

**VILLAGE OF LOMBARD  
REQUEST FOR BOARD OF TRUSTEES ACTION**

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  X   Resolution or Ordinance (Blue)                      *Waiver of First requested*   X    
       Recommendations of Boards, Commissions & Committees (Green)  
       Other Business (Pink)

TO:                      PRESIDENT AND BOARD OF TRUSTEES

FROM:                    Scott Niehaus, Village Manager

DATE:                    July 11, 2018 (B of T)                      Date: July 19, 2018

TITLE:                    Revised Salary Ordinance

SUBMITTED BY:      Scott Niehaus, Village Manager

BACKGROUND/POLICY IMPLICATIONS:

Staff requests that the vacant full time Customer Service Supervisor position be eliminated and replaced with a full time Customer Service Systems Manager. This change will help to improve the customers experience by improving on processes using current and future technology, increase efficiencies, assist with accomplishing the objectives set out in the Village's strategic plan, and will help set the path for succession planning. There will be no additional costs to the Village with this proposal, it will be cost neutral. The attached memo provides a detailed comparison of the current vs. proposed structure.

Staff recommends the Village Board approve the attached salary ordinance with waiver of first reading in order to create the new Customer Service Systems Manager position and eliminate the current Customer Service Supervisor position.

Village Attorney \_\_\_\_\_ Date \_\_\_\_\_  
Finance Director *gc* \_\_\_\_\_ Date \_\_\_\_\_  
Village Manager \_\_\_\_\_ Date \_\_\_\_\_



To: Scott Niehaus, Village Manager

From: Timothy Sexton, Director of Finance

Date: July 11, 2018

Subject: Proposed Staffing Restructure for Customer Service Supervisor Position

### **Purpose of Position Restructure**

The purpose of this position is to manage existing and future software in order to best support the changing customer service environment. The needs and preferences of our customers have changed over the past 10 years and the skill set needed for this position requires a significant understanding of current technology in addition to supervisory and communication skills.

### **Duties**

The duties would include but not limited to the following:

- Manage the Customer Service Representatives, Water Billing Representative and front desk operations.
- Manage projects related to changes in software related to servicing Village of Lombard residents and businesses for Finance Department and Village Manager's Office. For example:
  - Utility Billing, Revenue Collections, Water Billing Customer Portal, assist with Web design and maintenance to ensure excellent customer experience, online payment integration and credit card security.
- Improve processes and provide training and coaching sessions for Village Hall staff.
- Evaluate, inventory, and document customer service practices to standardize across organization.
- Analyze data and trends and provide recommendations and policy changes.
- Complete surveys, work with local entities to share information, and attend training.
- Complete annual budget for Customer Service and Utility Billing cost centers.
- Approve and process invoices for Customer Service and Utility Billing division.

### **Current and Upcoming Projects**

1. Water meter change out program (maintain utility billing data within NWS, Neptune, and web-based Neptune-Insight)
2. Water Smart online portal
3. 2018 New World Tyler identity software and Utility Billing module update which provides significant changes to the portal login and views.
4. New village-wide security changes which includes new badges and security permissions for all employees. The badges will also be used for monitoring printer usage.
5. Water and Sewer rate changes based on study.
6. Change from bi-monthly to monthly utility billing using automated meter reads
7. Website re-design
8. Credit card setup and PCI compliance
9. Set up revenue collection process for Citizenserve (licenses and permits)
10. Create bi-monthly reports for Flagg Creek, Highland Hills
11. Automate billing using Illinois American Water data
12. Maintain commuter parking software (spaces, fees, permit process)
13. Review with Village manager office data retention policy and Legistar/Granicus software to define future changes.

### **Proposed Salary Range**

Current Range: \$61,615 to \$86,261

Proposed Range: \$72,886 to \$102,039

### **Cost of Restructure**

There will be no increase to the General Fund expenses for this position restructure. There was \$40,862 set aside for additional IT support when the IT Department restructure was completed earlier this year. See chart on following page.

<b>CURRENT</b>	<b>JOB TITLE</b>	
<b>FULL TIME</b>	<b>FULL TIME</b>	<b>TOTAL COST</b>
Vacant	Customer Service Supervisor (Vacant)	\$ 95,571
Funds set aside for restructure after IT Tech retired	Purpose: Additional Staffing for IT	\$ 40,862
<b>Total Funding Available</b>		<b>\$ 136,433</b>
<b>PROPOSED</b>		
	<b>JOB TITLE</b>	
<b>FULL TIME</b>	<b>FULL TIME</b>	<b>TOTAL COST</b>
TBD	Customer Service Systems Manager (Restructured Position)	\$ 109,974
Proposed Salary Increase to top of range for AP/AR Clerk	Duties will include past due water bill collections/lien processing, waterbilling backup and quality control	\$ 4,225
<b>Estimated Cost to Restructure</b>		<b>\$ 114,199</b>
<b>Remaining Funds Available for IT Additional Staffing</b>		<b>\$ 22,234</b>

**Reccomendation**

We feel the proposed changes will best meet the needs of the Village. In order to approve this change the following actions will be required:

1. Village Board approval of the attached revised salary ordinance that reflects the new Customer Service Systems Manager position (ordinance attached).
2. Go through hiring process to fill position (estimated completion date August 1, 2018).

