**Outsourced duties and tasks**

| **Task** | **Should it be retained in house?** | **If yes, rationale?** | **If yes, how often this task occurs and how much time is involved to process** |
| --- | --- | --- | --- |
| Interface with District customers and other members of the public (Phone/Email) |  |  |  |
| Retrieve and respond to District mail no less than 1/week |  |  |  |
| Serves as the District Secretary upon appointment by the Board |  | Check CSD law? |  |
| Board meeting agendas, packets, meeting minutes |  |  |  |
| Bookkeeping – AR, AP, collections, check processing & deposits |  |  |  |
| Statements, billing, delinquency notices, interest, et. |  |  |  |
| Monthly/quarterly reporting |  |  |  |
| Maintains bank signature cards, executes deposits, reconcile accounts |  |  |  |
| Payroll and taxes |  |  |  |
| Transfers to reserves per policy |  |  |  |
| Audit Preparation |  |  |  |
| Customer database management |  |  |  |
| Respond to requests for information from board, public, real estate professionals |  |  |  |
| Respond to title transfers & escrow demands |  |  |  |
| Welcome packages to new customers |  |  |  |
| District delinquency policy, enforcement, liens |  |  |  |
| Prepares annual fire tax roles for Plumas County |  |  |  |
| Maintains and updates District website |  |  |  |
| Supports GM in annual budget process, capital planning, and financial projections. |  |  |  |
| Coordinated and distributes newsletter and communications |  |  |  |

**Duties and tasks retained in house**

| **Task** | **Should it be outsourced?** | **If not outsourced, appropriate staff member** | **Details** | **Document how often this task occurs and how much time is involved to process** |
| --- | --- | --- | --- | --- |
| Coordination with Kline & Associates | N/A |  | Interface with operational staff for day to day functions; answers requests for information; convey operational concerns, etc. |  |
| Coordinate and respond to W&S trouble calls | No |  | Answer phone, check voice mails, record and track trouble/emergency calls and resolution |  |
| Kampstrup water meter package | No |  | Maintains software, tracks water usage, preps water usage reports, provides water consumption information to Cline & Assoc |  |
| Informal bidding | No |  | Prepares bids under CA Uniform Construction Cost Accounting Commission and General Manager. Solicits, coordinates, and evaluates bids for District contracts, materials, equipment, and services. |  |
| District Utility Connection Fees; Will Serve Letters | Yes |  | Processes District utility connection fees, provides Will Serve letters to County |  |
| IT Coordination for CSD office | No |  | Coordinates with the District’s Information Technology contractor for IT and network support, includes computer updates, antivirus updates and shared drive support. |  |
| Provides Admin support to operations | No |  | Timesheet review; support report preparation; schedule coordination; inputs to online calendar; |  |
| Admin file support | No |  | Grant deeds, easements, policies, other admin files |  |
| Septic Inspection Log and Program | No |  | Maintains log for compliance to program |  |
| CSD Office Procedures Manual | No |  | Update and maintain an office procedural manual under new organization |  |
| Consumer Confidence Report | No |  | Complete and file annual report |  |
| Sanitary Sewer Overflow Report | No |  | As required |  |
| W&S Operational Reports | No |  | Recurring W&S reports completed daily/ monthly/quarterly/annually as required   * EAR (annual) * RWQCB (quarterly) * MPR (annual) * Please list others |  |
|  |  |  |  |  |
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