



Agenda Report

MEETING DATE: Tuesday, November 15, 2022

TO: City Council

FROM: PUBLIC WORKS & UTILITIES DIRECTOR DI RENZO
DEPUTY CITY MANAGER MANNING

THROUGH: CITY MANAGER MENDEZ

SUBJECT: RESOLUTIONS APPROVING AND AUTHORIZING NEW AND
REVISED PUBLIC WORKS & UTILITIES JOB CLASSIFICATIONS
AND REVISED SALARIES FOR LISTED JOB CLASSIFICATIONS

RECOMMENDED ACTION:

It is recommended the City Council adopt resolutions to approve and authorize the following new and revised Public Works & Utilities job descriptions for the following classifications, and associated proposed salary changes, where applicable:

- Senior Building Maintenance Worker (new) at salary range \$4,887.35 to 6,549.52/month, \$28.20 to \$37.79/hour.
- Traffic Operations Coordinator at salary range \$6,677.36 to \$8,948.31/month, \$38.52 to \$51.62/hour.
- Equipment Service Coordinator (new) at salary range \$4,982.71 to \$6,677.32/month, \$28.75 to \$38.52/hour.
- Wastewater Treatment Plant Operator Trainee (new) at salary range \$4,541.71 to \$6,086.37/month, \$26.20 to \$35.11/hour.
- Wastewater Treatment Plant Operator I at established salary range \$5,223.01 to \$6,999.33/month, \$30.13 to \$40.38/hour.
- Wastewater Treatment Plant Operator II at established salary range \$5,772.02 to 7,735.07/month, \$33.30 to \$44.63/hour.
- Wastewater Treatment Plant Operator III at established salary range \$6,652.25 to \$8,914.64/month, \$38.38 to \$51.43/hour.
- Wastewater Treatment Plant Lead Operator (new) at salary range \$ 7,317.47 to \$9,806.10/month, \$42.22 to \$56.57/hour.
- Water Services Technician I at salary range \$4,914.35 to \$6,585.63/month, \$28.35 to \$37.99/hour.
- Water Services Technician II at salary range \$5,430.92 to \$7,277.96/month, \$31.33 to \$41.99/hour.

- Water Services Technician III at salary range \$5,961.24 to \$7,988.63/month, \$34.99 to \$46.09/hour.
- Water Services Crew Leader at salary range \$6,677.36 to \$8,948.31/month, \$38.52 to \$51.62/hour.
- Utility Account Specialist (new) at salary range \$ 4,609.14 to \$6,176.69/month, \$26.59 to \$35.64/hour.
- Public Works Administrative Services Manager at salary range \$9,985.47 to \$13,385.51/month, \$57.61 to \$77.20/hour.

The proposed new and revised Public Works & Utilities Department job classifications and revised salaries for listed job classifications were approved by the Personnel Commission at its November 3, 2022, meeting and were reviewed and approved by the associated bargaining units and impacted employees.

BACKGROUND:

When departments experience staffing challenges or changes in a business need, the City evaluates what steps can be taken to best address these issues. These evaluations occur when brought forward by departments or initiated by the Human Resources Department to address staffing challenges or business need. Examples of these situations include not being able to recruit qualified candidates due to having outdated job descriptions or having a salary that is significantly less than comparable cities. Other situations include having job classifications that expand and grow over time meriting the creation of an additional level in a job series to best capture the expanded or higher-level duties and to provide for career advancement. Retention issues may also prompt changes in salaries when there are both internal and external equity issues. Lastly, due to changing business needs, it often becomes necessary to create or revise job classifications to capture the job responsibilities needed to address a new or changed function of a department.

The recommended changes proposed by the Public Works and Utilities Department have been a result of many months of evaluation and review to address a number of these staffing issues that have arisen in the last year. The recommendations aim to address the staffing challenges that the department faces and ensure that the department can hire and retain high qualified staff to continue carrying out changing functions.

DISCUSSION:

Building and Facilities Maintenance

A new classification was created about a year ago (Building and Facilities Manager) to oversee the functions of this unit. This position was recently recruited for and the candidate is anticipated to begin employment on November 14, 2022. Public Works is proposing a new classification of a Senior Building Maintenance Worker to allow for career advancement and fill a current gap between the Building Maintenance Worker and the Facilities and Maintenance Supervisor. The position would direct day to day activities of the custodians and a more junior Building Maintenance Worker. The salary is proposed to be 12% above that of the Building Maintenance Worker.

Engineering and Streets

Public Works is proposing to adjust the salary of the Traffic Operations Coordinator classification which currently is not budgeted. The classification has been updated and the department is proposing an 8.5% increase to the salary to remedy an inconsistency between the bands - there is a 32% difference between the current salary and that of the next series which is the Traffic Operations Manager. Public Works did have this position in the budget before the pandemic and unsuccessfully tried to recruit twice for it; no one applied the second time around. The salary is too far below market to attract any talent. The department would like to request that this position be reinstated in its budget when possible in order to better oversee the division's day to day activities and relieve the Traffic Operations Manager to perform higher level work - specifically, interacting with neighborhoods (conducting surveys and outreach) to address traffic and speeding concerns.

Fleet Maintenance

Public Works is proposing creating the classification of an Equipment Service Coordinator to support the programmatic needs of the Fleet Maintenance Division as it modernizes its business practices and enhances internal customer service. Among other things, the classification would help schedule preventative maintenance, schedule work assignments in the absence of the manager, act as a liaison to departments, perform parts pick up and vehicles shuttling duties, etc. The salary is being proposed to be benched to the Fleet and Warehouse Coordinator. While this position is not currently in the budget, the Police Department has expressed strong support for this position (and is willing to fund 50% of it) as it would relieve the department from using officers/sergeants to deliver and pick up patrol vehicles. This position will replace the outdated Equipment Maintenance Coordinator classification that has not been used in many years.

