



**Contra
Costa
County**

To: Board of Supervisors
From: Dianne Dinsmore, Human Resources Director
Date: June 26, 2018

Subject: Reclassify (1) Automated Call Distribution Coordinator I position and incumbent to Automated Call Distribution Coordinator II

RECOMMENDATION(S):

ADOPT Position Adjustment Resolution No. 22229 to reclassify one (1) Automated Call Distribution Coordinator I (LBWB) (represented) position #14439, and its incumbent at Salary Plan and Grade ZB5 1636 (\$6,024 - \$7,322) to Automated Call Distribution Coordinator II (LBNA) (represented) Salary Plan and Grade ZB5 1714 (\$6,508-\$7,910) in the Administrative Services Bureau of the Employment and Human Services Department.

FISCAL IMPACT:

Upon approval of this action, there will be an increased annual salary and benefit cost of approximately \$11,427 with pension costs of \$3,657 included. The annual net County cost will be approximately \$1,143. The position will be funded by 42% Federal, 48% State, and 10% General Fund.

BACKGROUND:

As service centers at the Employment and Human Services Department (EHSD) have

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY
ADMINISTRATOR

☐ RECOMMENDATION OF BOARD
COMMITTEE

Action of Board On: **06/26/2018** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: John Gioia, District I Supervisor
Candace Andersen, District II Supervisor
Diane Burgis, 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: June 26, 2018

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

Contact: Swashant'e Dillon,
(925) 608-5042

By: June McHuen, Deputy

increased by locations, caseload, and application volume, the role of the Automated Call Distribution Coordinator I (ACDC I) has expanded to support all service centers. The EHSD requested that Human Resources study

BACKGROUND: (CONT'D)

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the ACDC I position and incumbent and proposed reclassification to Automated Call Distribution Coordinator II (ACDC II) in the Administrative Services Bureau. An ACDC I provides technical support to call center users in a single call center, whereas an ACDC II provides support to multiple all service centers, administers system security on supported platforms; supports the development and implementation of call flow requirements; designs and produces custom reporting related to telephony call center operations, monitors telephony infrastructure for quality and reliability of services, and consults with and advises program management and administration on call center systems. A review of the incumbent's position description questionnaire and qualifications, and consultation with the Information Systems Manager II confirmed that the current duties being performed by the incumbent ACDC I are higher level duties which are found within the ACDC II classification. The department currently has four call centers, which require an ACDC II to handle the responsibilities for telephony services across these call centers. The position operates with a high degree of independence and control over the work product. Human Resources recommends reclassification of the current incumbent and position to the Automated Call Distribution Coordinator II classification.

CONSEQUENCE OF NEGATIVE ACTION:

If this action is not approved, the department will be unable to provide full telephony support to all service centers resulting in substandard customer service, and will be unable to meet key performance indicators for service center metrics. Furthermore, current incumbent will not be properly classified or compensated for the level of responsibilities assigned and performed.

ATTACHMENTS

P300 #22229 (EHSD)