

TO: Board of Estimates

FROM: Sarah Olson
HR Analyst

DATE: July 22, 2014

RE: Transit Customer Service Representative

Mick Rusch, Transit Marketing & Customer Service Manager has requested that a Transit Receptionist (CG42, Range 04), position #2775, be recreated as a Transit Customer Service Representative (CG42, Range 05) to be filled through an internal competitive process as a promotional opportunity for current part-time Customer Service staff.

Replacing a Receptionist with a Customer Service Representative in the main reception area will provide overall better customer service to walk-in customers as well as to people calling the main reception number by eliminating customer wait times because the person answering the calls or covering the front will be able to immediately help the customer. All of the Customer Service staff will be scheduled on a regular basis as their shift picks in the customer service center allows and will work in the front in 4 hour intervals. In addition, when there are downtimes at the front, Metro can utilize that time by assigning this person the task of answering customer service calls. Internally, this will improve scheduling and reduce mistakes and shortages with inventory. Sales will be more spread out to individuals rather than one person, allowing for inventory to be spread out in smaller, more manageable numbers. Overall, this change will increase efficiency in scheduling and the utilization of staff.

The necessary resolution to implement this recommendation has been drafted.

Editor's Note:

Compensation Group/Range	2014 Annual Minimum (Step 1)	2014 Annual Maximum (Step 5)	2014 Annual Maximum +12% longevity
42/04	\$29,163	\$38,883	\$43,550
42/05	\$30,278	\$40,370	\$45,214

cc: Chuck Kamp-Metro Transit General Manager
Mick Rusch-Marketing & Customer Service Manager