

TO: Finance Committee

FROM: Julie Trimbell, Human Resources

DATE: June 24, 2022

SUBJECT: Parking Division – Customer Service Ambassador

Interim Parking Division Manager David Wills is requesting the recreation of a 0.6 FTE Customer Service Ambassador position, #3461, (CG16-04), currently vacant, to a 0.75 FTE position to provide added coverage and flexibility for increased needs. Following a review of the submitted materials, I recommend the 60% Customer Service Ambassador position be recreated as a 75% position in the same classification to better meet the needs of the Parking Division.

The Parking Division currently has five filled Customer Service Ambassador positions and is looking to hire a sixth employee to serve in this role. As more people return to normal routines and employees return to work following the height of the pandemic, the Division has noticed increased usage in their parking facilities. In order to meet the customer service needs associated with this increase, extra hours of work are needed for this part time position, equivalent to an increase of 0.15%. This increase will provide better customer service, allow for more flexibility in scheduling, and alleviate the extra shifts current employees have been working. As the position is currently vacant, the request is appropriate at this time to attract a wider pool of applicants through the additional benefits that will be available.

Recreation of a 0.6 FTE Customer Service Ambassador position to a higher level FTE may be authorized directly by the Finance Committee, according to Mayoral APM 2-4. Therefore, I am recommending recreation of a 0.6 FTE Customer Service Ambassador position, #3461, to a 0.75 FTE position in the same classification, within the Parking Division operating budget.

The necessary resolution to implement this recommendation has been drafted.

Editor’s Note:

Compensation Group/Range	2022 Annual Minimum (Step 1)	2022 Annual Maximum (Step 5)	2022 Annual Maximum +12% longevity
16/04	\$44,509	\$49,226	\$55,133

cc: David Wills – Interim Parking Division Manager  
 Tom Lynch – Director of Transportation  
 Alan Wedell – Parking Revenue Supervisor  
 Erin Hillson – Employee and Labor Relations Manager  
 Neil Rainford – Local 6000

Gregg Gotzian – Local 6000

Joe Seifert – Local 6000

Walt Jackson – Local 6000