



Legislation Text

File #: 17-1081, Version: 1

**OHR/CSA Request Template**

**Date Submitted:** 09-26-17

**Requesting Agency:** Office of Human Resources  
**Division:**

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**Item Title & Description:**

*(Do not delete the following instructions)*

*These appear on the Council meeting agenda. Initially, the requesting agency will enter a 2-3 sentence description. Upon bill filling, the City Attorney's Office should enter the title above the description (the title should be in **bold** font).*

*Both the title and description must be entered between the red "title" and "body" below. Do **not** at any time delete the red "title" or "body" markers from this template.*

**A bill for an ordinance amending the classification and pay plan for employees in the Career Service and for certain employees not in the Career Service.**

Changes the title of 311 Customer Service Agent to 311 Customer Service Agent I, creates a new class called 311 Customer Service Agent II (C-614), and changes the pay grade of 311 Customer Service Specialist from C-614 to C-615. The Committee approved filing this resolution by consent on 10-3-17.

**Affected Council District(s) or citywide?** Citywide

**Executive Summary with Rationale and Impact:**

*Detailed description of the item and why we are doing it. This can be a separate attachment.*

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.

**Type (choose one: Classification; Pay; Benefits; Rule Change; Other):**

**Fiscal Impact:** This has a total annual budget impact of \$208.

**Contract Amount (if applicable):**

**Draft Bill Attached?**