



POSTING IS REQUIRED

Classification Notice No. 1875

To: Agency Heads and Employees
From: Kathy Nesbitt, Executive Director of the Office of Human Resources
Date: September 26, 2025
Subject: Proposed Change to the Classification and Pay Plan

The proposed change amends the Classification and Pay Plan by creating a new classification of Solid Waste Customer Service Agent.

The Solid Waste Management division of the Department of Transportation and Infrastructure requested a new classification. They are currently using an Administrative Support Assistant III (NE-09), but this classification is not an accurate representation of the job duties being performed. The Solid Waste Customer Service Agent provides comprehensive customer service which includes dispatch, in a contact center environment, to respond to a variety of complex customer requests for information on Volume Based Pricing (VBP), billing questions, services and programs offered by Solid Waste Management. Similar to the DHS Customer Service Agent, it is proposed to establish the Solid Waste Customer Service Agent at pay grade NE-09.

NEW CLASSIFICATION

<u>Job Code</u>	<u>Classification Title</u>	<u>Proposed Pay Grade & Range</u>
CC3573	Solid Waste Customer Service Agent	NE-09 (\$20.76-\$25.95-\$31.14)

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, October 9, 2025. Please include a contact name and phone number so that we may respond directly.