



STAFF REPORT
10/12/2022

TO: Honorable Mayor and City Council Members

FROM: Nathan Statham, Finance Director

SUBJECT: Resolution No. 2022-83 creating and or updating job descriptions in the customer service and management analyst job position series.

STAFF RECOMMENDATION:

Approve Resolution No. 2022-83 creating and or updating job descriptions in the customer service and management analyst 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 job descriptions did not separately reflect the actual duties being performed by these positions.

City Council approved the Customer Service Supervisor Position in May of 2022 when the previously vacated technician position for utility billing was vacated. City staff evaluated the job classification series as well. 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 was 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. The Customer Service Technician positions 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.

Management Analyst Series

Analyst positions across the government sector are designed to fill needs in various departments and divisions where a highly trained individual is needed to fill a role that does not have a traditional expertise set. For example, in the Engineering Department, engineers have a clearly defined education and licensure path that provides the requisite expertise to fill different levels of engineering positions e.g. Associate Engineer, Engineer, Senior Engineer. At the same time, the Engineering Department undertakes project and grant administration activities that require a high level of technical skill, but do not require engineering degrees or licenses. These activities would require a higher level of education and experience than would be required by general administrative positions. The Management Analyst position is designed to fill this need across the organization.

The City has needs for Management Analysts across multiple departments and currently has an approve Senior Management Analyst position that was recently vacated due to retirement.

DISCUSSION/ANALYSIS:

Customer Service Representative Series (Miscellaneous and Sanitary Bargaining Unit)

Proposed job descriptions:

- Customer Service Representative I - Grade 2, \$48,158.14 to \$58,491.58
- Customer Service Representative II - Grade 3, \$50,526.22 to \$61,397.86
- Customer Service Technician - Grade 17, \$63,356.90 to \$77,005.66

To properly align duties with job descriptions, a new job description of Customer Service Representative I/II (CSR) is being proposed. Salaries are equivalent between the proposed CSR I/II, Department Assistant I/II and Utility Clerk positions. The proposed action would reclassify the Utility Clerk 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's 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.

Management Analyst Series (Confidential Mid-Management)

Proposed job descriptions:

- Management Analyst - Grade TBD, - \$82,189.22 to \$101,117.02
- Senior Management Analyst - Grade 24 - \$101,117.02 to \$122,903.35

In the 2022-23 budget, Council approved new positions for two Senior Management Analysts. However, as discussed with City staff during the budget process, these positions did not need to be filled by a (Senior) Management Analyst which was the only approved job description in the management analyst series. This action would add the more appropriate Management Analyst job description and clarify duties for the Senior Management Analyst position to make it consistent with the proposed Management Analyst position. The Management Analyst position would be more limited in supervision and expected responsibility than the Senior Management Analyst position and would act as a transitional position to gain experience consistent with the Senior Management Analyst position.

FISCAL IMPACT:

There is no fiscal impact from this action since funding for positions in these series was approved in the 2022-23 annual budget. This action does not add any additional staff or increase any compensation, it only approves job descriptions. Any change in related funding or staffing approval would be part of a separate Council action.

ALTERNATIVES:

1. Approve staff's recommendation to approve Resolution No. 2022-83 creating and updating job positions in the customer service and management analyst job position series.
2. Give staff direction on modifications to the proposed new positions and updates.

ATTACHMENTS

Resolution 2022-83

Exhibit 1:

Management Analyst Job Description
Senior Management Analyst Job Description
Customer Service Representative I/II Job Description
Customer Service Technician Job Description