

**RESOLUTION NO. 2022-83**

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF COACHELLA, CALIFORNIA, APPROVING THE CREATION AND OR MODIFICATION OF POSITIONS IN THE CUSTOMER SERVICE AND MANAGEMENT ANALYST JOB SERIES**

**WHEREAS**, the City has customer service and management analyst job descriptions created but does not have a comprehensive progressive sequence of job descriptions creating a series for either area.

**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.

**WHEREAS**, City Council has approved and funded a senior management analyst position. The current senior management analyst job description is overly specific and the City does not have an approved management analyst position. The City has a need to fill positions consistent with a management analyst position that do not require the compensation level of a senior management analyst.

**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, customer service technician, and management analyst while modifying the senior management analyst positions based on the job descriptions attached hereto as Exhibit 1.

**Section 3.** Currently approved job descriptions of utility clerk 1 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 12<sup>th</sup> day of October 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. 2022-83 was duly adopted by the City Council of the City of Coachella at a regular meeting thereof, held on the 12<sup>th</sup> day of October 2022, by the following vote of Council:

AYES:

NOES:

ABSENT:

ABSTAIN:

---

Andrea J. Carranza, MMC  
Deputy City Clerk