

ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team  
at [MileHighOrdinance@DenverGov.org](mailto:MileHighOrdinance@DenverGov.org) by **3:00pm on Monday**.

**\*All fields must be completed.\***  
*Incomplete request forms will be returned to sender which may cause a delay in processing.*

---

Date of Request: **September 22, 2017**

Please mark one:  Bill Request or  Resolution Request

1. Has your agency submitted this request in the last 12 months?

Yes  No

If yes, please explain:

2. Title: Approve Classification Notice #1548 – 311 Customer Service Series

3. Requesting Agency: Office of Human Resources

4. Contact Person: (with actual knowledge of proposed ordinance)

- Name: Greg Thress
- Phone: 720-913-5602
- Email: greg.thress@denvergov.org

5. Contact Person: (with actual knowledge of proposed ordinance who will present the item at Mayor-Council and who will be available for first and second reading, if necessary)

- Name: Nicole de Gioia-Keane
- Phone: 720-913-5643
- Email: Nicole.deGioia-Keane@denvergov.org

6. General description of proposed ordinance including contract scope of work if applicable:

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.

7. Is there any controversy surrounding this ordinance? (groups or individuals who may have concerns about it?)  
Please explain.

None known.

8. Budget Impact

This has a total annual budget impact of \$208.

**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](mailto:Nicole.deGioia-Keane@denvergov.org) Office of Human Resources, in care of Susan Keller [susan.keller@denvergov.org](mailto: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](mailto:george.branchaud@denvergov.org) at (720) 913-5650 no later than noon on **Tuesday, September 19, 2017**.

**TITLE CHANGE ONLY**

Job Code:	CC2468	Present Class Title:	311 Customer Service Agent
		Proposed Class Title:	311 Customer Service Agent I
Pay Grade:	C-613	Present Pay Range:	\$17.88 - \$21.99 - \$26.10
FLSA:	Non-exempt	EEO Code:	6 - Clerical

**NEW CLASSIFICATION**

Job Code:	CC3051	Classification Title:	311 Customer Service Agent II
Pay Grade:	C-614	Management Level:	10 - None/Incidental
Pay Range:	\$18.69 - \$22.99 - \$27.29	Medical Group:	Sedentary
FLSA:	Non-exempt	EEO Code:	6 - Clerical

**REVISED CLASSIFICATION SPECIFICATION INCLUDING PAY GRADE CHANGE**

Job Code:	CC2469	Classification Title:	311 Customer Service Specialist
Present Grade:	C-614	Present Pay Range:	\$18.69 - \$22.99 - \$27.29
Proposed Grade:	C-615	Proposed Pay Range:	\$19.54 - \$24.04 - \$28.53
FLSA:	Non-exempt	EEO Code:	6 - Clerical

**Synopsis:**

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.

**Pay Rationale:**

The 311 Customer Service Agent I job class is assigned to Grade C-613, which is based on internal equity with the Aviation Customer Service Agent. The 311 Customer Service Specialist is currently assigned to Grade C-614. It is proposed to set the pay grade for the 311 Customer Service Agent II at C-614 and reassign the 311 Customer Service Specialist to Grade C-615. Appropriate duties have been added to the Specialist classification to justify the C-615 grade based on internal equity.

The 311 Customer Service Series has been redesigned to provide 311 Customer Service Agents with two career paths: 1) to 311 Customer Service Specialist with major emphasis in performing broader duties responding to a variety of Agency requests, acting as 311/Agency Liaison to assist the continuous improvement of 311 Contact Center services, while maintaining a high level of customer service and continually looking at further development of 311 Contact Center capabilities, or 2) Lead Customer Service Agent with assigned lead work responsibilities to assist with the day-to-day activities and providing comprehensive customer service. Based on the level of duties and responsibilities of both the Specialist and Lead positions, Classification and Compensation is recommending that both positions be assigned to Grade C-615. Moving from a Specialist position to Lead or Lead to Specialist position would be considered a transfer and would not be considered a promotion.

Market data was evaluated, but internal alignment was the determining factor of this classification.

CLASSIFICATION TITLE	Current Grade	New Grade	Range Minimum	Range Midpoint	Range Maximum
311 Customer Service Agent I	C-613	C-613	17.88	21.99	26.10
311 Customer Service Agent II		C-614	18.69	22.99	27.29
311 Customer Service Specialist	C-614	C-615	19.54	24.04	28.53
Lead Customer Service Agent	C-615	C-615	19.54	24.04	28.53

Once approved by the Career Service Board, pay grade C-614 will be established for the 311 Customer Service Agent II and the pay grade for the 311 Customer Service Specialist will increase to C-615. Pay Ranges for 311 Customer Service Agent I and Lead Customer Service Agent will not change.

Employee and Budget Impact:

Two 311 Customer Service Specialist employees will be affected by the pay grade change, however, only one employee will receive a pay rate increase to the new range minimum of \$19.54 at a cost of \$208 per year.

After the new Agent II classification is approved, approximately 10 Customer Service Agents will be eligible to progressively move into the 311 Customer Service Agent II classification.

Organizational Data:

All levels of this classification series report to the Contact Center Operations Managers. These classifications are only used by the 311 Customer Service Center under Technology Services.

Effective Date Rule:

Rule 7-37(A)

If it is determined, because 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. Provisional classifications resulting from changes to the classification and pay plan may be used upon approval by the Board, but use for longer than six months is contingent upon City Council approval.