

Meeting Date: October 7, 2019
Department: Financial Services
Prepared By: William Versloot, HR Generalist
Reviewed By: Doug Payne, Manager of Human Resources
Approved By: Greg McClinchey, Chief Administrative Officer
SUBJECT: **Hiring Report – Customer Service Representative**

RECOMMENDATION: That the Hiring Report for the Customer Service Representative, dated October 7, 2019, be received and accepted for information.

BACKGROUND

Members may be aware that in August 2018 the former Customer Service Representative went on an extended leave of absence with an anticipated return in August 2019. In July 2019, the previous Customer Service Representative informed us that they would not be returning to their position. At that time, recruiting for a replacement began.

Following in-person interviews, an Offer of Employment was made and accepted by Katherine (Katie) Dortmans.

Katherine has been temporarily filling the role of Customer Service Representative with the Municipality since September 2018. Katherine has over 10 years' experience in administration and accounting, and has successfully contributed to the delivery of Municipal programs during her tenure.

Katherine's transition to the permanent full time Customer Service Representative position took effect on September 14, 2019.

CONSULTATION

Interviews were conducted by William (Bill) Dakin and William Versloot.

FINANCIAL IMPLICATIONS

No new financial impact as it is a replacement position.