



## Item Cover Page

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**MEETING TYPE:** Board of Alderman

**DATE:** November 13, 2023

**SUBMITTED BY:** Michael D. Ambrose, Town Manager

**ITEM TYPE:** Consideration

**AGENDA SECTION:** Considerations

**SUBJECT:** **Consider Approval of Dissolving the Utility Services Director Position and Creating Two Utility Billing Clerk Positions**

**DETAILS:** Consider the approval of dissolving the Utility Services Director Position and Creating Two Utility Billing/Accounts Receivable Clerk Positions. Our Utility Billing Department currently has a Utility Services Director that is in charge of starting/stopping services, billing discrepancies, disconnect days, bill payment due dates, and Town IT Support. Adding these two clerk positions will allow these key roles to be undertaken by multiple staff members, instead of everything on one member. I am recommending placing these positions in the Salary Grade 14, so therefore a budget amendment will not be needed for this position, as the salaries will still fall in line with the salaries budgeted.