




MEMORANDUM

TO: Jim Gray, Mayor
Sally Hamilton, Chief Administrative Officer
Council Members

FROM: 
John Maxwell, Director
Division of Human Resources

DATE: November 28, 2016

SUBJECT: Reclassification of Customer Service Manager, Division of Government Communications

Request:

The attached action is requesting authorization to abolish one (1) classified position of Customer Service Manager (Grade 519E) and create one (1) classified position of Call Center Director (Grade 526E); reclassifying the incumbent within the Division of Government Communications, effective beginning of pay period following passage of Council.

Why are you requesting:

Upon the request of the division, the Division of Human Resources conducted a reclassification study on the requested position of Customer Service Manager held by Patricia Tatum within the Division of Government Communications. The position was analyzed by staff using the whole job rank and factor comparison methods. As a result, a recommendation for the reclassification is described in this action.

What is the cost in the budget year and future budget year?

To illustrate, this has a 12-month future impact of a cost of \$14,873.55.

Position Title	Annual Salary Before	Annual Salary After	Annual Increase/Decrease
Customer Service Manager	(\$59,417.28)	\$0	(\$59,417.28)
Call Center Director	\$0	\$71,300.32	\$71,300.32
Total Annual Impact/ Salary and Benefits \$14,873.55			



File Number

1349-16

Director/Commissioner: John Maxwell/Sally Hamilton

If you have questions or need additional information, please contact Alisha Lyle at (859) 258-3957.

