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DEPARTMENT OF
PERSONNEL

CITY OF SACRAMENTO
CALIFORNIA

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SACRAMENTO, CA
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PERSONNEL MANAGEMENT
SERVICES DIVISION

APPROVED
BY THE CITY COUNCIL

916-449-5726

September 27, 1988

OCT 4 1988

DONNA L. GILES
DIRECTOR OF
PERSONNEL

City Council

OFFICE OF THE
CITY CLERK

Honorable Members in Session

SUBJECT: SALARY AND BARGAINING UNIT PLACEMENT FOR THE NEW CLASSIFICATIONS OF REVENUE SUPERVISOR, SENIOR TAX AND PERMITS REPRESENTATIVE, SENIOR CUSTOMER SERVICE REPRESENTATIVE, TAX AND PERMITS REPRESENTATIVE, CUSTOMER SERVICE REPRESENTATIVE, AND CUSTOMER SERVICE TRAINEE

SUMMARY

This report recommends that the Council approve the proposed salaries and bargaining unit placement for two new class series in the Tax and Permits and the Utility Services sections of the Revenue Division of the Finance Department. In the Utility Services section, salaries and unit placement need to be approved for the classes of Customer Services Trainee, Customer Services Representative, Senior Customer Services Representative, and Revenue Supervisor. In addition to the Trainee and Supervisor class, the Tax and Permits section will have the new classes of Tax and Permits Representative and Senior Tax and Permits Representative.

BACKGROUND AND ANALYSIS

As a result of an agreement with Local 39, a class study was conducted on the Revenue Representative I/II/III (RR) and Office Supervisor positions in the Utility Services and Tax and Permits sections of the Revenue Division of Finance. The study concluded in June 1988 with recommendations that contained the proposal of several new classifications.

Specifically, the study recognized the differences in duties between the two sections. The positions in Utility Services are responsible for receiving telephone and walk-in customer questions regarding utility billing such as account status, liens, and rates. They have the responsibility for making changes on the computer to start and stop service, change or delete accounts, remove penalties, calculate and prorate billing payments, and research and input property deed information to determine transfer taxes. On the other hand, the RR positions in Tax and Permits deal with the City's many licenses, permits, and taxes. The positions are responsible for informing customers of

various business taxes, processing the applications, and calculating fees. They evaluate, process, and issue various permits such as bingo, massage, dogs, arcades, card rooms, taxi services, and tow trucks. These positions are also responsible for processing the transfer tax, refunds and reimbursements, and rental tax.

On September 20, 1988, the Civil Service Board approved the establishment of the new class series of Revenue Supervisor, Senior Tax and Permits Representative, Tax and Permits Representative, and Customer Service Trainee for the Tax and Permits section of Revenue. For the Utility Services section, the class series of Revenue Supervisor, Senior Customer Service Representative, Customer Service Representative, and Customer Service Trainee was also approved by the Board. For the Customer Service Trainee class which is the entry level class in both series, it is proposed that the salary be established at \$1,278.16 - \$1,553.76 per month which is the same salary as the current RR I class. In recognition of higher level duties, it is proposed to set a salary of \$1,490.49 - \$1,811.68 per month for the new Customer Service Representative which is a 4.03% increase over the RR II class. The next level up, Senior Customer Service Representative, is recommended to have a salary of \$1,652.39 - \$2,008.41 per month which represents an increase over RR III of 3.79%. The salary for the new Revenue Supervisor class, which supervises the Utility Services section, is proposed to be set at \$2,020.37 - \$2,455.91 per month which is 5% above the current Office Supervisor classification.

In the Tax and Permits section of Revenue, both the Revenue Supervisor and the Customer Service Trainee will be used as the supervisor and entry level classes as in the Utility Services section with the same proposed salaries. However, at the journey and lead levels, the new classes of Tax and Permits Representative and Senior Tax and Permits Representative will be used with proposed salaries of \$1,535.19 - \$1,866.03 and \$1,687.40 - \$2,051.05 per month, respectively. These proposed salaries will result in a 7.16% increase for the Tax and Permits Representative class over the current RR II and a 6.01% increase for the Senior Tax and Permits Representative over the RR III class.

It is proposed that the new classes of Customer Service Trainee, Customer Service Representative, Senior Customer Service Representative, Tax and Permits Representative, and Senior Tax and Permits Representative be placed in Unit 16, Office and Technical due to the fact that the current classes of RR I/II/III are in this unit. No reason for bargaining unit change was found during the class study. It is proposed that the Revenue Supervisor class be placed in Unit 15, Supervisory, also for the reason stated above since the current Office Supervisor class is in that unit.

