



City Council Memorandum

City of Arts & Innovation

TO: HONORABLE MAYOR AND CITY COUNCIL DATE: FEBRUARY 7, 2017

FROM: HUMAN RESOURCES DEPARTMENT WARDS: ALL

SUBJECT: REVISIONS TO THE MASTER FRINGE BENEFITS AND SALARY PLAN INCLUDING THE ADDITION OF A NEW CLASSIFICATION OF UTILITIES CUSTOMER SERVICE REPRESENTATIVE III AND SALARY ADJUSTMENTS TO EXISTING UTILITIES CUSTOMER SERVICE AND UTILITIES PROGRAMS AND SERVICES CLASSIFICATIONS

ISSUE:

Approve revisions to the Citywide Fringe Benefits and Salary Plan establishing a new classification of Utilities Customer Service Representative III, and adjusting the salary ranges for the existing Utilities Customer Service and Utilities Programs and Services classifications.

RECOMMENDATION:

That the City Council:

1. Approve the establishment of a new Utilities Customer Service Representative III classification for Public Utilities;
2. Approve adjustments to the salary ranges of existing Utilities Customer Service Representative classifications and Utilities Programs and Service classifications for Public Utilities; and
3. Adopt the attached Resolution amending the Master Fringe Benefits and Salary Plan to reflect the addition of the new classification of Utilities Customer Service Representative III and salary adjustments for the Utilities Customer Service Representative classifications and Utilities Programs and Services classifications for Public Utilities as outlined in Exhibit B attached thereto.

BACKGROUND:

In partnership with the Riverside Public Utilities, the Human Resources Department conducted studies on two classification series for the Utilities Customer Services Division and Customer Relations Division to assess if their existing organizational structure effectively supports their

operational needs. This study included salary surveys against comparable utility agencies that are the City's "market basket".

The Customer Service Division is the first point of contact for residential and many business customers in Riverside. Customer Service staff handle approximately 347,000 calls and 224,000 walk-in customers annually. Customer service supports requests for electric, water, sewer, and sanitation services as well as credit and collections, write offs, UTILICARE (medical assistance), SHARE and HEAP (low-income assistance), as well as payment option programs such as the Level Pay Program. They also take calls for street light repairs, dispatch emergency calls, and oversee the City's 311 call center for non-emergency calls and emergency referrals. Customer Service operates five days a week out of the Utilities Plaza at Orange and Fifth Streets (in the process of relocating to Ninth and Orange), as well as the Customer Resource Center on Madison. RPU employs 64 Customer Service Representatives and Supervisors.

Customer Relations (also known as Programs & Services or Public Benefits) staff are responsible for providing support to residential and commercial customers. They perform on-site inspections and provide free energy surveys. Staff helps customers use available public benefits programs to make their homes and businesses more energy and water efficient. They are responsible for all aspects of receipt and approval of submitted rebate applications, including authorization of payment, and scheduling of inspections. This group also facilitates utilities planning and funding of renewable energy projects. RPU has 12 Programs and Services Representative positions.

DISCUSSION:

Customer Services Representatives

The current classification structure for Utilities Customer Services Representatives (CSR) is two-tier: CSR I and CSR II, augmented informally and ad-hoc by an interim lead position. CSRs are represented positions within the SEIU bargaining group. Utility Customer Service Supervisors and the Customer Service Manager are non-represented, management staff. A compensation survey was conducted and highlighted several issues within the CSR series.

1. The primary issue is significantly lower compensation for CSR I and II positions in Riverside as compared to our market basket of agencies. The market survey shows that the series is behind the market average by nearly 12%.

Utilities Customer Service Representative II - Monthly Salary		
City of Riverside	\$3,135 - \$3,999	-11.83% Difference
Market Average	\$3,485 - \$4,472	

2. In addition, the existing two-tier structure does not meet the operational needs of the department resulting in an informal interim lead position. Many comparable agencies have a similar structure with three-tiered classification levels in addition to a supervisory position.

