



CITY OF REDDING

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July 29, 2019
P-100-050-127

Amber Edenburn, RIEO President
Redding Independent Employees' Organization
1800 Park Marina Dr.
Redding, CA 96001

Subject: Side Letter of Agreement between the City of Redding and RIEO Regarding Modification of the Workflow Coordinator Classification Specification

Dear Amber:

The purpose of this letter is to codify the modifications made to the Workflow Coordinator class specification to assist the City of Redding in recruiting a strong pool of qualified candidates for current and future vacancies.

It has been determined that the Workflow Coordinator classification could be utilized in other divisions. The classification specification currently states the Workflow Coordinator will, "*under general supervision, maintain appropriate staffing levels to perform all work functions involving customer contacts and processes relating to Customer Service or Field Services based upon division requirements.*" The City desires to change the classification to allow for the Workflow Coordinator position to work in additional divisions as needed. Further, the City desires to adjust the "*examples of duties*" included in the Workflow Coordinator classification specification. The modifications made to the "*example of duties*" include responsibilities that may be necessary in other divisions and provides more information to qualified and interested candidates.

The City, along with RIEO, discussed alternatives that could be considered as an appropriate use of the Workflow Coordinator classification. It has been agreed the City will utilize the language in the attached classification specification in recruiting and screening candidates.

If RIEO concurs with the foregoing, please sign and date the enclosed copies of this letter, return one to me, and keep the other copy for your records.

Sincerely,

Sheri DeMaagd
Assistant City Manager/Personnel Director

The Organization concurs with the above:

Amber Edenburn 7/31/19
Amber Edenburn, RIEO President Date

- c: City Council
Barry Tippin, City Manager
Chuck Aukland, Public Works Director
Dan Beans, Redding Electric Utility Director



WORKFLOW COORDINATOR

DEFINITION:

Under general supervision, maintain appropriate staffing levels to perform all work functions involving customer contacts and processes relating to ~~Customer Service or~~ Field Services or other assigned division based upon division requirements. Ensure that the Department's strategic priorities and objectives are delivered in an efficient and cost effective manner. This position has the responsibility to coordinate work and facilitate appropriate training for ~~Customer Service or~~ Field Services or other assigned personnel including reviewing work functions.

DISTINGUISHING CHARACTERISTICS:

Employees assigned to this classification are characterized by the increasingly responsible assistance provided to the ~~Customer Service or Field Services~~ Supervisors of assigned division in performing a broad range of complex workforce management functions. This classification is distinguished from lower level classifications in that the position is responsible for managing workflow, maintaining staffing levels, and assigning/reviewing work functions in all areas of ~~Customer Service or~~ Field Services or other assigned division. Employees utilize independent judgment in determining action to be taken in resolving issues/errors and, upon review of management, initiating a course of action.

EXAMPLES OF DUTIES:

NOTE: The following are the duties performed by employees in this classification. However, employees may perform other related duties. Not all duties listed are necessarily performed by each individual in the classification.

~~Customer Service or Field Services~~

1. Workforce Management duties: Plan daily work schedules and assign and review the work of subordinates.

Measures: Effectively delegates, evaluates, and prioritizes work to customer service employees, in accordance with customer demand, daily workload, and available staff resources. Ensures assigned employees, receive appropriate training and tools necessary to effectively perform their duties.

2. Provide input into assessments and evaluations of employees.

Measures: Accurately and fairly contributes to assessments and evaluations of assigned employees.

3. Provide temporary coverage/relief for ~~Customer Service or Field Services~~ Supervisor/supervisor in assigned division.

Measures: Represents the City of Redding and ~~Customer and Field Services~~ Dassigned division in a professional manner. Serves as an effective resource person for the department.

4. Assist employees with problem solving.

Measures: Provides an appropriate level of staff support, ensure proper tools and resources are available as identified and communicates training opportunities to the employee's supervisor.

5. Assess employees training needs: Inspect work performed by division employees during processes and upon completion to ensure that proper work standards are maintained. Communicate any training needs to the employee's supervisor.

Measures: Ensures materials are appropriately coordinated and are available for use. Work is inspected on a timely and thorough basis.

6. Actively participates in Staff Meetings, Work Group Meetings, and Round Table Meetings.

Measures: Communicates effectively, both orally and in writing. Demonstrates courteousness, knowledge, and articulates issues in meetings in a professional manner.

7. Assist ~~Customer Service or Field Services~~ Sassigned supervisor to ensure essential daily functions of the respective Division operates smoothly.

Measures: Effectively and professionally delegate assignments or resources needed to meet customer demand. All assigned activities and duties are covered and completed in a timely manner.

8. Interpret and manipulate raw data from the bill system for processing by subordinates.

Measures: Accuracy, timely interpretation, and manipulation of work product and prioritizing of raw data.

9. Monitor employees' adherence to schedules.

Measures: Provides prompt and accurate assessment of employee coverage to meet customer demand.

10. Communication with staff in a positive and professional manner.

Measures: Communicates effectively, both orally and in writing. Acts as an informed, courteous, and articulate representative of the ~~Customer & Field Services~~ Dassigned division.

11. Assist customers when necessary.

Measures: The City and department is represented in a professional manner.

12. Prepare and maintain statistical reports; compose letters, memos, and newsletters.

Measures: Written communications are well thought out, accurate, and prepared in a timely manner.

~~13. Perform other duties as assigned within the scope of the job classification.~~

13. Interpret and manipulate data from the daily operating systems used as part of daily operations.

Measures: Accuracy, timely interpretation, and manipulation of work product and prioritizing of data.

14. Assist with software maintenance and upgrades; including participation in user acceptance testing.

Measures: Completed accurately, in a timely and efficient manner and functionality for end user validated.

15. Perform other duties as assigned within the scope of the job classification.

QUALIFICATIONS:

Knowledge of:

Modern office practices and procedures; effective customer service skills; knowledge of leadership techniques and specific workforce management responsibilities; effective interpersonal communication skills; and effective data gathering techniques.

Ability to:

Interact effectively with the public and other employees; communicate effectively, both orally and in writing; work independently; observe and maintain professional/personal boundaries and serve as a role model for employee conduct expectations; oversee and coordinate the work of others; ability to recognize when training is needed and facilitate; write legibly; understand and follow verbal and written directions; present a professional image; remain positive in difficult and/or negative situations; and handle sensitive matters with tact and diplomacy; compile, prepare and maintain confidential, technical, and statistical records and reports; display a commitment to staff development and support; exhibit the development and communication of shared vision, values & goals; observe and problem solve operational situations; analyze situations accurately and take effective courses of action; operate a personal computer and software; learn utility-related software; and use independent discretion in the handling and disclosure of information. Delegate employee assignments on an equitable basis.

Education:

Any combination of training and experience that provides the required knowledge, skills, and

abilities to perform the various job functions is qualifying: typical education would include an Associate of Arts degree; **OR** high school diploma, or equivalent, supplemented with college level coursework in public administration, accounting, public relations, or other related field, ~~and three years progressive relevant experience including two years supervisory experience.~~

Experience:

Typical experience would include three years progressive relevant experience including two years supervisory experience ~~AND leadership skills in managing work force.~~

Special Requirements:

Depending on assignment, possession of the appropriate California driver's license, or the ability to acquire one within ten days of appointment.

Est 6/21/2006

Rev 6/13

Rev 6/19