



POSTING IS REQUIRED

Classification Notice No. 1786

To: Agency Heads and Employees
From: Kathy Nesbitt, Executive Director of the Office of Human Resources
Date: July 14, 2023
Subject: Proposed Changes to the Classification and Pay Plan

The proposed change amends the Classification and Pay Plan by creating a new classification of Aviation Customer Service Agent II, revising the pay grade of Aviation Customer Service Lead, and changing the classification title of Aviation Customer Service Agent to Aviation Customer Service Agent I.

The Office of Human Resources Classification and Compensation Division has been requested by Denver International Airport to create an additional classification within Aviation Customer Service classifications series. The current classification series includes Aviation Customer Service Agent (NE-10), Aviation Customer Service Agent Lead (NE-11) and Aviation Customer Service Supervisor (NE-14). The Aviation Customer Service Agent is currently comprised of three differing and distinct customer service roles: information center, concierge, and call center. Because of this, DEN is requesting to create a new classification (Aviation Customer Service Agent II) to separate the call center positions which will to better align their duties and responsibilities and provide a complete career ladder for this classification series to foster retention.

New Classification(s)

<u>Job Code</u>	<u>Proposed Class Title</u>	<u>Proposed Pay Grade & Range</u>
CC3450	Aviation Customer Service Agent II	NE-11 (\$22.16 - \$27.70 - \$33.24)

Pay Grade and Range change

<u>Current Classification Title</u>	<u>Current Pay Grade & Range</u>	<u>Proposed Pay Grade & Range</u>
Aviation Customer Service Agent Lead	NE-11 (\$22.16 - \$27.70 - \$33.24)	NE-12 (\$23.48 - \$29.35 - \$35.22)

Job Classification Title change

<u>Current Classification Title</u>	<u>New Classification Title</u>
Aviation Customer Service Agent	Aviation Customer Service Agent I

Per Career Service Rule 7-37 A – “If it is determined that changes to the Classification & Pay Plan are necessary, the effective date of any resulting changes to the Classification & 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. Provisional classifications resulting from changes to the Classification & Pay Plan may be used upon approval by the OHR Executive Director or Board but use for longer than six months is contingent upon City Council approval.”

Public Hearing: Yes No in accordance with Career Service Rule 7-21

Please submit any questions or comments on this proposal in writing to compensation@denvergov.org by 8:00 AM on **Thursday, July 27, 2023**. Please include a contact name and phone number so that we may respond directly.

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