



CITY OF COMMERCE AGENDA REPORT

TO: Honorable City Council

Item No. ____

FROM: City Administrator

SUBJECT: Phone Protocols

MEETING DATE: March 14, 2017

RECOMMENDATION

Direct staff to implement proposed changes as it relates to the citywide phone protocols/system.

BACKGROUND

The City desires to redesign the phone protocols and change the current system of the automated phone message to live phone receptionist directing phone calls for the entire city. The adoption of the suggested policy would result in efficiency, accountability, promptness, and better customer service. Patron requests could be directed immediately to the appropriate staff member or certain requests could be answered immediately based on the patron need.

TRANSPORTATION OFFICE ASSISTANT: In addition, there is a need for the Office Specialist Position in the Transportation Department. Director of Transportation Department previously requested Office Assistant position, and the request was continued to a later date when phone protocols/system is reviewed citywide. The needs of the Transportation department are unique in the sense of coordinating, answering and dispatching bus operators. Proposed changes allow an allocation of a full-time Office Assistant position at no cost for the City.

COST: Proposed changes to phone system/protocols could be implemented without an additional cost to the City by reassigning some positions in the existing departments. In addition reassigning of CSO position to Office Assistant allows for approximate \$10,000 savings.

Following evaluation of the current needs in some of the departments, the following changes are recommended:

1. Reclassify the two part-time Reception Positions in Public Safety Community Services to Senior Office Assistants (No cost)
2. Reclassify the vacant part-time CSO Position to Senior Office Assistant and remain in Public Safety Community Services (Approx. 10K Savings)
3. Transfer the full-time Senior Office Specialist Position in Human Resources to Public Safety and Community Services (No Cost)
4. Transfer the full-time Office Specialist Position in Community Services to Transportation (No Cost)
5. Transfer the part-time Senior Office Assistant position in Administration to Public Safety Community Services (No Cost).

Proposed changes as outlined above result in the creation of four part-time Senior Office Assistants in Community Services and Public Safety whose main duties will be to answer Citywide phone calls between 8 am-6 pm. All incoming calls will be coming directly to Community Services and Public Safety Department. Staff will be trained on phone protocols and etiquette following Council approval.

FISCAL IMPACT

If the City Council approves the aforementioned proposal, the City will realize a savings of approximately \$10,000 (primarily from the reclassification of PT CSO position to a PT Office Assistant position). This will hold true if the service level (current hours budgeted for each position) remains unchanged.

Recommended by: Lena Shumway, City Clerk

Reviewed by: Vilko Domic, Finance Director

Respectfully submitted: Matthew Rodriguez, Interim City Administrator

Approved as to form: Eduardo Olivo, City Attorney