



New Prague Utilities Commission

In the Counties of Scott & Le Sueur

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Bruce Reimers
General Manager

MEMORANDUM

TO: New Prague Utilities Commission

FROM: Bruce Reimers, General Manager & Robin Pikal, Finance Director

DATE: July 24th, 2024

SUBJECT: Utility Billing Specialist Assignment

Due to a resignation effective July 5th, 2024, the Utility Billing position was vacant. The Utilities General Manager and Finance Director extended our contracted services with Robert Half staffing solutions to secure a temporary placement during the transition.

The Utility Billing position was posted on July 12th on our website and other electronic sources ex: League of MN Cities, MMUA, and Facebook. It was listed as open until filled with applications being reviewed upon receipt. The hiring wage for the position is based off Grade 9, Step 1 \$27.54-Step 11 \$36.13. We also utilized Robert Half's recruiting services for this position. The rate through Robert Half is a one-time cost of 25% of the salary accepted by the applicant, with a cap of \$16,250.

We received 13 applications through our posting, of which we determined did not have the applicable experience to advance to an interview and/or the individuals did not complete the application process. Robert Half presented us with 6 candidates and 3 advanced to second interviews. Ultimately, we presented Laurel Falck with a conditional offer at Step 6, \$31.51/hr.

Laurel has 6+ years of experience in AR and in her current role she manages over 800 accounts totaling \$16.4M, she does billing, collections, and credit review with approvals up to \$100k. Laurel has experience with a variety of software systems and is very familiar and comfortable with Microsoft Office with an emphasis on Excel.

Recommendation: The Commission approves the hiring of Laurel Falck for the Utility Billing Specialist position with an anticipated start date of August 13th, 2024.