



DENVER
THE MILE HIGH CITY

Career Service Authority

Denver's Human Resource Agency

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Career Service Authority Board Meeting #2165

MINUTES

Thursday, April 7, 2011

5:00 P.M.

Webb Municipal Building

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

Patti Klinge (Co-Chair)
Colleen Rea (Co-Chair)
Tom Bonner (Absent)
Nita Henry

I. Opening: The Board meeting opened at 5:02 p.m.

1. Approval of the Agenda for the April 7, 2011 Board Meeting

The Board unanimously approved the agenda for the April 7, 2011 meeting.

2. Approval of the Minutes for the March 17, 2011 Board Meeting

The Board unanimously approved the minutes for the March 17, 2011 meeting.

II. Board Comments: None

III. Director's Briefing:

1. [Management Philosophy Update](#)

Dani Brown presented the Board with a draft outline of the Management Philosophy Guiding Principles. The Board discussed how this would apply to the recruiting process as well as the consistency of management vs. leadership terminology in the document. Dani requested that the Board look over the document and give her any feedback or suggestions.

2. Recruiting Quarterly Report

Yvette Martinez presented the Recruiting Quarterly Report to the Board. The Board discussed the length of the testing process and possible solutions.

3. Denver Employee Survey Citywide Results

Nicole Lucero-Holub & Lisa Herrera-Hodges presented the Board with the Executive Summary from the 2011 Denver Employee Survey.

IV. Public Comments: None

V. Approval to Post: None

VI. 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).

Melissa Fisher from CSA presented the information to the Board for approval.

The Board voted unanimously to approve Classification Notice No. 1338.

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).

Bruce Backer from CSA presented the information to the Board for approval.

The Board voted unanimously to approve Classification Notice No. 1339.

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).

Melissa Fisher from CSA & Mike Major from 311 presented the information to the Board for approval.

The Board voted unanimously to approve Classification Notice No. 1341.

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.

Blair Malloy from CSA presented the information to the Board for approval and requested that Classification Notices 1337, 1338, 1339 & 1341 be included in the changes.

The Board voted unanimously to approve Classification Notice No. 1340 as amended.

VII. New Cases: None

VIII. Pending Cases:

1. Laura Rock vs. Department of Safety, Appeal No. 09-10a

The Board issued a written order in the Laura Rock case.

IX. Executive Session:

The Board went into Executive Session at 6:56 p.m. to discuss personnel matters and cases.

The Board re-opened the Board Meeting at 7:42 p.m.

X. Adjournment:

The Board adjourned the Board Meeting at 7:43 p.m.