing and Collections with frosted decal design for glass enclosure.
- Town materials — Reviewed draft code enforcement courtesy letter, notice of violation and complaint form. Drafted A-frame sign for closures of areas with communication methods on other side.
- Website — Created online code enforcement complaint form and nonprofit partnerships application. Finalized converting curbside collections calendar information to plain text on Garbage Collection webpage. Added water and sewer bill insert to community newsletter linked on website to provide access to customers who receive bills electronically. Helped stormwater with rain barrel program pages and appointment registration.
- Utilities Outreach — Bill insert and message on March hydrant flushing and chlorine disinfection.
- Other — Drafted sign with hours, wayfinding and QR code to information on ways to pay utilities bills for Town Hall Annex exterior doors. Agreed to provide support for Hillsborough Climate Challenge through initial news release with link to calendar of events and through promotion of events that feature town staff, boards or facilities.

Fleet Maintenance

- No updates.

Human Resources/Town Clerk

- Biweekly payrolls.
- Feb. 13 Employee engagement event – Chili Cookoff.

RECRUITMENT AND SELECTION	
Position	Status
Graduate Intern	Closed 2/23.
Meter Services Technician	Started 2/10.
Part-time Customer Service Representative	Closed 2/9.
Police Officer	Continuous recruitment.

Diversity, Equity and Inclusion

- Continued collaboration with Central Pines Regional Council, the OneOrange countywide team and other leaders throughout the state.

Information Technology

- Held IT transition meetings to ensure continued coverage during interim period. IT point of contact will be Administrative Services Director Jen Della Valle until a new IT manager is hired.

Safety and Risk Management

- Held our annual 6-hour OSHA water and wastewater course.

- Met with NCDOL Carolina Star program coordinator. Filled out and submitted documents for renewing our membership.