POLICIES & PROCEDURES COMMITTEE MEETING
PAYNESVILE CITY HALL
AUGUST 19, 2015
1:00 P.M.

AGENDA

I. CALL TO ORDER

II. CONSENT AGENDA
   A. Minutes (page 1)

III. NEW BUSINESS

IV. OLD BUSINESS
   A. Customer Service Specialist Position – Round 2 Interviews

V. INFORMATIONAL

VI. ADJOURN

Please contact Renee Eckerly at 320-243-3714 ext. 227 or at renee@paynesvillemn.com if you can't attend the meeting.

Members: Kay McDaniel, Donavan Mayer & Renee Eckerly

This agenda has been prepared to provide information regarding an upcoming meeting of the Policies & Procedures Committee. This document does not claim to be complete and is subject to change.

BARRIER FREE: All Policies & Procedures Committee meetings are accessible to the handicapped. Attempts will be made to accommodate any other individual need for special services. Please contact City Hall (320) 243-3714 early, so necessary arrangements can be made.

REQUEST FOR COMMITTEE/COUNCIL ACTION

COMMITTEE/COUNCIL NAME: Policies & Procedures Committee

Committee/Council Meeting Date: August 19, 2015

Agenda Section: Consent

Originating Department: Administration

Item Number: II - A

ITEM DESCRIPTION: Minutes

Prepared by: Staff

COMMENTS:

Please review the minutes from the July 10, 2015 Policies & Procedures Committee meeting.

ADMINISTRATOR COMMENTS:

COMMITTEE/COUNCIL ACTION:

Motion to approve the minutes from the July 10, 2015 Policies & Procedures Committee meeting.

MINUTES
POLICIES & PROCEDURES COMMITTEE MEETING

JULY 10, 2015

Chairperson Donavan Mayer called the meeting to order at 10:30 a.m. Other members present were Renee Eckerly, City Administrator and Kay McDaniel.

> **Motion was made by McDaniel to approve the minutes from the May 14, 2015 Policies & Procedures Committee Meeting. Seconded by Mayer and unanimously carried.**

CUSTOMER SERVICE SPECIALIST POSITION

The Committee discussed the following:

- Job description with concerns with this person having too much to do
- Can a person do customer service and transcription
- Part-time versus full-time
- What type of person can do the transcription
- Need a person who would not internalize what they hear or transcribe
- What if the person is good in one department and not in the other
- Typing test for transcription
- Supervisor will be the City Administrator
- Add wording to description of work, desirable training, and duties & responsibilities sections
- Interviews to be held August 5th or 6th

> **Motion was made by McDaniel to approve the Customer Service Specialist Job Description with suggested changes and recommend such to the City Council. Seconded by Mayer and unanimously carried.**

NEXT MEETING

The next meeting will be August 5th or 6th to hold the interviews. The agenda will include the Personnel Policy, Employee Evaluations, and Administration Job Descriptions.

There being no further business, the meeting was adjourned at 11:05 a.m.