

POSTING IS REQUIRED

Classification Notice No. 1548

To: Agency Heads and Employees
From: Karen Niparko, Executive Director of the Office of Human Resources
Date: September 7, 2017
Subject: Proposed Change to the Classification and Pay Plan

The proposed change amends the Classification and Pay Plan by changing the title of 311 Customer Service Agent to 311 Customer Service Agent I and creates a new class called 311 Customer Service Agent II (C-614). This proposed change also amends the Classification and Pay Plan by changing the pay grade of 311 Customer Service Specialist from C-614 to C-615.

Currently, there are 3 levels of 311 Customer Service classifications: Agent (C-613), Specialist (C-614), and Lead (C-615). It is proposed to create a new classification, 311 Customer Service Agent II, to provide a career path for this classification series and assist with employee retention. The 311 Customer Service Agent II will perform additional duties aimed at improving and maintaining the quality, scope, and further development of the 311 Contact Center services. This proposed classification will provide an intermediate level to the Customer Service Agent series and allows the 311 Customer Service Agent to move from entry level to intermediate level before being eligible for a promotion to a limited number of Specialist or Lead positions. With the proposed classification of 311 Customer Service Agent II, we are also requesting a revision of the classification title of 311 Customer Service Agent to 311 Customer Service Agent I with no changes to duties or responsibilities. The 311 Customer Service Agent I would reallocate into the Agent II through the Progressive Series.

TITLE CHANGE ONLY

Current Classification Title
311 Customer Service Agent

Proposed Classification Title
311 Customer Service Agent I

NEW CLASS

Proposed Classification Title
311 Customer Service Agent II

Proposed Pay Grade
C-614 (\$18.69-\$22.99-\$27.29)

REVISED CLASSIFICATION SPECIFICATION INCLUDING PAY GRADE CHANGE

Current Classification Title
311 Customer Service Specialist

Current Pay Grade
C-614 (\$18.69-\$22.99-\$27.29)

Proposed Pay Grade
C-615 (\$19.54-\$24.04-\$28.53)

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 changes to the classification and pay plan shall be the beginning of the first work week following approval by the Mayor or by the City Council over the Mayor’s veto.”

The Executive Director of the Office of Human Resources 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, September 21, 2017 at 9:00 AM** in the OHR Board Room, Room 4.G.2, Webb Municipal Building, 201 West Colfax Avenue.

Note: Please submit any questions or comments on this proposal in writing to Nicole de Gioia-Keane Nicole.deGioia-Keane@denvergov.org Office of Human Resources, in care of Susan Keller susan.keller@denvergov.org by 8:00 AM on **Wednesday, September 20, 2017**. 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 George Branchaud george.branchaud@denvergov.org at (720) 913-5650 no later than noon on **Tuesday, September 19, 2017**.