Agenda Item No.: **27.**

AGENDA SUMMARY PAGE

CITY COUNCIL MEETING OF: NOVEMBER 15, 2006

DEPARTMENT: HUMAN RESOURCES
DIRECTOR: CLAUDETTE ENUS

☒ **Consent** ☐ **Discussion**

SUBJECT:
Approval to create one regular full time Customer Service Representative Position for the Insurance Services Division of Human Resources ($38,455 Salary + $15,382 Benefits - Internal Service Fund)

Fiscal Impact

☐ **No Impact** ☐ **Augmentation Required**

☐ **Budget Funds Available**

Amount: $53,837.00
Funding Source: Internal Service Fund
Dept./Division: Human Resources/Insurance Services Division

PURPOSE/BACKGROUND:
In October of 2002, the Human Resources Department moved from offices located on N. 7th Street to the present offices on the first and second floors of City Hall. This move resulted in the need for customer service representatives on both floors and Insurances Services was asked to provide the personnel to staff the customer service desk on the first floor, which now houses the HR Director and the Insurance Services, Employee Relations, and Organizational Development & Training Divisions of the Department. In the four years that HR has occupied these offices, the front desk position has been filled by eleven different hourly substitute employees who, by contract, can only occupy the position for a maximum of 6 months. The turnover is costly and counterproductive. This position is the first city employee many customers will see when visiting City Hall. City employees often visit this area to conduct their business with the various HR divisions. It is important that the individual be well trained, knowledgeable, and eager to assist the customer or visitor. By making this a permanent position, we can fill it with such an individual and offer citizens and city employees alike the courteous, knowledgeable assistance they expect and deserve.

RECOMMENDATION:
Approve the creation of Customer Service Representative Position for Insurance Services

BACKUP DOCUMENTATION:
None

Motion made by GARY REESE to Strike Items 27, 28 and 29 and to Hold in Abeyance Items 51 and 52 to 12/6/2006

Passed For: 7; Against: 0; Abstain: 0; Did Not Vote: 0; Excused: 0
LAWRENCE WEEKLY, LARRY BROWN, LOIS TARKANIAN, STEVE WOLFSON, OSCAR B. GOODMAN, GARY REESE, STEVEN D. ROSS; (Against-None); (Abstain-None);

(Did Not Vote-None); (Excused-None)

Minutes:
There was no discussion.