

BILL/ RESOLUTION REQUEST

- 1. Title:** Approves classification notice numbers 1338, 1339 & 1341 for title and pay grade changes for Personal Property Analyst, Staff Closed Circuit Television Technician, and 311 Customer Service Agenda, respectively.

- 2. Requesting Agency:** Career Service Authority

- 3. Contact Person *with actual knowledge of proposed ordinance***
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- 4. 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***
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- 5. Describe the proposed ordinance, including what the proposed ordinance is intended to accomplish, who's involved**
 - a. Scope of Work**
 1. Classification Notice #1338 – Personal Property Analyst (614-V) is a title and pay grade change from Personal Property Audit Technician (613-V). Career Service Authority (CSA) revised and updated the class specification for the Personal Property Audit Technician at the request of the Assessment Division of the Department of Finance. Changes to the Personal Property Audit Technician specification were warranted, based on a restructuring in 2008 of the personal property valuation work performed within the Assessment Division. To accurately reflect the duties now performed by the Personal Property Audit Technician, CSA is also recommending a change to the class title from Personal Property Audit Technician to Personal Property Analyst. Finally, CSA conducted a pay analysis to ensure that the appropriate pay grade is used for the Personal Property Analyst. Prior to 2008, the Assessment Division utilized incumbents classified as Tax Auditors to conduct business personal property valuation (e.g. appraisals) in addition to performing tax auditing responsibilities. In 2008, as part of an effort to create operational efficiencies, the Tax Auditors in the Assessment Division were moved to Treasury. In this transition, Treasury took over the tax auditing work previously performed in the Assessment Division, while the Assessment Division retained the personal property valuation work. It was at this time that incumbents classified as Personal Property Audit Technicians took over the full responsibility for performing personal property valuations. Previously, incumbents classified as Personal Property Audit Technician were responsible for providing paraprofessional level, technical assistance to professional auditors for business personal property valuation,

database maintenance and other assessment purposes; reviews and processes less complex taxpayer information and established values; ensures and enforces compliance of state laws. A change to the class specification for the Personal Property Audit Technician was necessary for two reasons: 1) the classification was no longer responsible for providing technical assistance to auditors and 2) the classification was now responsible for performing personal property valuation. The new General Statement of Duties for the Personal Property Analyst states that an incumbent "conducts business personal property valuation by researching, analyzing, preparing, and processing personal property tax declaration for valuation and tax collection purposes; provides information on assessment processes and applicable state and local personal property tax laws; prepares for and represents the City in personal property valuation appeals; and maintains and updates data on state tax codes and tables.". Budget impact form is attached.

2. Classification Notice #1339 – Staff Closed Circuit Television Technician (612-J) is a title and pay grade from Television Operations Worker (609-J), Associate Closed Circuit Television Technician (614-J) is a title and pay grade change from Senior Television Operations Worker (611-J), Senior Closed Circuit Television Technician (618-J) is a title and pay grade change from Television Unit Supervisor (621-J). As part of the Labor Study, the Wastewater Management Operations Director asked Career Service Authority to include the Wastewater Television Operations classes in the study. Wastewater Management has experienced a great deal of difficulty recruiting employees at the entry and intermediate levels. According to the manager over the Television Operations Section, CSA's recruiter has gone to great lengths to recruit employees at private companies that perform the same type of work and there is still problems recruiting new employees. CSA staff met with the manager over the Television Operations Section several times to discuss the work performed by employees in the current classes. Staff also met with a number of Television Operations employees to discuss the duties they perform and observe the employees performing their jobs. After conducting all of the interviews and observing employees perform their work, CSA determined that it would be appropriate to rewrite and update the class specifications and rename the classes to more accurately describe the type of work. In the last five or six years, the jobs in the Television Operation Section have changed as the equipment has become more computerized and technical. Wastewater Management purchased new customized vehicles that contain a closed-circuit television system which allows the operator to create audiovisual tapes that describe the condition of sanitary and storm sewer lines and record all pertinent data. The division also purchased remote controlled, self propelled closed-circuit video cameras. Since Wastewater Management has purchased the new system and equipment, the work can now be performed by a two person crew. Budget impact form is attached.

3. Classification Notice #1341 – 311 Customer Service Agent is a title change from 3-1-1 Customer Service Agent and 311 Customer Service Specialist is a title change from 3-1-1 Customer Service Specialist. Lead Customer Service Agent (615-S) is a title and pay grade change from 3-1-1 Lead Customer Service Agent (614-S), 311 Operations Assistant (613-A) is a title and pay grade change from 3-1-1 Operations Support Assistant (612-C) and 311 Analyst/Trainer (809-A) is a title and pay grade change from 3-1-1 Operations Support Trainer/Analyst (806-A). DHS Customer Service Agent (613-S), Contact Center Operations Manager (809-A) and Contact Center Director (813-A) are new classes. 3-1-1 Customer Service Operations Supervisor (807-S) is recommended for abolishment.

Career Service Authority (CSA) conducted a study on the 311 Operations within the City and County of Denver. The 311 Operations was created in 2005 to provide a cohesive front line of customer service to Denver citizens by responding to and resolving non-emergency inquiries regarding city services. The study had three main objectives: 1) to revise and update existing 311 classifications, 2) to create new classifications to account for the addition of the DHS Contact Center, and 3) to conduct a pay analysis to ensure the appropriate pay grades for all classifications used within the 311 Operations. The following classifications were revised based on data gathered through a series of interviews and observations of 311 staff members: 311 Customer Service Agent, Lead Customer Service Agent, 311 Analyst/Trainer, and 311 Operations Assistant. Over the past six years, the role of 311 in providing customer service for the city has evolved from its original concept. Changes made to the classifications listed above are based on the increased responsibilities 311 staff members have for providing customer service to both Denver citizens and city departments/agencies. The following classifications were created based on data gathered through a series of interviews and observations of DHS staff members and members of 311 management: DHS Customer Service Agent, Contact Center Operations Manager, and Contact Center Director. The DHS Customer Service Agent is responsible for providing comprehensive customer service, in a contact center environment, by responding to a variety of complex customer requests for information on programs and services offered by the Denver Department of Human Services (DDHS). The Contact Center Operations Manager was created for members of management at both 311 and DHS contact centers responsible for supervising customer service agents working in a contact center environment while managing continuous improvement initiatives for the operation and supporting customer service initiatives of city department and agencies. In addition, the Contact Center Operations Manager also provides leadership and direction over contact center operations to include conducting long range/short term planning and developing operational policy and performance criteria. Finally, the Contact Center Director was created for the head of the 311 Operations, who is responsible for directing and managing contact center operations while maintaining relationships with department/agency executives and elected officials to provide technical advice on customer contact opportunities, to ensure the delivery of contact center services, and to develop and recommend alternative business processes in order to continuously improve customer contact within the city. Budget impact form is attached.

b. Duration

c. Location

d. Affected Council District

e. Benefits

f. Costs

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

None.

Bill Request Number: BR11-0271

Date: 4/11/2011