

City of Excelsior
Notice of City Council Work Session
of the Excelsior City Council

NOTICE IS HEREBY GIVEN that the City Council of the City of Excelsior will hold its Work Session on Monday, March 1, 2021 at 5:30 P.M. via a telephonic and/or electronic meeting. The agenda for the meeting is attached hereto.

In accordance with the requirements of Minn. Stat. Section 13D.021, the Mayor, the city manager, and the city attorney have determined that an in-person meeting is not practical or prudent because of the "COVID-19 Health Pandemic" emergency declared under Chapter 12 of the Minnesota Statutes. Due to the measures necessary to contain and mitigate the impacts of the Pandemic Emergency, it has been determined that attendance at the regular meeting location by members of the public is not feasible and that the physical presence at the regular meeting location by at least one member of the body, chief legal counsel or chief administrative officer is not feasible. Therefore, all staff and City Council members will be participating by telephone or other electronic means.

Members of the public may attend the work session by joining via Zoom either online or by telephone at:

Join Zoom Meeting

<https://us02web.zoom.us/j/86973488218>

Meeting ID: 869 7348 8218

Dial by your location

+1 301 715 8592 US

+1 312 626 6799 US (Chicago)

Meeting ID: 869 7348 8218

City of Excelsior
City Council Work Session

Agenda

Monday, March 1, 2021

5:30 P.M.

(Please Note: Times Listed Are Approximate)

1. Call to Order/Roll Call
2. Agenda Approval
3. Reopening Excelsior
4. Full-Time Administrative Assistant Request
5. Adjournment

Note: The purpose of a Work Session is for the Council to discuss matters informally and in greater detail than is allowed at formal Council meetings. All meetings of the Council including Work Sessions will be open to the public. While the privilege of participating in these discussions is generally limited to the Council, staff, and consultants, the Mayor may open a discussion from the floor.



MEMORANDUM

Work Session Item 3

Re: Reopening Excelsior

Date: March 1, 2021

To: City Council

From: Kristi Luger, City Manager

Mayor Carlson would like to discuss with the Council when/if the City resumes in-person meetings and how that may look. He wants to ensure that the City has a plan in place should the Governor not extend his emergency declaration.

Mayor Carlson would also like to discuss whether any changes need to be made to our special event policy or other policies to support businesses reopening.



MEMORANDUM

Work Session Item 4 – Full-Time

Re: Administrative Assistant Request

Date: March 1, 2021

Kristi Luger, City Manager

To: City Council

From: Marian Potter, Finance Officer

Summary

It is becoming increasingly apparent that more support is needed in the finance department to handle the utility billing customer service to free up the finance officer to work on broader tasks. Staff is requesting the Council authorize the city manager to replace the previously approved part-time administrative assistant position with a full-time position.

Over the last two years, the Council has approved the addition of two new part-time positions:

- 2020 – part-time accountant to assist the finance department
- 2021 – part-time administrative assistant to provide administrative assistance to the cities of Excelsior and Greenwood (partially paid for by the City of Greenwood)

The part-time accountant position was renamed to office clerk to attract the right candidates; after multiple rounds of posting and interviews, an office clerk was finally hired in November. It was anticipated that this position would complete the more routine financial tasks to give the finance officer time to work on broader tasks; the desired result has not been achieved, even with the part-time employee working 20-30 hours per week and the finance officer working 50-60 hours per week.

In addition to the finance department struggling to keep up with all the demands placed on their department, it has also been difficult to find qualified candidates for part-time work. As a result, staff is recommending that the part-time administrative assistant position be changed to a full-time position. This position would be responsible for the following tasks:

- Front desk – serve as the first point of contact for customers over the phone and in-person (when City Hall reopens to the public). Having one front desk employee instead of the original proposal of two part-time employees ensures consistency with customer service.
- Utility billing customer service – serve as the main point of contact for utility billing questions and address changes. More complex situations would be routed to the finance department, which would also continue to handle the general billing process.
- Administrative support for the public works department – answering their phone, handle all mailings (long grass and snow removal notices), assist with filing, and create work orders.

- Issue basic permits and licenses – electrical, plumbing, and mechanical permits (including Greenwood), animal licenses, parking permits, recreational burn permits, etc.
- Responsible for docks and garden plots – serve as the first point of contact for the docks and garden plots. More complex situations would be routed to the city clerk.

