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MEMO

TO: Human Resources Committee

FROM: Paula Vandehey, Director of Public Works

DATE: October 31, 2018

SUBJECT: Proposed Department of Public Works Table of Organization change related to the 5th Floor Customer Service Team.

The 5th Floor Customer Service team currently consists of 2 full-time and 2 part-time positions. This team provides support to all departments located on the 5th floor of City Center. Since 2012, we have had seven (7) different employees fill the 2 part-time positions. Effective Friday, November 2, 2018 we will be losing another part-time employee from this team.

This constant turnover of part-time staff is negatively impacting customer service, productivity and employee morale. To best serve the clerical and customer service needs of all 5th floor customer service departments, we are proposing to join the two part-time non-benefited positions into a full-time benefited position. This will bring better continuity and a more balanced workload for all positions.

Therefore, I request approval of the proposed Department of Public Works Table of Organization change related to the 5th Floor Customer Service Team.

