



CITY OF CONCORD

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General Services Department

REPORT TO MAYOR AND THE CITY COUNCIL

FROM: Jennifer Johnston, Director of Human Resources and Labor Relations
Earle M. Chesley, P, E., General Services Director

DATE: April 29, 2019

SUBJECT: Amend Schedule D to Add the Position of Utility Billing Program Manager and Water Metering Operations Lead at the Administration Division, General Services Department.

Recommendation

Accept this report and set for public hearing in June to approve the proposed new job descriptions, Utility Billing Program Manager and Water Metering Operations Lead for the General Services Department Administration Division.

Background

A reorganization has been contemplated in the Administration Division of the General Services Department. The timeline for this has accelerated due to the notification from one of the Division's employees as to his upcoming retirement. This has been done as part of succession planning and organizational development efforts within the Department. Specifically, two key positions are affected in the group to promote a logical reporting chain and improve program cohesion.

Discussion

Customer service, including active account receivables management, and billing is a fundamental responsibility of the group, and to that end, metering is the tool by which that essential billing function is carried out. With metering comes the regulatory responsibility of servicing and the orderly replacement of meters, annual inspection of backflow devices, and leak detection. The Department has identified that the current structure can inhibit clear, effective and logical workflow in the reading, calculation, execution, and processing of utility billing, metering, backflow device, and leak detection functions within the Department. The changes contained herein are designed to address this.

The primary responsibilities of the Utility Billing Program Manager and Water Metering Operations Lead positions in a new structure are:

- A new position is created by upgrading the current Fiscal Supervisor position from a labor grade 14 to 17 called the “Utility Billing Program Manager”. This person becomes THE point person managing all functions of the Utility Billing program, from beginning to end, while supervising customer service and metering components of the operation.
- The current Fiscal Supervisor position is eliminated.
- All customer service functions will be the direct responsibility of the Utility Billing Program Manager which will now wrap in direct supervision of the Utility Customer Service Representative and Fiscal Tech position.
- The Water Meter Maintenance Supervisor position is renamed the “Water Metering Operations Lead” and relieved of customer service responsibilities and refocused on operational work that fits within the stated philosophy of the program. This position is downgraded from a labor grade 17 to a labor grade 14. This position maintains supervision of the three Water Meter Technician positions as well as the shared Field Technician position. This position will report to the Utility Billing Program Manager.
- The current Water Meter Maintenance Supervisor position is eliminated.
- The proposed changes have no impact on net staffing or net compensation levels.

As a result of this reorganization, it is the Department’s long-range plan to provide the current Meter Technician positions with a broader range of capabilities as the current incumbents retire and the Department moves forward to enhanced meter technology with improved customer functionality. Savings realized during this reorganization could offset any future labor expenses associated with new enhanced meter technology.

This realignment is an integral and important piece of the succession plan that will allow the Division to continue to provide quality service to our community and remain a leader in the field.