

KPU*Your Community, Your Utility*

General Manager
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TRANSMITTAL MEMORANDUM

TO: The Honorable Mayor and City Council

FROM: Lacey G. Simpson, Acting General Manager

DATE: September 27, 2022

RE: KPU Sales, Marketing and Customer Service Store Hour Change

The attached memorandum was prepared by Sales, Marketing and Customer Service Division Manager Kim Simpson and details the reasons for the decision to eliminate the Saturday open hours of the Sales, Marketing & Customer Service store in the Plaza Mall. As an interim measure, Saturday open hours will be reduced to 10:00 am to 2:00 pm beginning October 1, 2022. The store will be closed on Saturdays effective November 1, 2022 with the aim of reinstituting the Saturday open hours beginning in the New Year when it is hopeful that staffing levels will have recovered.

Effective October 1, 2022, the hours of operation for the Sales, Marketing & Customer Service store, located at 2417 Tongass Avenue, Suite 119 D in the Plaza Mall will be:

Monday through Friday: 9:30 a.m. - 5:30 p.m.
 Saturday: 10:00 a.m. - 2:00 p.m. (closed November and December)
 Sunday and Major Holidays: Closed

The KPU Marketing & Sales Manager will be attending the meeting of October 6, 2022, in order to address any questions and/or concerns Councilmembers may have.



Sales, Marketing & Customer Services

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Phone (907) 228-5474

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To: Lacy Simpson, Acting KPU General Manager

From: Kim Simpson, KPU Sales, Marketing & Customer Service Division Head

Date: September 24, 2022

Subject: **KPU Sales, Marketing and Customer Service Store Hour Change**

The purpose of this memo is to inform the City Council of a temporary change of open days and hours for the KPU Customer Service store located at 2417 Tongass Ave., Ste 119D.

Background:

The duties of the Customer Solutions Specialists in the KPU Customer Service Department today are far more complex and technical than those of the same department years ago. There are 12 different log-ins and two different software interfaces that staff are required to access. Newly hired staff cannot step into the job and begin assisting customers immediately. A minimum of two weeks training per system is needed to gain basic working knowledge of each database, a full month for both electric and telecom. This training is initially accomplished through a Senior CSS working with the new employee, followed by practice orders and self-education with KPU training materials. New staff are not permitted to work alone for three months, and are not considered fully trained until after six months. It is important for experienced staff to be available for new hire's questions.

KPU is currently short three of the seven CSS positions, due to inability to recruit qualified individuals for this challenging job, and due to FMLA (Family and Medical Leave Act). The shortage has made it very difficult to provide service to customers on Mondays, when there are only two to three CSS available to help customers. If a staff person is on vacation or ill, then there are even fewer CSS available to provide service. Mondays are short-staffed due to Saturday staff not working Mondays, per the IBEW Contract. The upcoming loss of the Sales and Marketing Manager in October, who also assists with customers, will put a further stress on the existing staff. It is important to note that with the staffing shortage, staff are often unable to go to lunch on Mondays.

Summary:

In order to provide better service to customers on Mondays, and to reduce staff stress there are two recommendations. For October, Saturday hours will be reduced to four hours, from 10 am to 2 pm, and will be optional overtime for two staff people, who will end up working six days. The standard shift for all staff will remain Monday to Friday 8:30 am to 5:30 pm. The effective date for this change in hours will be October 1st. For November, and December, when there are several scheduled staff vacations, the recommendation is to be closed on Saturdays. The effective date for this change will be November 1, 2022. It is important to note



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that GCI has not been open on Saturdays in Ketchikan since 2020, and GCI still remains closed on the weekend. Customer Notification of time and day changes will consist of updates to the Website, KPU Google Business Pages, signs in-store and social media announcements.

For January, the schedule will be determined based on the number of trained staff available at that time.

Cc: Morgan Weber, Sales and Marketing Manager
Marie Miller, Human Resources Director
Dan Lindgren, Division Head Telecommunications