Local 39 has reviewed the proposals contained in this report and is in agreement.

Since no conflict of interest categories were necessary for the current classes of RR I/II/III and Office Supervisor and nothing has changed regarding this issue, a conflict of interest resolution is not needed.

FINANCIAL IMPACT

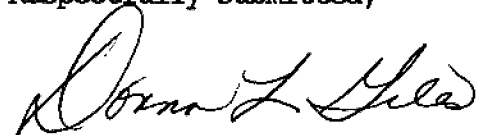
The increased cost of employee services due to the proposed higher salaries in the Revenue Division totals \$22,362.09. This additional cost may have a budgetary impact and will need to be reviewed mid-year to determine if Revenue's budget can handle the salary increases. If this turns out to be the case, the additional money will come from the administrative contingency of the General and Public Works Utility Enterprise Funds.

RECOMMENDATIONS

It is recommended that the City Council amend Resolution 88-007 to effect the following changes:

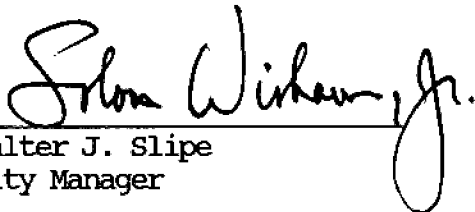
1. Set the monthly salaries for the new classifications as follows:
 - a. Revenue Supervisor: \$2,020.37 - \$2,455.91.
 - b. Senior Tax and Permits Representative: \$1,687.40 - \$2,051.05.
 - c. Tax and Permits Representative: \$1,535.19 - \$1,866.03.
 - d. Senior Customer Service Representative: \$1,652.39 - \$2,008.41.
 - e. Customer Service Representative: \$1,490.49 - \$1,811.68.
 - f. Customer Service Trainee: \$1,278.16 - \$1,553.76.
2. Placement of the Senior Tax and Permits Representative, Tax and Permits Representative, Senior Customer Service Representative, Customer Service Representative, and Customer Service Trainee in the Office and Technical Unit.
3. Placement of the Revenue Supervisor in the Supervisory Unit.

Respectfully Submitted,



Donna L. Giles
Director of Personnel

Recommendation Approved:



for: Walter J. Slipe
City Manager

October 4, 1988
All Districts

RESOLUTION NO. 88-845

ADOPTED BY THE SACRAMENTO CITY COUNCIL ON DATE OF

October 4, 1988

APPROVED BY THE CITY COUNCIL

OCT. 4 1988

AMENDING RESOLUTION 88-007 RELATING TO SALARY SCHEDULES, EMPLOYER-EMPLOYEE RELATIONS POLICY, AND DESIGNATION OF EXEMPT JOB CLASSIFICATIONS

OFFICE OF THE CITY CLERK

BE IT RESOLVED BY THE COUNCIL OF THE CITY OF SACRAMENTO THAT RESOLUTION 88-007 IS AMENDED AS FOLLOWS, EFFECTIVE OCTOBER 8, 1988:

Section 1.

Exhibit A, Salary Schedules, Schedule #16, Office and Technical, salaries is amended by the addition of the following classifications:

1. Senior Tax and Permits Representative with a salary of \$1,687.40 - \$2,051.05 per month.
2. Tax and Permits Representative with a salary of \$1,535.19 - \$1,866.03 per month.
3. Senior Customer Service Representative with a salary of \$1,652.39 - \$2,008.41 per month.
4. Customer Service Representative with a salary of \$1,490.49 - \$1,811.68 per month.
5. Customer Service Trainee with a salary of \$1,278.16 - \$1,553.76 per month.

Exhibit A, Salary Schedules, Schedule #15, Supervisory, salaries is amended by:

The addition of the Revenue Supervisor classification with a salary of \$2,020.37 - \$2,455.91 per month.

Section 2.

Exhibit B, Employer-Employee Relations Policy, is amended by the:

1. Addition of the classifications of Senior Tax and Permits Representative, Tax and Permits Representative, Senior Customer Service Representative, Customer Service Representative, and Customer Service Trainee to the Office and Technical Unit.
2. Addition of the classification of Revenue Supervisor to the Supervisory Unit.

ATTEST:

CITY CLERK

MAYOR