



Career Service Board Meeting #2320
Minutes
Thursday, September 21, 2017, 9:00am
Webb Municipal Building
201 W. Colfax Ave, Fourth Floor, Room 4.G.2

Neil Peck (Co-Chair)
Patti Klinge (Co-Chair)
Karen DuWaldt
Patricia Barela Rivera
Tracy Winchester

I. Opening: *Meeting was called to order at 9:02am*

- 1. Approval of the Agenda for the September 21, 2017 Board Meeting.**
The Board unanimously approved the agenda for the September 21, 2017 meeting.
- 2. Approval of the Minutes for the September 7, 2017 Board Meeting.**
The Board unanimously approved the minutes for the September 7, 2017 meeting.

II. Board Comments: *None.*

III. Public Comments: *None.*

IV. Public Hearing:

- 1. Classification Notice No. 1547 – Pay Survey Amendments**

Blair Malloy, Senior Classification & Compensation Analyst, introduced Classification Notice No. 1547, proposing to amend the 2017 Pay Survey Analysis by adding additional classification titles not included in the original list of approved individual pay grade adjustments.

The following classifications are proposed to receive an individual pay grade adjustment, with associated pay increases to be effective on January 1, 2018.

Outreach Case Coordinator

Current Pay Grade

A-613 (\$18.84–\$23.18–\$27.51)

Proposed Pay Grade

A-615 (\$20.60–\$25.34–\$30.08)

Outreach Case Coordinator Supervisor

Current Pay Grade

A-807 (\$50,038–\$65,050–\$80,061)

Proposed Pay Grade

A-809 (\$57,182–\$74,337–\$91,491)

Program Quality Assurance Technician

Current Pay Grade

A-615 (\$20.60–\$25.34–\$30.08)

Proposed Pay Grade

A-617 (\$22.52–\$27.70–\$32.88)

Workers' Compensation Claims Supervisor

Current Pay Grade

A-810 (\$61,128–\$79,467–\$97,805)

Proposed Pay Grade

A-812 (\$69,855–\$90,812–\$111,768)

Staff Tax Auditor
Current Pay Grade
V-619 (\$23.53–\$28.95–\$34.36)

Proposed Pay Grade
V-620 (\$24.60–\$30.26–\$35.92)

Senior Tax Auditor
Current Pay Grade
V-810 (\$58,475–\$76,018–\$93,530)

Proposed Pay Grade
V-811 (\$62,510–\$81,263–\$100,016)

Lead Tax Auditor
Current Pay Grade
V-811 (\$62,510–\$81,263–\$100,016)

Proposed Pay Grade
V-812 (\$66,823–\$86,870–\$106,917)

Tax Audit Supervisor
Current Pay Grade
V-813 (\$71,434–\$92,864–\$114,294)

Proposed Pay Grade
V-814 (\$76,363–\$99,272–\$122,181)

The Career Service Board unanimously approved Classification Notice No.1547.

2. Classification Notice No, 1548 – 311 Customer Service Series

Greg Thress, Senior Classification & Compensation Analyst, introduced Classification Notice No. 1548, proposing to create a new classification, 311 Customer Service Agent II, to provide a career path for this classification series and assist with employee retention, and a revision of the classification title of 311 Customer Service Agent to 311 Customer Service Agent I with no changes to duties or responsibilities.

TITLE CHANGE ONLY

Job Code:CC2468
Present Class Title:
311 Customer Service Agent

Proposed Class Title:
311 Customer Service Agent I
Pay Grade: C-613
Present Pay Range: \$17.88 - \$21.99 - \$26.10

NEW CLASSIFICATION

Job Code:CC3051
Classification Title:
311 Customer Service Agent II
Pay Grade: C-614
Pay Range: \$18.69 - \$22.99 - \$27.29

Mr. Thress also noted the pay grade for the 311 Customer Service Specialist position is being proposed to increase to C-615 based on the level of duties and responsibilities in alignment with the new series.

