



STAFF REPORT
12/14/2022

TO: Honorable Mayor and City Council Members

FROM: Nathan Statham, Finance Director

SUBJECT: Resolution No. 2022-103 creating job positions in the Customer Service job position series.

STAFF RECOMMENDATION:

Approve Resolution No. 2022-103 creating job positions in the Customer Service job position series.

BACKGROUND:

Customer Service Representative Series

The City currently has utility billing clerks and department assistants performing customer service activities at the Corporate Yard and Civic Center. There are currently four City staff performing these customer service roles. The customer service activities include taking payments of all types, answering phones, utility customer account administration (opening, closing, establishing and adjusting customer accounts), utility billing and street sweeping citation processing among other duties. These positions act as the primary point of contact between the City and residents conducting business with the City. After reviewing the tasks performed by these positions, it was determined that the Department Assistant I/II and Utility Clerk I/II job descriptions did not separately reflect the actual duties being performed by these positions.

City Council approved the currently filled Customer Service Supervisor position in May of 2022 when the previous technician position for utility billing was vacated. Subsequently, City staff evaluated the entire job classification series and noted a disconnect between entry and top level positions. To properly transition from the entry level position (CSR I) to the highest level in the customer service series (Customer Service Supervisor) an intermediary or training position is needed. Without the transitional position, a CSR II would not be able to develop the required supervision experience to move up to the Customer Service Supervisor position. Without the transitional Customer Service Technician position the City would be precluded from hiring from within. The Customer Service Technician position is not filled or funded, the recommendation is to create the position to complete the series. Any actual filling or funding of the position would need separate Council approval.

DISCUSSION/ANALYSIS:

To properly align duties with job descriptions, a new job description of Customer Service Representative I/II (CSR) is being proposed. The proposed action would reclassify the Utility Clerk I/II and Department Assistant I/II staff currently working in customer service as Customer Service Representatives in their current I/II classifications. The Utility Clerk I/II position is no longer needed for City operations and would be retired as a job description. The Department Assistant I/II classification is used across the City in other departments and would remain as an approved job description, but there would be no Department Assistant in the Finance Department.

Staff is additionally recommending that a job description of Customer Service Technician be created to allow a CSR II to gain supervisory experience that would allow them to transition to a Customer Service Supervisor. Without the transitional position, City staff would never be able to gain the experience required under the already approved Customer Service Supervisor position and the City would always be hiring from outside for the Supervisor role.

As part of the evaluation process for new positions, it is standard practice to use comparable salaries from similar organizations in the local area to determine applicable salary ranges.

Proposed salary ranges:

- CSR I - \$50,547.74 - \$61,462.44/annually – Grade TBD
- CSR II - \$53,044.99 - \$64,476.36/annually - Grade TBD
- CSR Technician – \$63,356.90 - \$77,005.66, Grade 17

These positions have been developed under the meet and confer provisions of the collective bargaining process with union representatives. Employee bargaining units are supportive of the proposed staff positions and resulting rearrangement.

FISCAL IMPACT:

No additional appropriations are being requested as part of this action since the minor salary increases can be absorbed in the 2022-23 approved budget. The fiscal impact from this action is expected to be roughly \$6,000 during the current fiscal year (included in the approved budget). The ongoing annual budget increase is expected to be roughly \$12,000. This action is a reclassification and does not add any additional staff.

ALTERNATIVES:

1. Approve staff's recommendation to approve Resolution No. 2022-103 creating job positions in the Customer Service job position series.
2. Approve Resolution No. 2022-103 creating job positions in the Customer Service job position series at lower than market compensation ranges consistent with existing related positions.
3. Give staff direction on modifications to the proposed new positions and updates.

ATTACHMENTS

Resolution 2022-103

Exhibit 1:

Customer Service Representative I/II Job Description

Customer Service Technician Job Description