Legislation Details (With Text)

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On agenda:	3/26/2018	**Final action:**	3/26/2018
Title:	RESOLUTION APPROVING PROPOSED AMENDMENTS TO THE SPECIFICATIONS FOR THE EXISTING CIVIL SERVICE CLASSIFICATION OF CUSTOMER SERVICE LEADWORKER, INCLUDING A TITLE CHANGE TO CUSTOMER SERVICE COORDINATOR, AND SPECIFYING CONTRACT BENEFITS FOR SAME.		
Sponsors:			
Indexes:			
Code sections:			
Attachments:	1. Exhibit A, 2. Exhibit B		

Date	Ver.	Action By	Action	Result
3/26/2018	1	City Council	adopted	

RESOLUTION APPROVING PROPOSED AMENDMENTS TO THE SPECIFICATIONS FOR THE EXISTING CIVIL SERVICE CLASSIFICATION OF CUSTOMER SERVICE LEADWORKER, INCLUDING A TITLE CHANGE TO CUSTOMER SERVICE COORDINATOR, AND SPECIFYING CONTRACT BENEFITS FOR SAME.

CITY PROPOSAL:
RESOLVED, that the proposed amendments to the specifications for the existing civil service classification of customer service leadworker, including a title change to customer service coordinator (attached as Exhibit A), which were approved by the civil service board on February 7, 2018, are approved. This classification shall remain subject to the city's collective bargaining agreement with its basic unit employees; and that pay range for said classification shall change to Pay Range 33, pay rate of $4,886 to $5,769 per month, from Pay Range 32, pay rate of $4,693 to $5,531 per month. The proper city officials are authorized to execute and implement an agreement with the union to provide for employing one or more unit members consistent with this resolution.

STATEMENT OF PURPOSE: The existing classification of customer service leadworker has been revised (including a title change to customer service coordinator) to support the evolution of responsibility in this role. This position requires internal and external project coordination as well as research, development, and coordination of training programs and opportunities for employees to stay current with advancing technology as troubleshooting, diagnosis, and repairs become more complex. The pay range negotiated for this classification is Range 33, pay rate of $4,886 to $5,769 per month. This is a change from Range 32, pay rate of $4,693 to $5,531 per month.

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