



CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

SUBMITTER: Krystal Powell

MEETING DATE: 12/4/2025

AGENDA SECTION: Consent

DEPARTMENT: Finance

TITLE OF ITEM: Approval of Utility Revenue Manager, Utility Billing Team Leader, and Customer Service Team Leader Positions – *Krystal Powell, Finance Director*

SUGGESTED MOTION(S):

I move that City Council approve creation of the Utility Revenue Manager Position, Utility Billing Team Leader position, and the Customer Service Team Leader position and assign each to the appropriate pay grade as presented.

SUMMARY:

The proposed Utility Revenue Manager position consolidates the former Customer Service Supervisor and Billing Revenue Supervisor roles into a single, streamlined leadership position. Merging these responsibilities will enhance coordination, improve workflow efficiency, and strengthen alignment between the Customer Service and Billing teams. In addition, this action includes the creation of two new team leader positions, Utility Billing Team Leader and Customer Service Team Leader to support daily operations and provide improved oversight.

BUDGET IMPACT: No increase in FTE and will be covered under existing budget.

Is this expenditure approved in the current fiscal year budget?

If no, describe how it will be funded.

ATTACHMENTS:

Utility Revenue Manager Job Description

Utility Billing Team Leader Job Description

Customer Service Team Leader Job Description