

POSTING IS REQUIRED

Classification Notice No. 1285

To: Agency Heads and Employees
From: Jeff Dolan, Career Service Executive Personnel Director
Date: December 22, 2008
Subject: Proposed Change to the Classification and Pay Plan

The proposed change amends the Classification and Pay Plan by adding 3-1-1 Customer Service Specialist.

Although positions in this proposed class will carry out the duties of a 3-1-1 Customer Service Agent, they will spend the majority of their total work time performing a broader range of specialized duties that cannot be performed from a 3-1-1 work station. Performance of the duties will serve to assist the continuous improvement of 3-1-1 Call Center services and build stronger relationships with both 3-1-1 partner and non-partner City agencies and departments.

Positions in the proposed 3-1-1 Customer Service Specialist class will be filled only by departmental promotional examination. This 3-1-1 Operations policy will provide a second kind of career development opportunity to 3-1-1 Customer Service Agents. The single opportunity now available is promotion to 3-1-1 Lead Customer Service Agent. Besides serving 3-1-1 Operations' continuous improvement by performing a broader range of specialized duties, this class will provide a career development option to staff members whose talents and interests do not point toward a leadwork and supervisory career path.

NEW CLASS

<u>Job Code</u>	<u>Classification Title</u>	<u>Pay Grade & Range</u>
CS2374	3-1-1 Customer Service Specialist	614-S (\$32,130 - \$46,904)

Per Career Service Rule 7-37 A – "If it is determined, as a result of an audit or maintenance study, that changes to the classification and pay plan are necessary, the effective date of any resulting re-allocations shall be the beginning of the first work week following approval by the Board."

The Career Service Executive Personnel Director shall provide those appointing authorities who are affected with a draft of proposed changes in the plan, and notice shall be posted on appropriate bulletin boards at least thirteen calendar days from the date of this notice.

Public Notice of Changes:

The scheduled time for the public hearing is **Thursday, January 15, 2009 at 9:15 a.m.** in the CSA Board Room, Room 4.F.6, Webb Municipal Building, 201 West Colfax Avenue.

Note: Please submit any questions or comments on this proposal in writing to Bruce Backer bruce.backer@denvergov.org, Career Service Authority, in care of Alena Martinez alena.martinez@denvergov.org by 8:00 a.m. on **Monday, January 5, 2009**. Please include a contact name and phone number so that we may respond directly.

If anyone wishes to be heard by the Board on this item, please call Leon Duran leon.duran@denvergov.org at (720) 913-5168 no later than noon on **Tuesday, January 13, 2009**.