

Angie Mettie
Customer Service
Monthly Report
February 2021

Training:

- I am learning the payroll system and how to create agendas and manage the website. I have also watched the bank reconciliation process. I have been learning about the different websites and entities where information or payments must be submitted.

Billing:

- Billing was completed for the month of February. There were no issues. I learned how to complete the e-billing.

Customer Service:

- City Hall had 73 visitors in February. City Hall received 70 phone calls in February. There were several home sales this month and many inquiries about properties in the area for sale or rent. Potholes on side roads was the most frequent complaint. There were also a few dog at large complaints and one dog bite complaint.

Newsletter:

- The February newsletter is in the works and should be completed by March 5th. The Meadows Valley Monday short newsletters have received many positive comments.

Meetings & Minutes:

- I have attended all meetings and have prepared minutes for each.

Leak Letters:

- Leak Letters were sent out on March 3rd. It seems the leak reporting software is not as sensitive as was the old system. One customer had a leak of 20,000 gallons, which did not show up on the leak report.

Invoices:

- I have entered the simple invoices into the system this month. I am learning how to enter all invoices.

Special Projects:

- The Easter Egg Hunt will hopefully be held on April 3rd at 11am. It is not a city event and is being coordinated by volunteers.
- There have been approximately 10 dog tags sold this month. Our new mobile vet is working on having a possible vaccination clinic during March. McPaws is not able to have a clinic this year.
- Rabies vaccinations and licensing forms are updated for 2021 and are ready to go.
- I am working on filing and scanning documents as I have time.

Upcoming Projects I Plan to Complete

- City Hall could use a good spring cleaning.
- I have labeled a new filing cabinet and will have all forms/brochures/pamphlets available to anyone who needs them.
- I am working on a manual for my position and would like to create a manual for the city clerk and treasurer position so that anyone could walk in and fill in as needed.
- We are working on a video marketing strategy for New Meadows. Julie, Shiloh, and I plan to meet March 4th to come up with possible video topics and a timeline of when they would be useful. Ideas are always welcome.
- I have federal jury duty for the month of April and will need to travel to Boise if called.