

**CITY COUNCIL AGENDA ITEM**  
CITY OF SHORELINE, WASHINGTON

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| <b>AGENDA TITLE:</b> Approval of Ordinance No. 410 to Reclassify a Position and to Increase the Salary for a Position Within the City's Classification and Compensation Plan |
| <b>DEPARTMENT:</b> Human Resources   |
| <b>PRESENTED BY:</b> Julie Modrzejewski, Assistant City Manager<br>Marci Wright, Human Resources Director  |

**ISSUE STATEMENT:** In October of 2001, a decision was made to assign new lead responsibilities to one of the Customer Response Team Representatives. As a result, this employee was assigned 5% out of class pay. We recently reviewed this situation and, since the duties have become an ongoing part of this employee's job, we are recommending that we reclassify the incumbent to a new classification, Lead Customer Response Team Representative, rather than continue the out of class pay.

In the same recent review, we conducted an internal salary comparison for the salary of the Customer Response Team Supervisor classification. We are recommending an increase of the salary for this classification.

**ANALYSIS:** The additional duties performed by the "lead" include:

1. Responsible for training and orientation on field activities for all new CRT employees and field training for continuing staff on an as needed basis;
2. Providing advice and assistance to other CRT staff on the more complex or unique customer complaints and inquiries;
3. Identifying process and procedural enhancements and recommend improvements to the CRT Supervisor;
4. Performing research and drafting documents as directed by the Supervisor;
5. In the absence of the CRT Supervisor, provides day to day supervision of Customer Response Team staff and performs other typical tasks of the Supervisor.

These additional duties have continued during the more than four years since the original assignment and are expected to continue into the foreseeable future.

Based on this expectation, we believe that creation of a "lead" classification is a better approach than continuing "out of class" pay. Out of class pay is intended to provide additional compensation for temporarily assigned higher level duties rather than ongoing responsibilities.

We recommend the creation of the new classification of Lead Customer Response Team Representative. We recommend a salary placement in Range 43; this reflects the same 5% increase that the incumbent has been receiving as out of class pay.

We have also recently reviewed the salary level for the Customer Response Team Supervisor. The Supervisor classification has been assigned to Range 49 since its origination in 1998. Because our CRT unit is unique among our defined labor market jurisdictions, we have not found "matches" during our periodic external salary surveys conducted since 1998. Since 1998, several other supervisory positions, originally assigned to Range 49, have been increased based on external market survey results. Also, some new supervisory classifications have been created. Therefore, we took the opportunity to examine internal comparable classifications to determine whether any salary adjustment for the CRT Supervisor would be warranted.

Based on this internal look at comparable classifications, we are recommending an increase for the Supervisor. We compared components of the jobs including size of staff, size of budget, level in the organization and key responsibilities. We believe the closest internal "match" for the Supervisor is the Public Works Administrative Manager, which is in salary range 52.

We recommend increasing the salary range for the CRT Supervisor and moving the classification from Range 49 to Range 52.

**FINANCIAL IMPACT:** The 2006 cost to implement this reclassification is estimated to be approximately \$4,500 and can be absorbed within the general fund budget.

### **RECOMMENDATION**

Staff recommends that Council adopt Ordinance No. 410 reclassifying a position and increasing the salary for a position within the City of Shoreline Classification and Compensation Plan.

### **ATTACHMENTS**

Attachment A – An Ordinance Reclassifying a Customer Response Team Representative Position in the CRT Team to a New Classification Entitled Lead Customer Response Team Representative and Increasing the Salary Range for the Customer Response Team Supervisor and Amending Ordinance No. 404, by Amending the 2006 Non-Exempt Salary Table to Add a New Classification and the 2006 Exempt Salary Table

Attachment B – Classification Specification for Lead Customer Response Team Representative

Approved By:

City Manager 

City Attorney 

## CITY OF SHORELINE

### LEAD CUSTOMER RESPONSE TEAM REPRESENTATIVE

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

#### **DEFINITION**

To perform lead responsibilities in support of the Customer Response Team; to provide support to the Customer Response Team Supervisor and to perform certain responsibilities in the absence of the Supervisor; to respond to customer inquiries and complaints concerning drainage, sidewalk and roadway failures, hazardous material spills, traffic, vegetation, park concerns, code enforcement, 24-hour emergency response and abandoned vehicles.; assists Police and Fire Departments setting up traffic control zones, detours and flagging traffic; conducts initial investigations; advises City staff and the public on ADA, code compliance, and traffic mitigation requests; and performs research and maintain records.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives supervision from the Customer Response Team Supervisor.

