

FINANCE MEMORANDUM
#10-30

DATE: October 14, 2010

TO: Honorable Mayor Joyce Downing and City Council Members

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

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 staff separation. This position is budgeted in the adopted 2010 budget and the proposed 2011 budget. The annual salary and benefit cost for the Customer Service Representative position is approximately \$37,000.

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 2010 and proposed 2011 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.