



STAFF REPORT
6/8/2022

TO: Honorable Mayor and City Council Members

FROM: Nathan Statham, Finance Director

SUBJECT: Resolution No. 2022-55 Approving the Creation and Funding of a Full-Time Customer Service Supervisor Position

STAFF RECOMMENDATION:

Approve Resolution No. 2022-55 defunding a current open Accounting Technician position in the Finance Department and creating a Customer Service Supervisor position with a salary scale at Grade 34.

BACKGROUND:

Due to the resignation of a customer service Accounting Technician in March of this year, staff has evaluated the needs of the department and is recommending that the vacant position be filled as a Customer Service Supervisor rather than an Accounting Technician. The Customer Service Supervisor is a mid-management classification that manages customer service staff in the Finance Department. Under current customer service configurations, this position would oversee customer service staff at the Corporate Yard and Civic Center (4 positions).

DISCUSSION/ANALYSIS:

After evaluating the job duties performed by the Accounting Technician and the required skill set of candidates recruited under an Accounting Technician classification, it was determined that recruitment under a more supervisor specific and customer service oriented position would be more optimal and cost effective to the City. Specific skills identified were the preparation, maintenance, and processing of customer accounts, payments and billing procedures. Oversight and recommendations for policies and procedures for customer service and related activities for utility accounts, citations, special event and other fee collections, general cashiering functions and other customer related activities as assigned. These activities are not specified in the skill requirements for an Accounting Technician. The focus of the new position would be supervision rather than specific task performance. The creation of a Customer Service Supervisor position represents the most optimal recruitment given the needs of the Finance Department.

Due to the responsibility and oversight correspondent to the Customer Service Supervisor position, staff is requesting that the pay grade for the Customer Service Supervisor be added to the existing Salary Schedule, with a Pay Grade of \$80,643.62 to \$98,016.98 annually.

FISCAL IMPACT:

The existing salary pay grade for the Accounting Technician (salary range \$56,511.00 - \$68,717.38) is less than the salary range for the Customer Service Supervisor position (salary range \$80,643.62 - \$98,016.98). The requested funding re-allocation of the Accounting Technician to Customer Service Supervisor will add approximately \$36,000 in appropriations to the salary and benefits budget of the Finance Department's annually. This increase will be budgeted in the general fund (101) but will be recovered from water (178) and sanitary (361) funds through overhead allocations. This increase has been included in the draft budget for 2022-23. There are not expected to be any fiscal impacts to the current year budget since the Accounting Technician position has been vacant since the beginning of March. Savings from the vacancy period will offset any salary increase costs in the current fiscal year.

ALTERNATIVES:

1. Approve staff's recommendation to approve Resolution No. 2021-55 approving the creation of and funding for a full-time Customer Service Supervisor.
2. Maintain the current vacancy in this position and complete the related tasks through the use of temp workers and acting pay to current staff.

ATTACHMENTS

Resolution 2022-55

Customer Service Supervisor Description