

AGENDA ITEM NO.

COUNCIL MEETING 02-06-2007

APPROVED BY

DEPARTMENT DIRECTOR

February 6, 2007

FROM: SCOTT JOHNSON, Interim Director
 Economic Development Department

SUBJECT: ADOPT THE 9TH AMENDEMENT TO THE POSITION AUTHORIZATION RESOLUTION
 NO. 2006-254 TO ADD A FULL TIME SECRETARY POSITION

KEY RESULTS AREA--0501001000

Economic Development

RECOMMENDATIONS

It is recommended that the Council approve the 9th amendment to the Position Authorization Resolution (PAR) No. 2006-254 to add a full time secretary position beginning April 1, 2007.

EXECUTIVE SUMMARY

For the past few years, the Economic Development Department has utilized temporary employees to supplement secretarial and office administrative support to the Department's management, professional, and technical staff. As the Economic Development Department's role has grown, these temporary employees have taken on a greater work load, including making and scheduling appointments with clients, outside agencies, and staff; making travel arrangements for City officials, community partners, and staff working on major City projects and trade shows; compiling and maintaining informational materials for the City's expanding incentive zones; and receiving, screening, and providing information to an increasing number of visitors and telephone callers. In FY 2007, the City's new Film and Entertainment Commissioner was added to the Department. Effective support to the Commissioner has added to the increasing work volume and complexity making it more imperative that this position be filled by a well-trained permanent employee. The financial cost of the fringe benefits necessitated by making the position permanent will be largely offset by the savings of staff time spent on the frequent recruitments and training necessary when temporary employees move on. Customer service will be improved by having a well-trained permanent employee who is able to build a depth of understanding of the mission of the Department.

KEY OBJECTIVE BALANCE

The request meets all three key objectives. Customer satisfaction will be improved because the permanent employee will gain the depth of understanding of the Department and its services that takes time. Permanent employees also have a more long-term outlook which is important in a customer service environment. The financial cost of the fringe benefits necessitated by making the position permanent will be largely offset by the savings of staff time spent on the frequent recruitments and training necessary when temporary employees

move on. Employee satisfaction will be supported by having less disruption as the Department's operation caused by the turnover in this key support position.

BACKGROUND

For the past few years, the Economic Development Department has utilized temporary employees to supplement secretarial and office administrative support to the Department's management, professional, and technical staff. As the Economic Development Department's role has grown, these temporary employees have taken on a greater work load, including making and scheduling appointments with clients, outside agencies, and staff; making travel arrangements for City officials, community partners, and staff working on major City projects and trade shows; compiling and maintaining informational materials for the City's expanding incentive zones; and receiving, screening, and providing information to an increasing number of visitors and telephone callers.

While the Department has been fortunate in finding some quality temporary employees over the years, the time it takes to recruit, interview, and select quality temporary staff consumes large amounts of the of Department staff time. Often the position is vacant for several weeks between the departure of the outgoing employee and the time that a new qualified employee can be hired. This causes disruption and interferes with the accomplishment of the Department's mission.

As the Department's role has become more complex, the training necessary to bring a new temporary employee up to full proficiency has increased. This training diverts additional Department staff time away from mission fulfillment. In FY 2007, the City's new Film and Entertainment Commissioner was added to the Department. Effective support to the Commissioner has added to the increasing work volume and complexity making it more imperative that this position be filled by a well-trained permanent employee.

The financial cost of the fringe benefits necessitated by making the position permanent will be largely offset by the savings of staff time spent on the frequent recruitments and training necessary when temporary employees move on. Customer service will be improved by having a well-trained permanent employee who is able to build a depth of understanding of the mission of the Department.

FISCAL IMPACT

No net new General Fund fiscal impact. Additional salary and benefits will be funded through existing appropriations.

Attachment: Position Authorization Resolution