



**Career Service Authority**  
Denver's Human Resource Agency  
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## Career Service Authority Board Meeting #2165

### AGENDA

Thursday, April 7, 2011

5:00 P.M.

Webb Municipal Building

201 W. Colfax, Fourth Floor, Room 4.G.2 & 4.F.6

#### I. Opening:

1. Approval of the Agenda for the April 7, 2011 Board Meeting
2. Approval of the Minutes for the March 17, 2011 Board Meeting

#### II. Board Comments:

#### III. Public Hearing:

1. **Classification Notice No. 1338** – The proposed change amends the Classification and Pay Plan by changing the title and pay grade of Personal Property Audit Technician (613-V) to Personal Property Analyst (614-V).
2. **Classification Notice No. 1339** – The proposed change amends the Classification and Pay Plan by changing the title and pay grades of Television Operations Worker (609-J) to Staff Closed Circuit Television Technician (612-J), Senior Television Operations Worker (611-J) to Associate Closed Circuit Television Technician (614-J) and Television Unit Supervisor (621-J) to Senior Closed Circuit Television Technician (618-J).
3. **Classification Notice No. 1341** – The proposed change amends the Classification and Pay Plan by changing the titles of 3-1-1 Customer Service Agent to 311 Customer Service Agent and 3-1-1 Customer Service Specialist to 311 Customer Service Specialist. We are also changing the title and pay grades of 3-1-1 Lead Customer Service Agent (614-S) to Lead Customer Service Agent (615-S), 3-1-1 Operations Support Assistant (612-C) to 311 Operations Assistant (613-A) and 3-1-1 Operations Support Trainer/Analyst (806-A) to 311 Analyst/Trainer (809-A). We are adding the following classes; DHS Customer Service Agent (613-S), Contact Center Operations Manager (809-A) and Contact Center Director (813-A). Lastly, we are abolishing 3-1-1 Customer Service Operations Supervisor (807-S).
4. **Classification Notice No. 1340** – The proposed changes amend the Classification and Pay Plan. Based upon a market analysis it is recommended that changes be made to the Classification and Pay Plan which includes pay range adjustments and pay grade changes.

#### IV. Public Comments:

#### V. Approval to Post:



**VI. Director's Briefing:**

1. Management Philosophy Update
2. Recruiting Quarterly Report
3. Denver Employee Survey Citywide Results

**VII. New Cases:**

**VIII. Pending Cases:**

1. Laura Rock vs. Department of Safety, Appeal No. 09-10a  
(Written Order Pending)

**IX. Executive Session:**

**X. Adjournment:**