

Administration 2015 Year End Report

This year has brought about some changes in the administrative office at the Town of Dallas. In January the newly created Deputy Clerk position was filled with a promising candidate. Unfortunately, this candidate did not work out for us, but allowed us to promote an individual from within. With that in-house promotion, another opening was created at Town Hall for a Customer Service Representative. We received a total of 187 applications for this position. After the interview process, a candidate was selected, but before beginning work here, she made the decision to take a job offer from the Town of Cramerton. This allowed us to make another in-house move, which also created a job opening for a Meter Reader. We filled this position with a candidate with 18 years of experience reading meters for Duke Energy. As of the middle of November each person was settling into their new position. Although we experienced some ups and downs over the course of the year, I am very pleased with all of our personnel at Town Hall and am looking forward to serving the Town of Dallas with excellence and efficiency as we move into a new year.

Another significant change experienced in 2015 was the implementation of online bill pay. This option became available to our customers in July. The first month, 114 accounts were paid online. By November, that number had increased to 569, which is 15% of our customer base. As more customers become aware of the option, we anticipate an even greater percentage of payments completed online.

As you know, renovations were completed in late 2014 to increase the amount of work spaces available at Town Hall. Plans are being made to outfit one of these workspaces with a desk and computer that will be available to Aldermen as a place to conduct correspondence, research, and Town business. Notification will be given when this space is ready for use.

As the Town of Dallas grows and changes, we are doing our best at Town Hall to provide the best service possible to our citizens, customers, and community.