**ESSENTIAL AND MARGINAL FUNCTION STATEMENTS** *Essential and other important responsibilities and duties may include, but are not limited to, the following:*

#### **Essential Functions:**

1. In the absence of the Customer Service Supervisor, provides day to day supervision of Customer Response Team staff and performs other typical tasks of the Supervisor such as responding to public disclosure requests, assists with claims filed against the City, drafts customer letter responses, advises on CRT processes and procedures.
2. Responsible for training and orientation on field activities for all new CRT employees and provides field training to continuing staff on an as needed basis.
3. Provide advice and assistance to other CRT staff on the more complex or unique customer complaints and inquiries; identify process and procedural enhancements and recommend improvements to the CRT Supervisor; perform research and draft documents as directed by the Supervisor.
4. Receive and respond to requests from the public and City departments; investigate requests for service concerning zoning and code enforcement, drainage, sidewalk and roadway maintenance, traffic, vegetation and parks concerns.
5. Respond to, investigate and resolve requests regarding compliance with the Americans with Disabilities Act; investigate validity of request and take appropriate action.
6. Inspect and accept responsibility for scene direction and control from the Police Department and Fire Department; post building access notices on fire damaged structures; assist during emergency operations.
7. Estimate materials, time and personnel required to complete work projects; develop schedules accordingly.
8. Respond to and/or coordinate response to emergency flood, snow, ice and vegetation control and the removal and clean up of hazardous waste.
9. Confer with City Attorney to ensure that City laws and ordinances are adhered to; assure uniformity of interpretation, application and enforcement of regulations, codes and conditions.
10. Provide information and services to other City departments, outside agencies, organizations and the general public; attend and participate in various community and professional group meetings as required.
11. Inspect, perform and/or coordinate the preparation of temporary surface treatments and sealing techniques; perform traffic control duties as required.
12. Read and interpret blue prints, plat maps and schematics.

13. Investigate and coordinate the cleaning and maintenance of storm drains; debris removal, concrete, asphalt and other waste materials; haul debris to waste sites.
14. Operate and maintain a variety of tools and equipment, flagging and traffic control devices and office equipment; maintain inventory of tools, equipment and supplies in clean, safe and proper working condition.
15. Investigate, identify and coordinate the repair of utility malfunctions including but not limited to, water leaks, sewage overflows and downed wires; set up & maintain control of the area as required.
16. Compose a variety of written materials including reports, discussion papers, graphics and other materials; collect, analyze and interpret data.
17. Respond to emergency situations on a 24-hour / 7-day basis; be on-call in accordance with departmental standards.
18. Respond to and coordinate with Police the enforcement of abandoned vehicles on public property, including tagging the vehicles for 24 hour impound.

**Marginal Functions:**

1. Serve as staff on a variety of committees; prepare and present staff reports and other necessary correspondence
2. Perform related duties and responsibilities as required.

**QUALIFICATIONS**

**Knowledge of:**

Interpersonal skills utilizing tact, patience and courtesy.  
 Operational characteristics, services and activities of a customer service and response program.  
 Pertinent Federal, State and local laws, codes and regulations.  
 Principles and practices of code enforcement  
 Principles and practices of emergency response  
 Principles and practices of customer relations.  
 Principles and practices of field investigation  
 Principles and practices of traffic control  
 Principles and practices of research and analysis.  
 Principles of business letter writing and basic report preparation  
 Operations, services and activities of a public works and planning departments  
 Principles and practices of street and roadway maintenance.  
 Specialized construction, maintenance and repair procedures.  
 Occupational hazards and standard safety practices.  
 Operational characteristics of hand tools and equipment  
 Traffic control devices and set up requirements

**Ability to:**

Work independently and make critical decisions in the absence of supervision. Keep supervisor informed of problems, progress, and emerging issues.  
 Effectively respond to citizen complaints and inquiries.  
 Establish and maintain effective working relationships with those contacted in the course of work  
 Collect, analyze and interpret data.  
 Use electronic and manual measuring devices to record and preserve evidence and testify to its use in judicial proceedings.  
 Read and interpret blue prints, plat maps and schematics.  
 Interpret and apply Federal, State and local policies, laws and regulations.  
 Communicate clearly and concisely, both orally and in writing.  
 Prepare clear and concise administrative reports.  
 Independently respond to emergency situations on a 7-day / 24-hour basis.  
 Be on-call in accordance with departmental standards.  
 Deal with difficult people.  
 Work under pressure.  
 Explain codes and represent the City's policies in an objective manner.

