



North Beach Water District

OCTOBER 14, 2016

Report on Resolution 28-2016

Resolution 28-2016 will establish a new Job Description “Administrative Analyst” and update two existing Job Descriptions “Office Manager” and “Billing Clerk”

The Administrative Analyst will primarily be working in the office. In addition to providing back-up for the billing and accounting department, the Administrative Analyst will manage vital projects within the administrative department such as:

Cross Connection Control program. The Board adopted a Cross Connection Control Program in 2015. The District has not yet implemented the program. Implementation will require administrative efforts to mail questionnaires and survey notices, receive return questionnaires, evaluate questionnaires, and file questionnaires. In the beginning there will be a lot of customer education. Ratepayers will need to understand the potential danger of a cross connection and the statutes that the District must comply with. Ratepayers will need to understand the District’s need to comply with the DOH rules. There will be many long conversations with ratepayers. There is a real need to have an employee who is dedicated to the cross connection program. The success of the program will depend largely on the ability of the cross connection coordinator’s ability to communicate, both verbal and written, well.

The District will need to purchase and become proficient on CCC Software. There is a lot of administrative and customer service work that will take 12 to 18 months to get under control.

GIS mapping program. Mark Scott has produced a very helpful GIS mapping system for the District. In order for the GIS mapping system to become a tool that can be used by management and the field the District will need to designate an employee to manage, maintain, and implement the system into the District’s routines. At Surfside HOA, April Reynolds has filled that position. She has been trained by Mark to make adjustment to the map as water mains and other infrastructure are installed or modified. April is also integrating the preventative maintenance records, customer service calls, water use patterns, and flushing program into the GIS mapping system. In order for the

District to get the most out of the GIS program we will need an employee trained to maintain it.

The Office Manager and Billing Clerks positions are be modified to adjust the wage steps only. In 2015 the District made adjustments to the Water System Operators wage scales in an effort to attract and retain high quality employees. The adjusted wage scales will provide the same to the administrative positions.

Office Manager

| Tier | 2014 | 2015 0% | 2015 2% | R 28-2016 |
|------|---------|---------|---------|-----------|
| 1 | \$3,312 | \$3,312 | \$3,378 | \$3,888 |
| 2 | \$3,400 | \$3,400 | \$3,468 | \$3,993 |
| 3 | \$3,491 | \$3,491 | \$3,561 | \$4,099 |
| 4 | \$3,579 | \$3,579 | \$3,651 | \$4,203 |
| 5 | \$3,670 | \$3,670 | \$3,743 | \$4,310 |
| 6 | \$3,757 | \$3,757 | \$3,832 | \$4,412 |
| 7 | \$3,847 | \$3,847 | \$3,924 | \$4,517 |
| 8 | \$3,974 | \$3,974 | \$4,053 | \$4,667 |
| 9 | \$4,079 | \$4,079 | \$4,161 | \$4,790 |
| 10 | \$4,258 | \$4,258 | \$4,343 | \$5,000 |

Billing Clerk

| Tier | 2014 | 2015 0% | 2015 2% | R 28-2016 |
|------|---------|---------|---------|-----------|
| 1 | \$11.63 | \$11.63 | \$11.86 | \$12.00 |
| 2 | \$11.94 | \$11.94 | \$12.18 | \$12.60 |
| 3 | \$12.26 | \$12.26 | \$12.51 | \$13.23 |
| 4 | \$12.56 | \$12.56 | \$12.83 | \$13.89 |
| 5 | \$12.88 | \$12.88 | \$13.13 | \$14.59 |
| 6 | \$13.19 | \$13.19 | \$13.45 | \$15.32 |
| 7 | \$13.51 | \$13.51 | \$13.78 | \$16.08 |
| 8 | \$13.82 | \$13.82 | \$14.10 | \$16.89 |
| 9 | \$14.13 | \$14.13 | \$14.42 | \$17.73 |
| 10 | \$14.80 | \$14.80 | \$15.09 | \$18.62 |