

TO: Finance Committee

FROM: Julie Trimbell, Human Resources

DATE: March 29, 2021

SUBJECT: Information Clerk – Parking Utility

Assistant Parking Utility Manager Sabrina Tolley is requesting an increase in the FTE percentage of Information Clerk position #1056 (currently 0.75 FTE and vacant) in CG20, Range 7. The increase is necessary to address workload needs and to provide acceptable customer service at the front counter. Upon reviewing the proposal and justification submitted by the Parking Utility, I recommend recreation of the 0.75 FTE Information Clerk position #1056 to a 1.0 FTE position.

Parking Utility has three permanent Information Clerk positions, which serve customers at their front counter. One of those positions is full-time, while the other two are part-time (0.8 and 0.75 FTE). Position #1056 just recently became vacant following the retirement of the former incumbent and Parking Utility would like the increase in place for the new recruitment.

These three positions provide customer service by responding to in-person, email and telephone inquiries, selling services, completing permitting work, processing requests for service, and dispensing information. All three positions must be able to perform these duties in order to provide timely customer service, and to keep operations running smoothly and efficiently. This front desk work is more than two employees can handle, especially during their busy season, and can result in longer wait times for customers. Assigning equal responsibility and shifts to the majority of front desk staff will provide greater customer service, and will also help improve service during employee absences.

Parking Utility intends to fund the increase in FTE for position #1056 through Parking Utility Reserves and plans to include it in future operating budgets.

Based on the prior analysis, I recommend recreation of Information Clerk position #1056 from 0.75 FTE to 1.0 FTE, within the Parking Utility operating budget

The necessary resolution to implement this recommendation has been drafted.

Editor’s Note:

Compensation Group/Range	2021 Annual Minimum (Step 1)	2021 Annual Maximum (Step 5)	2021 Annual Maximum +12% longevity
20/07	\$44,824	\$50,020	\$56,023

cc: Tom Lynch – Director of Transportation
 Sabrina Tolley – Assistant Parking Utility Manager
 Greg Leifer – Employee and Labor Relations Manager