



Agenda Abstract

BOARD OF COMMISSIONERS

Meeting Date: May 8, 2023
Department: Administrative Services
Agenda Section: Consent
Public hearing: No
Date of public hearing:

PRESENTER/INFORMATION CONTACT

Human Resources Manager Haley Bizzell

ITEM TO BE CONSIDERED

Subject: Classification and Pay Amendment

Attachments:

Pay schedule

Summary:

After completion of the strengths, weaknesses, opportunities, and threats (SWOT) analysis for the Financial Services Department, it was found that reclassifying the current customer service representative to senior customer service representative and adding a customer service representative classification would help operations run more efficiently. The senior customer service representative will remain in grade 4 with a salary range of \$39,597 - \$63,355. The customer service representative classification will be placed in grade 2 with a salary range of \$35,915 - \$57,465. The senior customer service representative will be trained to serve as the billing and customer service supervisor's back-up and will also provide accounting support when needed. This helps with succession planning within the department and gives employees an opportunity to progress from customer service representative to senior customer service representative. No additional full-time equivalency (FTE) positions are being requested.

Financial impacts:

No significant financial impact.

Staff recommendation and comments:

Approve attached pay schedule.

Action requested:

Approve attached pay schedule.