



Amendments to Classification Ordinance S-5815 in Accordance with Human Resources Committee 610 Recommendations - Utilities Service Specialist - Assignment for Water Services Department (Ordinance S-47934)

As part of a market analysis the following amendments to the Classification Ordinance [S-5815] are recommended in accordance with the recommendation of Human Resources Committee 610, effective Sept. 20, 2021. The amendments also require the City's Pay Ordinance [S-47689] to be updated. Those will be processed under a separate ordinance.

Establish the classification assignment of Utilities Service Specialist*Water, Job Code: 01372, Salary Plan: 006, Benefit Category: 003, Labor Unit Code: 003, Grade: 325 (\$17.11 - \$24.92/hourly), EEO-4 Category: Administrative Support, FLSA Status: Non-Exempt.

Modify the classification assignment of Utilities Service Specialist*Lead, Job Code: 01371, Salary Plan: 006, Benefit Category: 003, Labor Unit Code: 003, EEO-4 Category: Administrative Support, FLSA Status: Non-Exempt from Grade: 325 (\$17.11 - \$24.92/hourly) to Grade: 326 (\$17.97 - \$26.08/hourly).

Modify the classification of Utilities Credit Counselor, Job Code: 50160, Salary Plan: 006, Grade: 328 (\$19.59 - \$28.75/hourly), Benefit Category: 003, Labor Unit Code: 003, EEO-4 Category: Administrative Support, FLSA Status: Non-Exempt to the new class title of Senior Utilities Services Specialist.

Summary

Background

The Utilities Service Specialist job family was evaluated for external market competitiveness in May/June 2020. At that time, the salary and range were determined to be competitive with the external labor market. Furthermore, the City was not experiencing turnover or retention issues at Step 4 and above. The recommendation at the time was to continue the practice of hiring new employees at Step 3 and recognize that this may be a "gateway" classification. Newly hired employees may view this classification/job family as their entryway into the City and plan to transfer and move to other jobs or departments in short order. The City, and the Water Services Department

in particular, should plan for a high level of internal movement and a highly transitory workforce in the call center.

Findings

Further analysis of the job family, after the initial study results were shared, illuminated a concern with internal alignment of jobs and the relative complexity of the job duties in the Water Services Department compared with other positions located elsewhere in the City. To resolve this internal alignment issue, an “assignment” is proposed to provide a one-grade increase for those positions located in the Water Services Department.

Increasing the grade of the assignment would also necessitate a concurrent grade increase in the existing Lead assignment to maintain structural integrity, ensuring the Lead assignment is allocated to a higher grade than the subordinate classes.

The Water Department will also take this opportunity to retitle one of the classifications (Utilities Credit Counselor), to bring the title in line with the actual job duties and to better reflect the true nature of the job.

Conclusions

Providing an assignment for the Utilities Service Specialist positions in the Water Services Department will recognize the higher level of complexity and specialization in this department. Because it is an assignment, there is no impact to the incumbents’ “time in class” and no impact on seniority. The other actions (regrade the Lead assignment and retitle the Credit Counselor) will also result in no impact to seniority because there will be no change to the job codes for these actions.

Financial Impact

The estimated costs of these actions for a full fiscal year, including benefits, is approximately \$116,200. Funding is available in the Water Services Department.

Concurrence/Previous Council Action

This action was reviewed and recommended for approval by Human Resources Committee 610 on Aug. 10, 2021.

Responsible Department

This item is submitted by Deputy City Manager Toni Maccarone and the Human Resources Department.