



WILDWOOD

Administration and Public Works Committee

June 6, 2023 Meeting

Resident Service Representative

Overview

City staff has determined there is a need for the addition of a temporary, part-time position to be known as Resident Service Representative. This position would serve as a point of contact for resident concerns regarding the current Spectrum Internet Project and the upcoming transition to two new waste haulers. The City anticipates a substantial call volume increase during the transition of these two substantial changes in resident services.

Spectrum Internet Project

Currently, the Interim City Administrator and the Assistant Director of Parks and Planning are spending much of their efforts in the City's management of the Spectrum Internet Project. This includes resident question communications that a dedicated staff member could provide more cost efficiently. Therein, they can focus on the City's executive management of the project.

City staff is currently receiving about twenty inquiries per day regarding this project and is expected to increase substantially as the project reaches more residents. A dedicated staff member addressing these inquiries provides the best resident response from their City and alleviates the workload of other staff to focus on their true areas of responsibility.

Waste Hauler Transition

August 1st will mark the transition from our current single waste hauler (Waste Connections) to the two new waste hauling programs (Republic and Gateway). This unique transition process and the included significant service cost increase will incur increased resident concerns and questions. The new resident procedures for the new collection process will add to those questions.

A dedicated Resident Service Representative will allow the City to provide accurate and dedicated assistance to our residents in this time of change. While this will be only one component of the City's overall communication strategies, it provides a direct point of timely contact for residents.

Conclusion

This proposed position would be a part-time employee with a contract direction of July-December of this year. Work hours would range between 20-25 hours per week depending upon the need. The position would be a direct report to the Interim City Administrator.

The proposed pay range recommendation ranges from \$18.00 to \$23.00 per hour commensurate with experience/qualifications. Please note that part-time employees do not participate in the employee

benefits plans. Please note that the U.S. Bureau of Labor Statistics states a \$17.75 per hour median wage for overall U.S. customer service positions. Our recommended range considers the temporary nature of the position and the absence of employee benefits.

We are herein requesting a recommendation/approval by the City Council for this new position. Upon such, the City will post the position to the public immediately with the target hire date of the end of July. We have also included a Resident Service Representative job posting for your review.