

CITY OF EL PASO, TEXAS
DEPARTMENT HEAD'S SUMMARY REQUEST FOR COUNCIL ACTION (RCA)

DEPARTMENT: Human Resources

AGENDA DATE: 06/12/07

CONTACT PERSON/PHONE: Human Resources, Linda Ball Thomas, (915) 541-4509

DISTRICT(S) AFFECTED: N/A

SUBJECT:

APPROVE: Resolutions for the creation of Job Specifications for Transit Customer Service Supervisor

BACKGROUND / DISCUSSION:

The creation of these job classes was requested by the Mass Transit Director to implement the strategic reorganization for the department. No current specifications adequately describe the nature, scope and level of the assignments and requirements for these positions.

PRIOR COUNCIL ACTION:

N/A

AMOUNT AND SOURCE OF FUNDING:

Budgeted for FY/2007
Funding Source: 60600001-01101-51000

BOARD / COMMISSION ACTION:

Per Civil Service Commission approval on 05/24/07

*******REQUIRED AUTHORIZATION*******

LEGAL: (if required) _____

FINANCE: (if required) _____

OTHER: _____

(Example: if RCA is initiated by Purchasing, client department should sign also)

Information copy to appropriate Deputy City Manager

APPROVED FOR AGENDA:

CITY MANAGER: _____

DATE: _____

RESOLUTION

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF EL PASO:

That the Classification and Compensation Plan shall be amended, as recommended by the Civil Service Commission. The class of **Transit Customer Service Supervisor** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **14300**. The Grade is **GS 51**.

PASSED AND APPROVED this 12th day of June, 2007.

THE CITY OF EL PASO

John F. Cook
Mayor

ATTEST:

Richarda Duffy Momsen
City Clerk

APPROVED AS TO FORM:



John R. Batoon
Assistant City Attorney

APPROVED AS TO CONTENT:

Linda Ball Thomas
Human Resources Director

APPROVED BY THE CIVIL
SERVICE COMMISSION:

Date: May 24, 2007

By: _____
Secretary

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CITY CLERK DEPT.

JOHN COOK
MAYOR

JOYCE WILSON
CITY MANAGER

LINDA BALL THOMAS
HUMAN RESOURCES DIRECTOR



CITY COUNCIL
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SUSANNAH M. BYRD, DISTRICT 2
J. ALEXANDRO LOZANO, DISTRICT 3
MELINA CASTRO, DISTRICT 4
PRESI ORTEGA, JR., DISTRICT 5
EDDIE HOLGUIN JR., DISTRICT 6
STEVE ORTEGA, DISTRICT 7
BETO O'ROURKE, DISTRICT 8

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HUMAN RESOURCES DEPARTMENT

TO: Civil Service Commission
FROM: Linda Ball Thomas, Human Resources Director
SUBJECT: New Job Specifications
DATE: May 17, 2007

The Human Resources Department recommends Civil Service Commission approval of the job classification items listed below. See attached proposed job specifications.

<u>TITLE</u>	<u>CODE</u>	<u>GRADE</u>
PROPOSED Transit Customer Service Supervisor	14300	GS 51
PROPOSED Transit Data Specialist	14335	GS 51

The creation of the proposed job classes was requested by the Sun Metro Director to implement the strategic reorganization for the department. No current specifications adequately describe the nature, scope and level of the assignments and requirements for these positions.

The proposed job specifications were written in the standard style and format and were reviewed by the Sun Metro Director and the Human Resources Director. The City's current methodology for evaluating jobs was then applied. The recommended grades shown above establish an externally competitive as well as equitable relationship with respect to other City job classes.

This recommendation is being made pursuant to:

Civil Service Rule 4, Section 2 a & b. Classification of New Positions:

"a. The creation of a new position is subject to approval through the budgeting process based on needs demonstrated by the Department Head concerned. If the Human Resources Director determines that no appropriate class exists, a new class shall be submitted to the Civil Service Commission for approval and then to City Council for adoption."

"b. Whenever a new position is proposed, the Department Head shall forward to the Human Resources Director a description of the proposed duties and responsibilities of the position. The Human Resources Director shall, after a study of the Department Head's proposal, make changes if necessary, recommend the appropriate class and grade in the classification plan to which the position should be allocated and refer the matter to the Commission for approval."



JOHN COOK
MAYOR

JOYCE WILSON
CITY MANAGER

LINDA BALL THOMAS
HUMAN RESOURCES DIRECTOR



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HUMAN RESOURCES DEPARTMENT

Approval of the proposed new job classes will allow Human Resources to proceed to fill the new positions through competitive recruitment and examination. The department would like to recruit for these positions as soon as possible.

Attachment (*Proposed Job Specifications*)





JOB SPECIFICATION

Code 14300
Grade GS 51

TRANSIT CUSTOMER SERVICE SUPERVISOR

General Purpose

Under general supervision, supervise customer service area; oversee responses to telephone and written inquiries and assists in resolving customer issues.

Typical Duties:

Plan, organize and schedule resources. Involves: Establish work priorities, assign tasks and monitor work progress. Develop goals and objectives for the customer service section. Ensure timely response to customer inquiries via telephone, internet, written correspondence or in a face-to-face one-to-one setting. Prepare responses to customers.

Supervise, coordinate, train and evaluate performance of assigned staff. Involves: Ensure follow-up on customer complaints, requests and inquiries to ensure that all concerns are satisfactorily resolved. Providing input on employee performance evaluations and disciplinary actions.

Direct and interpret the research and analysis of customer concerns and inquiries. Involves: Conduct investigations of complaints and coordinate resolutions. Compile reports and maintain records of service rendered.

Make recommendations regarding service improvements in work areas. Involves: Assist in the evaluation of operations, policies and procedures as they relate to customer service.

Perform related duties and fulfill responsibilities as required.

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JOB SPECIFICATION

Code 14300
Grade GS 51

TRANSIT CUSTOMER SERVICE SUPERVISOR

Knowledge, Skills, and Abilities

- Application of considerable knowledge of assigned department operational policies, procedures and practices.
- Application of considerable knowledge of customer service and problem solving skills.
- Application of good knowledge of supervisory techniques and public relations practices and procedures.
- Application of good knowledge of personal computers and spreadsheet software.
- Read, interpret, understand, apply and explain rules, regulations and operating procedures for decision-making and reporting purposes.
- Establish and maintain cooperative working relationships with assigned staff, City employees, customers and the general public, often in stressful situations.
- Prepare and maintain detailed records.
- Express oneself clearly and concisely, orally and in writing.
- Interpretation of written and oral instructions.

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Other Job Characteristics:

- Exposure to irate clients.

Minimum Qualifications:

Education and Experience: An Associates degree in business or public administration or a related field and four (4) years of increasingly responsible experience in public information or customer service.

Licenses and Certificates: Valid Class "C" Texas Driver's License


Human Resources Director

Department Director