



EXECUTIVE ORDER 2026-02

CITY OF OAK GROVE

AN EXECUTIVE ORDER ESTABLISHING A NEW WORK SCHEDULE FOR CUSTOMER SERVICE REPRESENTATIVES IN THE WATER DEPARTMENT

WHEREAS, the City of Oak Grove is committed to providing efficient, reliable, and timely customer service to its residents; and

WHEREAS, it is necessary to establish a consistent and clearly defined work schedule to ensure adequate staffing and readiness during normal business hours; and

WHEREAS, the Mayor of the City of Oak Grove has the authority to establish administrative policies and operational schedules for City departments in the interest of effective governance;

NOW, THEREFORE, I, Jacqueline Oliver, Mayor of the City of Oak Grove, do hereby ORDER as follows:

SECTION 1. ESTABLISHMENT OF WORK SCHEDULE

Effective February 9, 2026, all Customer Service Representatives employed within the Water Department shall work a regular schedule of Monday through Friday, from 7:50 a.m. to 4:20 p.m.

SECTION 2. OPERATIONAL READINESS

Customer Service Representatives must be open, logged in, and fully prepared to serve the public by 8:00 a.m. daily. The time between 7:50 a.m. and 8:00 a.m. shall be used for preparation, system access, and readiness to ensure uninterrupted service beginning at 8:00 a.m.

SECTION 3. COMPLIANCE

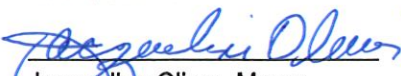
The Utility Office Manager and all applicable city staff shall ensure compliance with this Executive Order. Any exceptions or adjustments must be approved in writing by the Mayor or the Mayor's designee.

SECTION 4. EFFECTIVE DATE


This Executive Order shall take effect February 9, 2026. It can only be terminated by a subsequent Executive Order.

IN WITNESS WHEREOF, I have hereunto set my hand and caused this Executive Order to be executed on this 4 day of February 2026.

APPROVED:


Jacqueline Oliver, Mayor
City of Oak Grove

ATTEST:


Lorelynn Fisher, City Clerk
City of Oak Grove