

RESOLUTION #2023-14

A RESOLUTION BY THE CITY COUNCIL OF THE CITY OF WILDWOOD, MISSOURI, SUPPORTING THE EMPLOYING OF A TEMPORARY, PART-TIME RESIDENT SERVICE REPRESENTATIVE.

WHEREAS, the City of Wildwood, Missouri, is currently undergoing a large-scale broadband infrastructure project and a transition to having two new waste haulers, which has resulted in an increased volume of resident inquiries; and

WHEREAS, the City recognizes the importance of addressing resident concerns promptly and efficiently during this transitional period; and

WHEREAS, it is necessary to provide additional support to handle resident inquiries related to the broadband infrastructure project and the transition to having two new waste haulers; and

WHEREAS, the cost for to employ this temporary, part-time position is not expressly set forth in the approved budget; and

WHEREAS, subject to the City Council's approval of this Resolution, and consistent with Section 140.140 of the Code of Ordinances of the City of Wildwood, a mid-year budget adjustment will be submitted consistent with City policies and practices to provide funding for this temporary, part-time position.

NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF WILDWOOD, MISSOURI, AS FOLLOWS:

Section One. The City Council hereby supports submission of a revision of the City Budget for approval by the City Council to fund the hiring of a temporary, part-time employee to serve as a Resident Service Representative.

Section Two. The total aggregate funds to be allocated in the revised budget for the temporary, part-time employee supported in Section One of this Resolution shall not exceed the sum of \$15,474.69.

Section Three. The City Administrator is hereby authorized to advertise for and seek a candidate for the temporary, part-time employee authorized in Section One of this Resolution.

Section Four. Severability. If any term, condition, or provision of this Resolution shall, to any extent, be held to be invalid or unenforceable, the remainder hereof shall be valid in all other respects and continue to be effective and each and every remaining provision hereof shall be valid and shall be enforced to the fullest extent permitted by law, it being the intent of the City Council that it would have enacted this Resolution without the invalid or unenforceable provisions. In the event of a subsequent change in applicable law so that the provision which had been held invalid is no longer invalid, said provision shall thereupon return to full force and

effect without further action by the City and shall thereafter be binding.

Section Five. This Resolution shall be in full force and effect from and after its passage and approval.

Passed and resolved by the Council of the City of Wildwood, Missouri this _____ day of _____, 2023

James R. Bowlin, Mayor

ATTEST:

City Clerk



WILDWOOD

Wildwood Job Posting: Resident Service Representative **DRAFT**

The City of Wildwood is seeking a dedicated customer service oriented individual to join our City staff as a Resident Service Representative. This temporary, part-time position will play a vital role in providing the best service experience in addressing concerns/inquiries as the direct point of contact for residents primarily in the transition of two substantial resident service initiatives to include provision of internet service and a new, unique waste hauling service.

Responsibilities:

- Serve as a dedicated point of contact for residents, answering inquiries regarding the City's new waste haulers, waste disposal guidelines, pickup schedules, and adjustments related to the transition of this new service plan.
- Provide information and support to residents regarding the Spectrum Internet Project, addressing questions, and resolving concerns.
- Maintain accurate records of resident interactions, inquiries, and resolutions for reference and future analysis.
- Collaborate with staff management to stay updated on the Internet Project and waste hauler transition, ensuring the ability to provide accurate and timely information to residents.
- Demonstrate professionalism, empathy, and patience in all resident interactions, effectively addressing concerns and providing appropriate guidance.

Requirements:

- High school diploma or equivalent (bachelor's degree preferred)
- Excellent verbal and written communication skills.
- Strong customer service and interpersonal skills, with the ability to effectively engage with residents of varying backgrounds.
- Ability to comprehend and articulate complex information clearly and concisely.
- Strong organizational and multitasking abilities to handle a high volume of resident inquiries.
- Proficiency in computer applications and willingness to learn new software tools.
- Availability to work between 20 to 25 hours per week (dependent on call volume) during regular business hours.
- Previous customer service or call center experience.

Compensation:

The pay range for this part-time position is \$18.00 to \$23.00 per hour, based on qualifications and experience. This is a temporary position with a contract period of July 17, 2023, through December 31, 2023.

Interested applicants should submit a cover letter with resume by (1) email at carla@cityofwildwood.com or (2) in person at City Hall located at 16860 Main Street, Wildwood, MO 63040. The submission deadline is July 10, 2023.

The City of Wildwood is an equal opportunity employer. We value diversity and encourage individuals from all backgrounds to apply. We appreciate all applications; however, only candidates selected for an interview will be contacted.