

TO: Finance Committee  
FROM: William Wick, Human Resources Analyst  
DATE: September 30, 2024  
RE: Customer Service Ambassador – Parking Division

Parking Manager Stefanie Cox, on behalf of Director of Transportation Tom Lynch, requests that the 80% FTE vacant position of Customer Service Ambassador (#1297) and the 80% FTE position of Customer Service Ambassador (#3742) filled by Jerry Starlin in CG16, Range 04 be recreated as 100% FTE positions within the Customer Service Ambassador classification in the Parking Division’s operating budget.

This request seeks to create sustainable permanent full-time Customer Service Ambassador positions for the Parking Division in order to achieve more consistent staffing and support for the Division’s operations.

I recommend recreation of the 0.8 FTE positions #1297 and #3742 of Customer Service Ambassador as 1.0 FTE positions within the Customer Service Ambassador classification in the Parking Division’s operating budget. The necessary resolution to implement this recommendation has been drafted.

Editor’s Note:

Compensation Group/Range	2024 Annual Minimum (Step 1)	2024 Annual Maximum (Step 5)	2024 Annual Maximum (+12% Longevity)
16/04	\$49,614.24	\$54,871.96	\$61,456.72

cc: Tom Lynch – Director of Transportation  
Stefanie Cox – Parking Manager  
Erin Hillson - HR Director  
Kurt Rose – Employee and Labor Relations Manager  
Emaan Abdel-Halim – HR Services Manager  
AFSCME Local 6000