



POSTING IS REQUIRED

Classification Notice No. 1891

To: Agency Heads and Employees
From: Kathy Nesbitt, Executive Director of the Office of Human Resources
Date: April 3, 2026
Subject: Proposed Change to the Classification and Pay Plan

The proposed change amends the Classification and Pay Plan by changing the classification title of Aviation Customer Service Agent II to Aviation Customer Service Agent, and abolishing Aviation Customer Service Agent I.

Denver International Airport has requested that OHR consolidate classifications (CC2482) Aviation Customer Service Agent I and (CC3450) Aviation Customer Service Agent II into one classification. There was an upgrade to the airport customer service platform in the customer call center and management conducted an analysis of call center productivity. The results of the study determined that two classifications were no longer needed, and DEN leadership has requested that OHR combine both classification levels to one classification. Airport leadership feels confident that combining the classifications will be sufficient to support all areas of airport customer service operations at the airport. The recommendation is to change the title of Aviation Customer Service Agent II to Aviation Customer Service Agent with no changes to the pay grade and to abolish the Aviation Customer Service Agent I.

TITLE CHANGE

<u>Current Classification Title</u>	<u>Proposed Classification Title</u>	<u>Current Pay Grade & Range</u>
Aviation Customer Service Agent II	Aviation Customer Service Agent	NE-11 (\$23.89-\$29.86-\$35.84)

ABOLISHMENT

<u>Job Code</u>	<u>Classification Title</u>	<u>Current Pay Grade & Range</u>
CC2482	Aviation Customer Service Agent I	NE-10 (\$22.53-\$28.17-\$33.80)

Public Notice of Changes

The scheduled time for the public hearing is Thursday, April 16, 2026, at 9:00 AM in the Webb Municipal Building, Career Service Hearings Office on the 1st floor, located at 201 West Colfax Avenue, Denver, CO 80202.

If anyone wishes to submit written comments to the Board on this proposal, please submit them by no later than noon (12:00 p.m.) on Monday, April 13, 2026:

Office of Human Resources
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If anyone wishes to be heard by the Board on this proposal, please submit your name and phone number by no later than noon (12:00 p.m.) on Monday, April 13, 2026 to sheilla.thomas@denvergov.org

If you have any questions about this proposal, please submit them in writing to sheilla.thomas@denvergov.org by noon (12 p.m.) on Wednesday, April 15, 2026. Please include a contact name and phone number so that we may respond to your question directly.

Career Service Rule 7-37 Effective Dates, Section A: If it is determined 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. Provisional classifications resulting from changes to the classification and 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.