

# EMPLOYEE MONTHLY STATUS REPORT

**EMPLOYEE**

Diane Ellen Hunter

**DEPARTMENT**

City Hall

**MONTH**

April 2024

**TASKS COMPLETED**

- Still training but now mainly with Kyla.
- Finished another round of water billing with Kyla---from the meter readings, potential leak issues, importing and exporting files for billing, printing water bills, mailing them and addressing customer concerns/billing questions.
- Attempting to do more on my own without assistance

**PROJECTS IN PROGRESS**

- Still learning the process of meter readings to water utility billing---did for the second month with the oversight of my supervisor. Still learning how to correct billing errors and do move in/move outs
- Still working on learning what to put in City Council minutes and what not to.
- Working with Parks & Rec to assist where needed
- Working on making certain processes easier and more organized; cleaning up filing issues.

**CHALLENGES / ISSUES**

- Getting work that I now know how to do done quicker and without errors.
- Learning how to resolve customer issues without assistance.

**COMMUNITY INPUT & COMMENTS**

- The entire staff here and the community has been very kind and patient with me as a new person.
- Community seems excited and a bit anxious about upcoming construction.