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Date: 7/26/2001 12:00:33 PM

Subject: Call Center Positions

Attachments: Madison, Sharon B..vcf

Call Center Trainer Position Description.doc

Call Center Supervisor Position Description.doc

If possible, I would like to have the following positions filled as soon as possible.

- 1 -- Call Center Supervisor (PD Attached) -- Internal Promotion
- 2 -- Call Center Customer Service Representative III (PD Attached)
- 3 -- Call Center CSR I (Continuous Posting --3 positions)

I would like to have the 1 temporary in the office move into a permanent slot, which would leave 2 positions to fill.

Sharon Burgess Madison, Manager
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