

SPALDING COMMUNITY SERVICES DISTRICT
Board of Directors
Public Hearing Budget Workshop
August 9th, 2024

Attachment D

Staff Report
Administrative Assistant

ADMINISTRATIVE SERVICES

Reviewing the administrative practice over the last few weeks, I would suggest several administrative practice reforms based on fiduciary, information security, information management, and efficiency grounds. Implementing these changes will have some budget impact - almost certainly in the form of long-term cost savings. Estimates for these actions are yet to be determined but can reasonably be provided before September 1st, and certainly can be accommodated in mid-term budget adjustments.

Consolidating Information Systems and Communications

The District needs to consolidate and internalize information and technology practice for information security, efficiency and operations cost-savings. Microsoft offers packages specifically designed for government use, and they track and maintain regulatory compliance for information security for government entities. By employing this system the District can eliminate redundant IT systems (such as communications, cloud hosting, teleconference systems), better secure employee/board communications, provide adequate file storage size for the organization and employees, provide essential professional business software to employees, consolidate information management, and better protect customer information. The District can work directly with Microsoft support on troubleshooting, reducing the need to rely on outside consultants and staff with appropriate training and expertise can be hired to run these systems internally. Consolidating several services under one contract reduces administrative burden, and thus expenses, associated with managing purchase orders and expense tracking for multiple services or consultants. Additionally cost-savings realized could be allocated reinvested into essential communications systems improvements for the sewer system operations.

Recommendation: Internalize and consolidate the District's information systems and technology practice by purchasing Microsoft Office 365 licensing for Government. Eliminate redundant cloud hosting, remote desktop connections, and communications services (Zoom, teleconference line).

Budget Impact: Positive, saving on Communications and administrative staff time over the long-term. No line item adjustment is needed at this time. Upfront costs to purchase the MS365 licensing may require board approval.

Financial Management Information System

The District's Quickbooks subscription needs to be updated. Currently, the District maintains QuickBooks through a remote desktop connection to facilitate access by the bookkeeper. The QuickBooks software version available on the remote desktop connection is outdated and will no longer be maintained by Intuit in May of 2025. When this maintenance and technical support ends, the software will be at greater risk for bugs or security compromise. Additionally, we need to ensure the security of our financial records and facilitate efficient workflows with the bookkeeper. As we enter a new fiscal year with a new budget it is a good opportunity to start fresh, migrate to a new system, and implement improved financial

controls on a clean slate, a perspective shared by the bookkeeper. Archival QuickBooks backups will be maintained for use in audits that will need to be completed in the coming year or so. The available storage on the cloud hosting platform is running near capacity. Also, it is recommended to allocate some funds for staff training - for registration and time spent, if necessary.

Recommendation: Move to Quickbooks Online (or other new version) for this fiscal year.

Budget Impact: Positive, with savings on Professional Services (Bookkeeping, CPA) and administrative staff time over the long-term. No line item adjustment is needed at this time.

SALARY & WAGES

The District will benefit from increasing the availability of staff. Specifically, it is recommended to increase the availability of the General Manager and the Wastewater System Operator. These changes will allow for greater presence of the General Manager and Wastewater System Operator for both Operations & Maintenance and sewer system alerts.

Recommendation: Reduce the rate of pay of the General Manager to \$30/hr. (or salary equivalent) with an expected time commitment and availability of 30 hours per week. Reduce the rate of pay for Administrative Assistant to \$23/hr. and expected time commitment and availability to 24 hours per week. Increase the expected time commitment and availability of the Wastewater System Operator to 40 hours per week (no change in rate of pay).

Budget Impact: Positive, saving ~\$416 (reflected in the FY24-25 FINAL DRAFT BUDGET Dated August 9th, 2024).

Vince Rogers, Administrative Assistant