



DEPARTMENT OF
**PUBLIC
WORKS**

MEMORANDUM

Date: April 25, 2024
To: HR/IT Committee Members
From: Danielle Block, PE Director of Public Works
Subject: DPW Administration Table of Organization Change

The Department of Public Works Administration Division has identified a need and opportunity within our organization structure. Currently the Customer Service Specialists (3 FTE) report to the Assistant City Engineer. Better aligning our Customer Service Specialists within the Administration Division will improve operations and customer experiences within the Department

Table of Organization:

The proposed change includes the movement of three Customer Service Specialist positions from the Engineering Division into the Administration Division under the supervision of the Managerial Accounting Coordinator. This change would improve the customer service experiences, provide clear and consistent direction to customer service staff, and streamline training and changes in standard operating procedures.

Fiscal Impact:

The modifications to the DPW Table of Organization does not result in any reclassification of positions. The modification would be budget neutral based on Pay Grades.

This is an opportunity for DPW to provide an improved customer experience and allow for a greater level of communication and training to our support staff. I request you approve these changes to DPW's table of organization.