

ORDINANCE NO. 41-2020

AN ORDINANCE AMENDING THE FISCAL YEAR 2021 ANNUAL OPERATING BUDGET FOR THE CITY OF ABILENE; BY APPROPRIATING FUNDS NECESSARY FOR ADDING FOUR NEW CUSTOMER SERVICE REPRESENTATIVE II POSITIONS TO THE WATER UTILITIES DEPARTMENT'S CUSTOMER SERVICE CENTER AS SET OUT BELOW; PROVIDING A SEVERABILITY CLAUSE; AND CALLING FOR A PUBLIC HEARING.

WHEREAS, on August 13th, 2020 the City Council of the City of Abilene (City) approved on final reading the Fiscal Year 2021 Annual Operating Budget (FY2021 Budget); and

WHEREAS, the FY2021 Budget included sufficient funding for nine approved Customer Service Representative I/II positions within the Water Billing Office Division of the Water Utilities Department; and

WHEREAS, the City's Customer Service Center (FKA Water Billing Office) is currently not adequately staffed to consistently provide a high level of customer service for front office tasks of taking incoming calls, processing emails and website applications, and making outgoing return calls to customers; and

WHEREAS, additional staffing is needed in order to meet the high level of service expectations of citizen customers, the Abilene City Council, and the City organization; and

NOW THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF ABILENE, TEXAS:

PART 1: That the Fiscal Year 2021 Annual Operating Budget be amended by Increasing from nine (9) to thirteen (13) the approved number of full time Customer Service Representatives I/II positions in 8020 Water Utility Office of the Appendix - Personnel Schedule by Department, as detailed below:

500 Water Utilities, 8020 Water Utility Office

FT 11006/11308 Customer Service Representative I/II 13

PART 2: That the Fiscal Year 2021 Annual Operating Budget be amended by transferring \$161,560 from the Water Utilities Department Undesignated Fund Balance to the Fiscal Year 2021 Annual Operating Budget, Water and Sewer Operating Fund, Utility Office Division.

PART 3: That any ordinance, resolution, policy or any provision or section of the code of the City of Abilene, Texas, as amended, in conflict herewith, be, and the same is hereby repealed to the extent of any conflict.

PASSED ON FIRST READING this 22nd day of October, A.D., 2020.

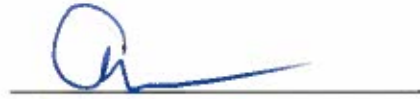
A notice of the time and place, where and when said ordinance would be given a public hearing and considered for final passage was published in the Abilene Reporter-News, a daily newspaper of general circulation in the City of Abilene, said publication being on the 1st day of November, 2020, the same being more than 24 hours prior to a public hearing being held in the Council Chamber of City Hall in Abilene, Texas, at 8:30 a.m. on the 5th day of November, 2020, to permit the public to be heard.

PASSED ON SECOND AND FINAL READING this 5th day of November, 2020.

ATTEST:



City Secretary



Mayor

APPROVED:



City Attorney

