

MEMO TO: Cameron McKay, General Manager
FROM: Judy Brewer, Administrative & Human Resource Supervisor
SUBJECT: Status Report for the meeting of October 20, 2020

Administrative Clerk/Secretary

- It has been a challenge keeping up with all the properties that are selling and closing. The Administrative clerk has enough experience to keep up with the number of requests that are coming through daily
- There has been a higher than normal amount of purchase orders, mostly for supplies due to the beginning of the fiscal year
- Backflow prevention process is in the final stages of being caught up and moving forward smoothly from here on out
- The NV reports for Coliform/Turbidity/DCSID went out before the due date
- Double checking that Springbrook's addresses match the Assessors database, then updating the water crew's traveling meter log so they can reference the correct information
- Brittney has been responsible for training the new staff on all aspects of billing and customer service

Utility Billing Coordinator

- Carrie is learning all the complicated aspects of our billing process including adjustments and account maintenance
- Posting checks, credit cards and cash payments
- Providing daily cash reconciliations and preparation of bank deposits
- Adjusting well to researching difficult customer issues including providing them with explanations of their bills with quality customer service
- Setting aside time to take Springbrook classes online, hoping to streamline the billing processes and have a better understanding of what Springbrook is capable of

Administrative & Human Resource Supervisor

- Cleaned and updated the personnel files to be in compliant
- Researched and updated the safety manual with the latest materials
- Recorded the office phone directory to reflect the correct extensions and names
- Revised the KGID applications not to include criminal history or pay history to be compliant with Nevada Revised Statues
- Assisted with updates on the KGID website adding the days we are closed, the new business hours, staff and a couple information bulletins
- Assisted I.T. with creating a new drive on our computer that only Cam, Brandon and I can access for protected information

- Created a new employee data base with updated emergency contact information for each employee
- Had several team meetings with the administrative staff to go over our job descriptions to make sure we all understand our main roles and how we can back each other up
- Working with US Bank to obtain a check scanner onsite so we can make deposits from the office
- In the process of entering the 2020-2021 budget into Springbrook
- Working closely with Re/Max to make sure they keep us updated on the status of all aspects of the rental properties
- Acquired access to be the liaison for contractor drug testing
- Completed Zoom Training Classes:
 - Tableau Reporting/Springbrook
 - Managing Human Resources (Certificate)
 - Essential Management Skill in Public-Sector (Certificate)
 - NV Pers (Pers 101, Website & Forms, Payroll Reporting)
 - In the Weeds Drug Testing Landscape (Certificate)
 - Effective Governance KGID
 - Laserfiche Training

General Information

- The Auditors were onsite September 28th – October 2nd and are currently finalizing the 2019-2020 audit
- The entire Admin. Staff returned to 8-hour shifts, 5 days a week (8:00 a.m.-4:30 p.m.) on October 1st (Winter Hours)
- The New Billing Coordinator and I went on a tour of all water stations to get familiar with the way the district runs (very impressive)
- Researching how to revise some of the KGID monthly bills to be one page
- September's billing went smoothly and mailed out earlier than expected. Disconnect notices went out on October 8th, Door hangers will be hung on October 14th and disconnects will be scheduled for October 19th
- I am very pleased with our team and the way all have the willingness and ability to work together