

Agenda Report

April 29, 2013

TO: Honorable Mayor and City Council

FROM: Department of Human Resources

SUBJECT: ADOPTION OF A RESOLUTION AMENDING THE NON-REPRESENTED-NON-MANAGEMENT SALARY RESOLUTION TO ESTABLISH COMPENSATION FOR NEWLY ESTABLISHED CLASSIFICATION

RECOMMENDATION:

It is recommended that the City Council amend the Non-Represented-Non-Management Salary Resolution to establish a new classification and related salary titled Customer Service Representative I/II (Flex) with an hourly salary range of \$17.2427 to \$25.0304.

BACKGROUND:

The City Council establishes by Resolution salaries and benefits for classifications which are not represented by a union. The City Council may amend the Salary Resolution from time to time to adjust salaries and benefits or add classifications.

The following summarizes the actions in the recommended Resolution:

- A. **Customer Service Representative I/II (Flex):** Establish the title and hourly salary range of \$17.2427 to \$25.0304 for the new classification of Customer Service Representative I/II (Flex). This position may be assigned to the new City 311 Call Center, a department call center, or at a public counter in a variety of departments. The Customer Service Representative I/II (Flex) will perform a variety of customer service functions including providing information to the public, researching problems, receiving payments, referring customers to appropriate departments or staff and maintaining customer data and records. The Customer Service Representative I is the entry-level class, and incumbents may advance to Customer Service Representative II after gaining experience and demonstrating proficiency in performing the full range of duties in the higher-level class.

The creation of a Customer Service Representative I/II (Flex) is integral to the implementation of a centralized citywide Call Center, because the existing Customer Service Representative classifications are exclusive to utility services. The establishment of a centralized Call Center will serve as the single-point of entry for citizens' non-emergency inquiries and requests.

- B. This action does not authorize any additional full time positions. Departments intending to use this classification may convert an existing vacancy to the new classification or request approval through the budget process to add a position.

COUNCIL POLICY CONSIDERATION:

This amendment to the Salary Resolution supports the City Council's strategic goal to maintain fiscal responsibility and stability.

FISCAL IMPACT:

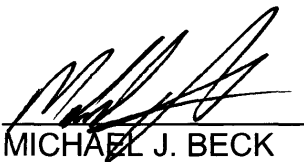
Authorized and budgeted positions and resources will be utilized to fill the position of Customer Service Representative I/II (Flex).

Respectfully submitted,



Kristi Recchia
Director of Human Resources

Approved by:



MICHAEL J. BECK
City Manager

RESOLUTION NO. _____

A RESOLUTION OF THE CITY COUNCIL AMENDING NON-REPRESENTED
NON-MANAGEMENT SALARY RESOLUTION

BE IT RESOLVED by the City Council of the City of Pasadena that the
Non-Represented-Non-Management Salary Resolution is amended as follows:

SECTION 1. Exhibit 3.35-E-1 is amended to reflect the following title and salary
range effective April 29, 2013:

	MIN	MAX
Customer Service Representative I/II (Flex)	\$17.2427	\$25.0304

This amendment shall be effective as of April 29, 2013.

Adopted by the following vote at the meeting of the City Council on April 29, 2013.

AYES:

NOES:

ABSTAIN:

ABSENT:

Mark Jomsky, City Clerk

Approved as to Form:



Michele Beal Bagneris, City Attorney