

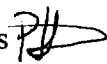


FINANCE MEMORANDUM
#09-27

DATE: December 17, 2009

TO: Honorable Mayor Kathleen M. Novak and City Council Members

FROM: Bill Simmons, City Manager 
Shawn Cordsen, Finance Director 
Paula Jensen, Director of Management Services 

SUBJECT: Action Item CR-167/Resolution 08-156

RECOMMENDATION:

In accordance with CR-167/Resolution 08-156 adopted on October 23, 2008, staff recommends the following exception to the hiring freeze.

Customer Service Representative: This position provides front-line customer service and is the first point of contact for visitors and residents as they enter City Hall. The position is also responsible for the handling of incoming phone calls and the operation of the City's main switchboard. Additional duties include the collection and processing of miscellaneous receipts, cash handling, mail distribution, and general filing.

ADDITIONAL INFORMATION:

This vacancy is not a new position, but rather the result of the current customer service representative being selected for the Sales Tax Specialist position (exempted from the hiring freeze at the November 12, 2009 City Council Meeting). This position is budgeted in the adopted 2009 budget and the proposed 2010 budget. The annual salary and benefit cost for the Customer Service Representative position is approximately \$35,000.

If left unfilled, this vacancy has the potential to negatively affect the level of customer service desired as the first point of contact for visitors and residents to City Hall. There is no anticipated negative impact to the adopted 2009 and recommended 2010 budget expenditures with the approval of this resolution.

STAFF REFERENCE:

If Councilmembers have any comments or questions, you may contact Shawn Cordsen at scordsen@northglenn.org or at 303-450-8719.