Respond to an emergency or hazardous situation as the first responder  
Set up and maintain emergency traffic control in a safe and effective manner  
Ensure work projects are completed according to safety, codes, specifications and timelines.  
Operate a variety of hand tools Physical ability to perform the essential functions including climbing, stooping, walking, lifting up to 50 pounds, pulling, pushing, balancing. etc  
Maintain physical condition appropriate to the performance of assigned duties and responsibilities.

**Experience and Training Guidelines**

*Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Experience:**

Three years of customer service with some field investigations, construction or maintenance experience.  
Experience as a lead worker desired.

**Training:**

Equivalent to the completion of the twelfth grade supplemented by specialized training in, customer service, code enforcement, maintenance or a related field.

**License or Certificate:**

Possession of, or ability to obtain, a valid Washington State Driver's License.

Possession of, or ability to obtain, a valid flagging certificate.

Possession of, or ability to obtain, a first aid/CPR certificate.

**WORKING CONDITIONS**

**Environmental Conditions:**

Field environment; travel from site to site; exposure to noise, dust, grease, smoke, fumes, gases, inclement weather conditions; work in or with water; work on slippery or uneven surface, traffic control in high volume traffic areas; typical office and field work utilizing computers.

**Physical Conditions:**

Essential and marginal functions may require maintaining physical condition necessary for heavy lifting; walking, standing or sitting for prolonged periods of time; bending, stooping, kneeling, crawling; operating motorized equipment and vehicles; near visual acuity for the interpretation of blue prints and schematics and utilizing computer screen and keyboard.

**Note:**

1. Any combination of education and experience may be substituted, so long as it provides the desired skills, knowledge and abilities to perform the essential functions of the job.
2. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. However, some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.
3. While requirements may be representative of minimum levels of knowledge, skills and abilities to perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently.
4. This job description in no way implies that these are the only duties to be performed. Employees occupying the position will be required to follow any other job-related instructions and to perform any other job related duties requested by their supervisor.

I have read and understand this class description.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**ORDINANCE NO. 410**

**AN ORDINANCE OF THE CITY COUNCIL OF THE CITY OF SHORELINE, WASHINGTON, RECLASSIFYING A CUSTOMER RESPONSE TEAM REPRESENTATIVE POSITION IN THE CRT TEAM TO A NEW CLASSIFICATION ENTITLED LEAD CUSTOMER RESPONSE TEAM REPRESENTATIVE AND INCREASING THE SALARY RANGE FOR THE CUSTOMER RESPONSE TEAM SUPERVISOR AND AMENDING ORDINANCE NO. 404, BY AMENDING THE 2006 NON-EXEMPT SALARY TABLE TO ADD A NEW CLASSIFICATION AND THE 2006 EXEMPT SALARY TABLE**

WHEREAS, the 2006 Final Budget for the City of Shoreline was adopted by Ordinance No. 404, Section 1 (hereafter “2006 Budget”); and

WHEREAS, the City Manager has determined it is appropriate to reclassify the Customer Response Team Representative currently receiving out of class pay to a new classification Lead Customer Response Team Representative; and

WHEREAS, a salary range should be set which is commensurate with the new classification; and

WHEREAS, a salary range increase should be established for the Customer Response Team Supervisor;

WHEREAS, the both positions shall continue to work in the CRT Team and no amendments to the Team’s 2006 budget are needed;

**NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF SHORELINE, WASHINGTON, DO ORDAIN AS FOLLOWS:**

**Section 1. Amendment to the 2006 Budget Summary.** The City hereby amends Section 1 of Ordinance No. 404 by making the following revisions to the 2006 Non-Exempt Salary Table and 2006 Exempt Salary Table, 2006 Adopted Budget Tables:

- A. A new classification designated “Lead Customer Response Team Representative” is added to Range 35 of the 2006 Non-Exempt Salary Table.
- B. The classification “Customer Response Team Supervisor” is moved from Range 49 to Range 52 of the 2006 Exempt Salary Table.

**Section 2. Effective date.** A summary of this ordinance consisting of its title shall be published in the official newspaper of the City and the ordinance shall take effect and be in full force five (5) days after the date of publication.

**PASSED BY THE CITY COUNCIL ON FEBRUARY 27, 2006.**

\_\_\_\_\_  
Robert Ransom, Mayor

**ATTEST:**

**APPROVED AS TO FORM:**

\_\_\_\_\_  
Scott Passey  
City Clerk

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Ian Sievers  
City Attorney

Date of Publication:  
Effective Date:

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