



Legislation Details (With Text)

**File #:** 56638      **Version:** 1      **Name:** Create the classification of Customer Service Ambassador in CG16, R04 and recreate the following positions of Parking Cashier as Customer Service Ambassadors in the Parking Division operating budget: 1.0 FTE position #3999, 0.9 FTE position #1288, and 0.6

**Type:** Resolution      **Status:** Passed

**File created:** 7/9/2019      **In control:** Human Resources Department

**On agenda:** 8/6/2019      **Final action:** 8/6/2019

**Enactment date:** 8/9/2019      **Enactment #:** RES-19-00575

**Title:** Create the classification of Customer Service Ambassador in CG16, R04 and recreate the following positions of Parking Cashier as Customer Service Ambassadors in the Parking Division operating budget: 1.0 FTE position #3999, 0.9 FTE position #1288, and 0.6 FTE position #3461.

**Sponsors:** Satya V. Rhodes-Conway

**Indexes:**

**Code sections:**

**Attachments:** 1. PB Memo Cust Serv Ambassador 7-2019.pdf, 2. Customer Service Ambassador.pdf

| Date      | Ver. | Action By                  | Action                                              | Result |
|-----------|------|----------------------------|-----------------------------------------------------|--------|
| 8/6/2019  | 1    | COMMON COUNCIL             | Adopt                                               | Pass   |
| 7/22/2019 | 1    | FINANCE COMMITTEE          | RECOMMEND TO COUNCIL TO ADOPT - REPORT OF OFFICER   | Pass   |
| 7/17/2019 | 1    | PERSONNEL BOARD            | Return to Lead with the Recommendation for Approval | Pass   |
| 7/17/2019 | 1    | FINANCE COMMITTEE          | Referred                                            |        |
| 7/16/2019 | 1    | COMMON COUNCIL             | Refer                                               | Pass   |
| 7/9/2019  | 1    | Human Resources Department | Referred for Introduction                           |        |

**Fiscal Note**

The proposed resolution reclassifies three positions (#1288, #3461, #3999) within the Parking Utility operating budget from Parking Cashier (CG16-RG2) to Customer Service Ambassador (CG16-RG4). The authorized strength of each position FTE will remain consistent to the current budgeted level. Funding for the reclassification will be provided by the Parking Utility reserves, with a total incremental increase in cost of \$3,500 for the three reclassifications. These three positions are currently vacant and any costs of the reclassification will be absorbed by the salary savings generated from those vacancies in 2019.

**Title**

Create the classification of Customer Service Ambassador in CG16, R04 and recreate the following positions of Parking Cashier as Customer Service Ambassadors in the Parking Division operating budget: 1.0 FTE position #3999, 0.9 FTE position #1288, and 0.6 FTE position #3461.

**Body**

Resolution creating a new classification of Customer Service Ambassador in CG16, R04. Be it further resolved that the following positions of Parking Cashier (CG16, R02), in the Parking Division operating budget, are deleted and recreated as Customer Service Ambassadors in CG16, R04: 1.0 FTE position #3999, 0.9 FTE

position #1288, and 0.6 FTE position #3461, thereof.