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2 **Resolution Relating to**
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RESOLUTION
Sponsor(s): Councilors Keogh,
Wright, Paul: Bd. of Finance
Introduced: 02/07/11
Referred to: _____
Action: _____
Date: _____
Signed by Mayor: _____

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7 RECLASSIFICATION OF CUSTOMER SERVICE ASSOCIATE
8 AND CUSTOMER SERVICE SUPPORT;
9 REORGANIZATION OF DEPARTMENT OF PUBLIC WORKS
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11
12 **CITY OF BURLINGTON**
13

14 In the year Two Thousand Eleven.....
15 Resolved by the City Council of the City of Burlington, as follows:
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17 That WHEREAS, the Director of the Public Works Department has requested as a part of the
18 department's reorganization that the Customer Service Associate (Grade 14) position be
19 reclassified and replaced with the creation of a Customer Service Supervisor (Grade 16) position
20 to provide leadership, support and coordination of the customer service division within the
21 Public Works Department; and

22 WHEREAS, the Director of Public Works Department has also requested as a part of the
23 department's reorganization that the Customer Service Support (Grade 12) position be
24 reclassified and replaced with a Customer Service Associate (Grade 14) position to create equal
25 responsibility and job duties within the customer service area of the Department of Public
26 Works; and

27 WHEREAS, the requests have been approved by the Human Resources Director and
28 Finance Board;

29 NOW, THEREFORE, BE IT RESOLVED that as a part of the department's
30 reorganization, the Department of Public Works Customer Service Associate (Grade 14) position
31 be eliminated and replaced with a Customer Service Supervisor (Grade 16) position and the
32 position of Customer Service Support (Grade 12) be eliminated and replaced with a Customer
33 Service Associate (Grade 14) position within the Willis Classification System, effective as of
34 City Council approval.