The proposed position description is included in the packet.

The benefits of making the administrative assistant a full-time position for the purposing of taking over the customer service for utility billing include:

- One point of contact for basic customer questions resulting in quicker and more consistent customer service
- Allows the part-time office clerk to focus on the other routine financial tasks, which should give the finance officer time to work on broader tasks
- One point of contact for final meter readings and other meter-related work orders to streamline operations between public works and the finance department

The approved 2021 general fund budget includes funding for the part-time administrative assistant with some of the funding partially coming from the agreement with the City of Greenwood. The total budget for the part-time employee wages in City Hall is approximately \$50,000. The salary cost for the office clerk is expected to be \$32,000 for an average of 25 hours per week. This leaves \$18,000 for the administrative assistant's salary, plus benefits, leaving a budget of approximately \$20,000.

A full-time administrative assistant position would have a salary of \$35,000-\$45,000 depending on experience, plus benefits, which brings the annual cost of a full-time position to as much as \$56,500. Approving this position would cause the personnel budget for 2021 to be exceeded by approximately \$27,000. Staff proposes this amount be covered by fund balance if other general fund savings are not realized during the year.

Staff is requesting the Council authorize the city manager to replace the previously approved part-time administrative assistant position with a full-time position.



POSITION DESCRIPTION

Position Title: Administrative Assistant

Immediate Supervisor: City Clerk/Communications Coordinator

Position & FLSA Status: Full-Time Non-Exempt

Date of Latest Revision: February 2021

POSITION SUMMARY

Performs *non-supervisory* secretarial and clerical work to provide administrative and accounting support to the City Clerk/Communications Coordinator and City departments.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(include but are not limited to the following)*

1. Greets customers, answers the telephone, opens mails, and responds to inquiries from the public regarding City information.
2. Performs utility billing customer service activities: collects/receipts payments; updates computer with all changes in customer and system information; answers questions by phone and in person; submits final meter readings and other meter-related work orders to the public works department; and performs related duties regarding utility accounts.
3. Answers routine zoning questions and may assist the Planning Director and Public Works Superintendent in handling complaints regarding code violations.
4. Responsible for issuing parking permits, mechanical and plumbing permits, recreational fire permits, dog licenses, and any other permits or licenses as assigned. Assists with annual licenses (multi-dwelling, refuse hauler, tree trimmer, etc.), liquor licenses, gambling licenses, solicitation permits, and any other permits or licenses as assigned.
5. Responsible for selling and assigning docks, buoys, slides, and canoe/kayak rack spaces; updates and maintains related records; and follows-up on any issues or complaints.
6. Responsible for selling and assigning garden plots; updates and maintains related records; and follows-up on any issues or complaints.

7. Assists with updating the City's website and any social media accounts.
8. Assists all departments with managing the City's official records, including filing, scanning and uploading files to Laserfiche, and ensuring documents are properly stored and maintained.
9. On an as-needed basis, assists with utility billing, accounts payable, and data entry.
10. Performs other related duties directed by City Clerk/Communications Coordinator or apparent.

ESSENTIAL TECHNICAL COMPETENCIES

1. Communicate well, both orally and in writing.
2. Establish and maintain effective working relationships with other employees and the general public, and to deal with public relation problems courteously and tactfully.
3. Perform accepted secretarial and accounting practices and procedures.
4. Operate various office equipment, including but not limited to, computer, copier, calculators, and fax.
5. Maintain confidentiality of communications, documents, and other matters.
6. Operate a telephone, hear, and understand callers and respond orally with appropriate information.
7. Use fine motor skills to operate computer keyboards.
8. Make decisions in accordance with established policies and procedures.
9. Review work involved in varied financial and related activities.
10. Maintain records and to prepare from such records.
11. Handle numerous interruptions, switch from task to task, and focus on task at hand.

TYPICAL WORKING ENVIRONMENT

Work is performed in typical office environment with extended periods of sitting and prolonged use of computer and related equipment.

SELECTION CRITERIA TO QUALIFY FOR THIS POSITION

Required Job Qualifications

- High school degree or equivalent.

Desirable Qualifications

- Associate's degree or relevant certification.

Employee's Signature and Date: _____

Supervisor's Signature and Date: _____