



Contra  
Costa  
County

To: Board of Supervisors  
From: Kathy Gallagher, Employment & Human Services Director  
Date: January 20, 2015

Subject: Convert Two Intermittent Exchange Customer Service Supervisor positions to Full Time in the Call Center

### **RECOMMENDATION(S):**

ADOPT Position Adjustment Resolution No. 21595 to convert two (2) vacant permanent intermittent Exchange Customer Service Supervisor (X7HE) (represented) positions #15176 and #15177 to full time permanent and allocate to salary plan and grade KKK 1506 (\$4,788-\$6,114) in Employment and Human Services Department, Covered California Call Center.

### **FISCAL IMPACT:**

All costs for the Covered California Call Center are funded by the State of California. 100% State. The annual pension cost is \$75,960.

### **BACKGROUND:**

The Covered California Call Center is operated under a contract with the State of California. Covered California has approved the conversion of two permanent intermittent Exchange Customer Service Supervisors positions to permanent positions. EHSD recently hired two (2) Customer Service Agents I and II to respond to the increased call volume due to open enrollment activities; these new positions will require supervision. The Exchange Customer Services Supervisors will provide direct supervision for 40 hours a week, Monday through

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **01/20/2015** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

### **VOTE OF SUPERVISORS**

AYE: John Gioia, District I Supervisor  
Candace Andersen, District II Supervisor  
Mary N. Piepho, District III Supervisor  
Karen Mitchoff, District IV Supervisor  
Federal D. Glover, District V Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: January 20, 2015

David Twa, County Administrator and Clerk of the Board of Supervisors

By: Chris Heck, Deputy

Contact: Malinda Brown (925)  
313-1572

Friday, 8 a.m. to 8 p.m. and Saturdays 8 a.m. to 6 p.m. Supervisors communicate directly with Covered California regarding Call Agents' performance, schedule adherence, and system outages.

CONSEQUENCE OF NEGATIVE ACTION:

The Call Center will not have the level of supervision necessary to manage the activities of full time customer service staff in accordance with contractual obligations with Covered California.

CHILDREN'S IMPACT STATEMENT:

No impact.

ATTACHMENTS

P-300 #21595