Wastewater Division

Public Works is proposing to update the Wastewater Operator series of classifications by creating a singular Wastewater Treatment Plant Operator Trainee, Wastewater Treatment Plant Operator I, and Wastewater Treatment Plant Operator II classification to more effectively develop and train staff as they mature in the profession. Also, updates to the Wastewater Treatment Plant Operator III are being made requiring the possession of a Grade 3 Wastewater Treatment Plant Operator certification at time of appointment. Employees in the position currently not in possession of the Grade 3 certification would be grandfathered from this requirement. No changes to salaries are being proposed.

Public Works is also proposing the creation of a new classification in Mid-Management entitled Wastewater Treatment Plant Lead Operator. This position bridges the gap between the Wastewater Operator III and the Wastewater Operations Supervisor and would serve as a shift supervisor and as a Designated Operator-in-Charge (DOIC), when needed and upon obtaining a grade IV Wastewater Treatment Plant Operator certification (required within 24 months). The department has been standardizing operational responsibilities and oversight structure by creating lead positions between classifications that experience gaps from a level III to the next immediate classification. This not only allows for career advancement, but also provides shift oversight redundancies when a manager or supervisor is not present. The proposed salary is recommended to be 10% above that of

the Wastewater Treatment Plant Operator III which would make the salary at top step equal to \$9,806.10 per month.

Water Services Division

Public Works is proposing salary adjustments for the classifications in this division for the Water Services Tech I, II, III, so as to benchmark them with the salaries of the Wastewater Collections Division. The Wastewater Collections Division does not currently have a Crew Lead classification so the Crew Lead classification in the Water Services Division is being proposed to be set at 12% above the Water Services Tech III thereby leaving a 12% difference between it and the Water Services Supervisor salary. This division is currently the lowest paid among the water and wastewater utilities and the salaries need to be aligned for equity purposes, employee morale, and retention against other comparable agencies. The division is principally divided between the service leak team and the construction team. The latter performs main replacements on water pipes up to 12 inches in diameter which is highly advantageous for expediency and cost since many agencies will contract out their pipe replacement efforts. Over the last couple of years this team has also begun repaving roads after a main replacement in instances where the condition warrants such a need. This additional skill set obviates the need to outsource some paving projects. The division currently has 16 employees: 1 Supervisor; 3 Leads; 1 Water Services Tech III; 4 Water Services Tech IIs; and 7 Water Services Tech Is. The proposal will create new salary tables and move each employee upwards to the next nearest step. Current employees would not actually realize the full salary adjustment until they've incrementally graduated through the step increases year by year with annual evaluations. The proposed adjustments to the salary schedules are as follows:

	Step 0	Step 6	Proposed	Increase
Water Services Tech I	\$4,149.64	\$5,560.86	\$6,585.63	18.4%
Water Services Tech II	\$4,687.76	\$6,282.01	\$7,277.96	15.8%
Water Services Tech III	\$5,435.11	\$7,283.53	\$7,988.63	9.6%
Water Services Crew Lead	\$6,093.62	\$8,166.02	\$8,948.31	9.5%
Water Services Supervisor	\$7,469.06	\$10,009.29	No Change	

Utility Billing and Customer Service Divisions

Public Works is proposing to create a new classification

titled Utility Account Specialist to allow for career advancement and to better differentiate higher level work duties. Within the Utility Billing Division, the following classifications exist: 1 Revenue Collections Supervisor; 5 Sr. Accounting Assistants; 1 Accounting Assistant. The Division is overseen by the Public Works Administrative Services Manager. Within the Customer Service Division there are 3 Sr. Accounting Assistants. These employees work at the Municipal Service Center. Most of the Sr. Accounting Assistants have been with the City for many years and have no opportunities for career advancement. The Utility Account Specialist would offer a new, promotional opportunity for some of the most qualified employees currently holding the title of Sr. Accounting Assistant. The classification would be expected to perform tasks such as: addressing difficult customer complaints; performing account reconciliation; acting as a lead in the absence of the Supervisor; assisting with new employee training; and coordinating shut-off activities (currently suspended); etc.

Furthermore, the department is also proposing benching the Public Works Administrative Services Manager position so that it is equal to the Division Manager positions within the

utilities. This classification's span of control and expertise is equal to that of the Water, Solid Waste, Wastewater, and Environmental Sustainability Division Managers, so the salary should be brought up to parity by being adjusted 9% which means the proposed salary at top step would be equal to \$13,381.51 per month.

	Step 0	Step 6		Increase
Accounting Assistant	\$3,741.88	\$5,014.45	Current	No change
Sr. Accounting Assistant	\$4,368.85	\$5,854.68	Current	No change
Utility Account Specialist (new)	\$4,609.14	\$6,176.69	Proposed	5.5% above the Sr. AA

STRATEGIC PLAN:

This aligns with strategic plan number 7-efficient and high performing government by attracting qualified candidates and retaining great employees.

7-Efficient and High Performing Government

FINANCIAL IMPACT:

The proposed salary changes can be absorbed in the current budget. Positions not currently in the budget will be requested in future budget requests.

ALTERNATIVE ACTION:

The City Council may elect not to approve the new and revised job classifications and salary adjustments. While this is certainly an option, it is not recommended because the proposed changes, adjustments, and additions are needed by the department to continue to grow, retain, and attract the necessary talent. As mentioned above a lot of work and time has gone into the recommendations presented which have been vetted and approved by the Personnel Commission.

ATTACHMENTS AND/OR REFERENCES (If any):

None.