

RESOLUTION NO. 2022-103

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF COACHELLA, CALIFORNIA, APPROVING THE CREATION AND FUNDING OF POSITIONS IN THE CUSTOMER SERVICE JOB SERIES

WHEREAS, the City has four customer service representatives serving residents and has an approved and filled Customer Service Supervisor position.

WHEREAS, customer service positions are currently classified as Department Assistants and Utility Clerks. The current customer service functions and assigned duties are not consistent with either current job description. It would be more appropriate to classify customer service positions under a customer service classification series. City Council has already approved and funded a Customer Service Supervisor job description to oversee customer service activities.

NOW, THEREFORE, BE IT RESOLVED, DETERMINED, AND ORDERED by the City Council of the City of Coachella, as follows:

Section 1. The City Council hereby finds and determines that the foregoing Recitals of this Resolution are true and correct and hereby incorporated into this Resolution as though fully set forth herein.

Section 2. The City approves the creation of a full-time Customer Service Representative I, Customer Service Representative II and Customer Service Technician position setting initial compensation ranges as outlined in the staff report submitted herewith accounting for trivial adjustments to keep ranges consistent with existing salary grades.

Section 3. Currently approved job descriptions of Utility Clerk I and Utility Clerk II are retired and the four currently approved customer service positions classified as Department Assistants and Utility Clerks are reclassified to Customer Service Representatives in the same respective levels.

PASSED, APPROVED and ADOPTED this 14th day of December 2022.

Steven A. Hernandez
Mayor

ATTEST:

Angela M. Zepeda
City Clerk

APPROVED AS TO FORM:

Carlos Campos
City Attorney

STATE OF CALIFORNIA)
COUNTY OF RIVERSIDE) ss.
CITY OF COACHELLA)

I HEREBY CERTIFY that the foregoing Resolution No. 2022-103 was duly adopted by the City Council of the City of Coachella at a regular meeting thereof, held on the 14th day of December 2022, by the following vote of Council:

AYES:

NOES:

ABSENT:

ABSTAIN:

Andrea J. Carranza, MMC
Deputy City Clerk