REVISED CLASSIFICATION SPECIFICATION, INCLUDING PAY GRADE CHANGE

Job Code: CC2469
Classification Title: 311 Customer Service Specialist
Present Grade: C-614
Present Pay Range:
\$18.69 - \$22.99 - \$27.29

Proposed Grade:C-615
Proposed Pay Range: \$19.54 - \$24.04 - \$28.53

Two 311 Customer Service Specialist employees will be affected by the pay grade change, however, only one employee will receive a pay rate increase to the new range minimum of \$19.54, at a cost of \$208 per year.

10 Customer Service Agents would be eligible to progressively move into the 311 Customer Service Agent II classification.

The Career Service Board unanimously approved Classification Notice No.1548.

V. Director's Briefing:

1. Workforce Readiness Planning

Rory McCluster, OHR Deputy Director, introduced Kathryn Barker, HR Director of Denver Health Services, and Lisa Rucker, Associate HR Professional, who presented an overview of the Workforce Readiness Plan, a new program being rolled out to all agency leaders.

Ms. McCluster noted 26% of the City's workforce will be eligible to retire in the next five years, resulting in a significant loss of institutional knowledge and experience. Millennial workers average three to five years tenure before changing jobs, making it critical the City implement a plan to address these challenges.

Co-Chair Neil Peck asked whether OHR was assuming millennials cannot be persuaded to stay long term and what other organizations are doing to address this issue. Ms. McCluster stated OHR was not reaching a definite conclusion, however, a plan was still necessary given the demographic challenges that all organizations are facing.

Board Member Tracy Winchester asked whether OHR had considered that many baby boomers are delaying retirement to recover financial losses in their retirement portfolios from the 2008 Great Recession. Ms. McCluster responded the data shows most City employees retire within one to two years of becoming eligible to do so.

Ms. Barker and Ms. Rucker presented three main goals in the action plan: (1) solving knowledge drain in critical areas; (2) promoting the most-qualified employees; (3) preparing agency leaders and HR Business Partners to implement readiness planning.

Ms. Barker stated the plan would be for employees to have a performance goal to share their knowledge in order to provide continuity and efficiency in operations. In addition, leaders would begin to identify successors for critical positions where the likelihood is high an incumbent may retire or separate from employment, keeping in mind the Career Service Rules for evaluating and selecting candidates.

Several board members asked questions regarding the program's objectives and noted the importance of having clarity around the process to ensure employees do not feel like they are being targeted or pushed out. Ms. Barker stated OHR had developed a script for managers to follow and adhere to.

Board Co-Chair Patti Klinge commented the plan was a good one, however, it was important to ensure all employees clearly understand what the program is designed to accomplish.

VI. Pending Cases:

- 1. Krishna Colquitt v. Department of Human Services, Appeal No. 34-15A**
The Career Service Board affirmed the Hearing Officer's decision, written order to follow.
- 2. Ryan Bosveld v. Department of Safety, Denver Sheriff Department, Appeal No. 53-16A**
The Career Service Board reversed the Hearing Officer's decision and remanded the case back to the Hearing Office for reconsideration of the penalty.
- 3. Jose Santistevan, Jr. v. Denver Parks and Recreation, Appeal No. 75-16A**
The Career Service Board reversed the Hearing Officer's decision and re-imposed the penalty, written order to follow.
- 4. Silver Gutierrez & Denver Sheriff Department, Appeal No. 65-11A**
The Career Service Board denied the Respondent's Motion to Dismiss and reaffirmed the Hearing Officer's decision, written order to follow.

VII. Executive Session:

The Board went into executive session at 9:46am. A staffing issue was discussed.

The following case was also discussed:

1. Michelle Lee Tenorio & Ramon Delgado, Office of Economic Development, Appeal No. 34-16A and 36-16A

The Career Service Board affirmed the Hearing Officer's decision in Appeal No 34-16A, written order to follow.

The Career Service Board vacated the Hearing Officer's decision in Appeal 36-16A, remanding the case back to the Hearing Office, written order to follow.

The Board re-convened the meeting at 10:40am.

VIII. Adjournment: *Adjournment was at 10:42am.*