



North Beach Water District

General Manager's Report to Board of Commissioners

Date: 11/20/2013

Re: Billing Clerk Position

As reported at the October regular meeting the Billing Clerk position is currently vacant. We have advertised for a replacement billing clerk and have several qualified applicants. Before filling the position I would like to discuss a possible change in the position.

Instead of filling the position with a full time permanent employee Jack and I have discussed the advantages and disadvantages of creating two part time permanent positions.

The advantages of having two part time billing clerks are:

- o Two part time billing clerks on staff will provide flexibility of scheduling including extending the office hours to include Saturdays.
- o Two part time billing clerks on staff will provide flexibility in maintaining a high level of customer service when there is employee time loss due to sickness or vacations.
- o Two part time billing clerks on staff will provide the ability to schedule extra help on days of the month that are busier due to scheduled activities i.e. late notice day, lock off day.

Sample weekly schedule:

Lock Off Day ↓								
Employee	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Hours
Jack McCarty	8-5	8-5	8-5	8-5	8-5	Off	Off	40
Billing Clerk - 1	8-5	8-5	8-5	8-5	Off	Off	Off	32
Billing Clerk - 2	Off	Off	Off	8-5	8-5	8-5	Off	24

Cost comparison of two part time permanent employees to one full time permanent employee.

1. Full Time Billing Clerk (level 4)		2. Part Time Billing Clerk (level 1)		3. Part Time Billing Clerk (level 1)	
Hours	2080	Hours	1664	Hours	1248
Rate	\$12.49	Rate	\$11.56	Rate	\$11.56
Annual Wages	\$24,979	Annual Wages	\$19,236	Annual Wages	\$14,427
Labor Burden	\$11,422	Labor Burden	\$2,849	Labor Burden	\$2,137
Total 1	\$37,401	Total 2	\$22,085	Total 3	\$16,564
Total 1 & 2	\$38,648				
Difference	\$1,247				
Workers Comp	0.0120	Workers Comp	0.0120	Workers Comp	0.0120
Vacation	0.0380	Vacation	0.0000	Vacation	0.0000
Sick Pay	0.0380	Sick Pay	0.0000	Sick Pay	0.0000
Medical	0.2156	Medical	0.0000	Medical	0.0000
FUTA	0.0270	FUTA	0.0270	FUTA	0.0270
SUTA	0.0170	SUTA	0.0170	SUTA	03.0170
PERS	0.0927	PERS	0.0927	PERS	0.0927
Total	0.4397	Total	0.1481	Total	0.1481

The above chart show the cost difference between our previous billing clerk at level 4 in on pay scale and two level 1 part time billing clerks.

In this scenario the cost of two part time billing clerks is \$1,247 a year more than one full time billing clerk. This scenario will change as the part time billing clerks increase in pay levels.

I believe the extra cost is justified. The business office will be open on Saturday providing greater service to our ratepayers and especially to our ratepayers who own vacation homes and are here only on the weekends.