As a result, staff recommends salary adjustments to existing CSR I and II classifications as well as implementing a three-tier structure for the series, in addition to the Supervisor and Manager positions. This structure formalizes the interim lead duties and responsibilities and is supported by the organizational structure in comparable agencies.

Using the journey level position of Utilities Customer Service Representative II as the benchmark, staff recommends a similar 12% salary adjustment to the Utilities Customer Service Representative classification. Moreover, a new Utilities Customer Service Representative III position is recommended, with a salary range offset at 15% higher than CSR II and 20% lower than the higher classification of Utilities Customer Service Supervisor. This maintains internal equity while bringing the series closer to the market average and allows for greater advancement opportunities for incumbents. No adjustment is necessary for the Utilities Customer Service Manager position.

The following salary recommendations will assist RPU in job recruitment and retention as well as enhance the level of customer service delivered to our community.

Title	Current Monthly Salary Range	Proposed Monthly Salary Range	Market Survey	Proposed Increase
Utilities Customer Service Rep I	\$2,615 - \$3,175	\$3,199 - \$3,888	-25.39%	22.45%
Utilities Customer Service Rep II	\$3,135 - \$3,999	\$3,504 - \$4,472	-11.83%	11.83%
Utilities Customer Service Rep III (NEW)	--	\$4,030 - \$5,143	--	--
Utilities Customer Service Supervisor	\$4,764 - \$5,786	\$5,081 - \$6,171	-20.28%	6.65%

Programs and Services Representatives

The current classification structure for Utilities Programs and Service Representatives (PSR) is three-tier: PSR, Senior PSR and a Principal PSR position. PSRs and Senior PSRs are represented positions within the SEIU bargaining group. Principal Programs and Services Representatives are non-represented, exempt, management staff. The existing classification specifications for these positions do not thoroughly capture the critical components of the positions' essential functions. Incumbent duties are different and significantly more complex than the classification descriptions. Staff recommends revisions to appropriately document the duties and responsibilities that incumbents currently perform. Additionally, a recently conducted compensation survey showed that the Senior and Principal PSR classifications are below the market average by 1.98% and 12.3%, respectively.

Utilities Senior Programs and Service Representative - Monthly Salary		
City of Riverside	\$5,431 - \$7,283	-1.98% Difference
Market Average	\$5,507 - \$7,427	
Utilities Principal Programs and Service Representative - Monthly Salary		
City of Riverside	\$5,648 - \$7,566	-12.3% Difference
Market Average	\$6,200 - \$8,498	

It is recommended that the Senior PSR position be adjusted upward by 1.98%. Staff further recommends increasing compensation for the Principal PSR position to 15% above the Senior PSR to maintain an appropriate spread between classifications. This would place the Principal PSR position slightly above (within 0.5%) the market average. Adoption of the proposed classifications and salary adjustments will assist RPU in job recruitment, and retention and enhance the level of customer service delivered to our community.

Title	Current Monthly Salary Range	Proposed Monthly Salary Range	Market Survey	Proposed Increase
Utilities Senior Prog/Serv Representative	\$5,431 - \$7,283	\$5,542 - \$7,427	-1.98%	1.98%
Utilities Principal Prog/Serv Representative	\$5,648 - \$7,566	\$6,376 - \$8,541	-12.3%	12.88%

FISCAL IMPACT:

The proposed salary adjustments for the Utilities Customer Service series and Utilities Programs and Services series represent an approximate annual cost of \$162,000. Sufficient funds exist within the affected cost centers based on salary savings from current vacancies. Costs for future years will be included in the biennial budget.

Prepared by: Pia Rose, Interim Human Resources Director
 Certified as to availability of funds: Scott Miller, Ph.D., Chief Financial Officer/Treasurer
 Approved by: Marianna Marysheva, Assistant City Manager
 Approved as to form: Gary G. Geuss, City Attorney

Attachments:

1. Resolution Amending the Fringe Benefits and Salary Plan
 - a. Exhibit A – Redline Fringe Benefits and Salary Plan
 - b. Exhibit B – Job Code Table