

TO: Finance Committee

FROM: Emaan Abdel-Halim

DATE: 11 September 2021

RE: Information Clerk – Parking Division

The Parking Division Manager, Stephanie Cox requests for the 80% FTE position of Information Clerk (position #4655) in CG20, Range 7 be increased to a full 100% FTE in the 2023 Parking Division budget. This is one of three Information Clerk positions that provide customer service to the Department of Transportation/Parking/Traffic Engineering front desk. These positions provide administrative support for the City’s residential parking permit program. This work includes providing front desk receptionist duties, assisting residents for parking permit eligibility and application, respond to related transportation and parking inquiries, and issue various other parking permits as needed. Currently, the Parking Division front desk is staffed by 2 full time (1.0 FTE) Information Clerks, in addition to the current 0.8 FTE position. Increasing the FTE of this position will help provide consistent coverage, especially during busy seasons; as well as more equitable distribution of workload across all three positions. This request will bring position #4655 to the full FTE to reflect the change, and reallocate the employee (H. Wolfe) to the updated position.

For the reasons outlined in this memo, I recommend recreation of the 0.80 FTE position of Information Clerk as a 1.0 FTE position, in the Parking Division operating budget. The necessary resolution to implement this recommendation has been drafted.

Editor’s Note:

Compensation Group/Range	2023 Annual Minimum (Step 1)	2023 Annual Maximum (Step 5)	2023 Annual Maximum (+12% longevity)
20/07	\$ 47,336	\$ 52,825	\$ 59,164

cc: Stephanie Cox – Parking Division Manger
 Tom Lynch – Department of Transportation Director
 Erin Hillson – HR Services Director
 Kurt Rose – Employee and Labor Relations Manager
 Greg Gotzion - Local 6000 President
 Heather Wolfe - Employee