ORDINANCE NO. \_\_\_\_\_

**AN ORDINANCE SETTING RATES OF PAY AND SALARY INCREASES  
FOR VILLAGE EMPLOYEES**

**WHEREAS**, the President and Board of Trustees of the Village of Lombard have reviewed the proposed updated salary schedule for Village employees, and found it to be reasonable;

**NOW, THEREFORE, BE IT ORDAINED BY THE PRESIDENT AND BOARD OF TRUSTEES OF THE VILLAGE OF LOMBARD, DUPAGE COUNTY, ILLINOIS**, as follows:

**SECTION 1:** Effective date – The Salary Schedule, other wages and salary increases authorized by this Ordinance shall become effective as of July 19, 2018.

**SECTION 2: Village Salary Schedule Increases:**

All salary increases shall be based upon merit as determined through the completion of an employee performance evaluation as contained in the Village's Human Resources Manual, as amended. Regular full-time and regular part-time Village employees shall be paid according to the following salary structure, except as otherwise provided herein:

<b><u>Position</u></b>	<b><u>Minimum</u></b>	<b><u>Mid-Point</u></b>	<b><u>Maximum</u></b>
Police Building Custodian	35,070	42,084	49,098
Human Resources/Payroll Specialist	46,323	57,180	68,037
Executive Coordinator	51,481	61,777	72,073
Facilities Maintenance Supervisor	51,481	61,777	72,073
Human Resources Generalist	53,324	63,988	74,653
Business Administrator	55,297	66,356	77,415
Asset Management Administrator	59,360	71,232	83,103
Communications & Marketing Coordinator	61,615	73,939	86,261
Police Records Supervisor	62,332	74,799	87,266
Civil Engineer I	65,850	79,020	92,190
Management Analyst	65,850	79,020	92,190
Urban Landscaping & Forestry Supervisor	72,886	87,462	102,039
Customer Service Systems Manager	72,886	87,462	102,039
Fleet Maintenance Operations Supervisor	76,403	91,684	106,965
Streets & Electrical Supervisor	76,403	91,684	106,965
Underground Utilities Supervisor	76,403	91,684	106,965
Accounting Manager	79,921	95,905	111,889
Civil Engineer II	79,921	95,905	111,889
Fire Marshal/Bureau Chief	79,921	95,905	111,889
Water Treatment & WW Pumping Supervisor	79,921	95,905	111,889

Assistant Director of Community Development	83,438	100,126	116,814
Building Commissioner	83,438	100,126	116,814
Private Development Engineer	86,956	104,347	121,738
P.W. Operations Superintendent	86,956	104,347	121,738
P.W. Utilities Superintendent	86,956	104,347	121,738
Assistant Director of Finance	87,412	104,894	122,376
Fire Battalion Chief (Shift Commander)	92,594	110,231	127,868
Assistant Director of Public Works	91,870	110,244	128,618
Police Lieutenant	118,638	123,978	129,317
Deputy Fire Chief	95,442	114,530	133,619
IT Manager	103,125	124,163	145,200
Director of Human Resources	103,125	124,163	145,200
Deputy Chief of Police	126,000	136,500	147,000
Assistant Village Manager	109,730	131,676	153,621
Chief of Police	109,730	131,676	153,621
Director of Community Development	109,730	131,676	153,621
Director of Finance/Village Treasurer	109,730	131,676	153,621
Director of Public Works	109,730	131,676	153,621
Fire Chief	109,730	131,676	153,621
Village Manager	161,303	193,562	225,823

**Part-Time Positions**

Part-Time Facilities Technician	20.19	24.23	28.27
Communications Specialist	21.93	26.32	30.71

**SECTION 3: Exceptions To Range Structure:**

- A. An employee may receive a salary below the minimum of his/her assigned range as detailed in Section 2 above if he/she is evaluated below expectations, or if he/she has not completed his/her first nine (9) months of employment prior to January 1st of each year. In the case of an introductory employee, he/she shall be brought to the range minimum either upon the successful completion of the first nine (9) months of employment as evidenced by a meets or exceeds expectations on his/her performance evaluation or in a manner otherwise determined to be suitable by the Village Manager in accordance with recommendations of the position classification job evaluation and salary plan.
- B. An employee may continue to receive a salary above the maximum of the range if, as a result of a reclassification study, the range within which the employee is employed is changed. In the event the employee's salary is above the maximum of the range, the salary shall be maintained without any increase until the salary falls within the range or shall be adjusted in a manner determined to be suitable by the Village Manager.

C. The following positions shall be paid in accordance with the provisions of the collective bargaining agreement between the Village and AFSCME Local #89:

- Custodial Worker (Public Works Building Only)
- Engineering Assistant
- Maintenance Worker I
- Forestry Technician
- Mechanic
- Maintenance Worker II
- Electrician
- Senior Engineering Assistant
- Senior Mechanic
- Water Plant Operator
- Crew Leader
- Principal Engineering Assistant

D. The following Position(s) shall be paid in accordance with the provisions of the collective bargaining agreement between the Village and Lombard Firefighters Union Local #3009:

- Firefighter
- Fire Lieutenant

E. The following position(s) shall be paid in accordance with the provisions of the collective bargaining agreements between the Village and the Illinois Fraternal Order of Police Labor Council:

- Police Officer
- Police Sergeant

F. The following position(s) shall be paid in accordance with the provisions of the collective bargaining agreement between the Village and the Teamsters:

- Community Service Officer
- Police Front Desk Clerk
- Police Records Clerk
- Police Property Clerk

G. The following position(s) shall be paid in accordance with the provisions of the collective bargaining agreement between the Village and the SEIU:

- Customer Service Representative
- Water Billing Representative
- Accounts Payable/Accounts Receivable Clerk
- Administrative Secretary
- Building Division Representative
- Accounting Assistant
- Administrative Coordinator
- Civil Engineering Technician

- IT Specialist
- Senior Building Division Representative
- Accountant
- Code Enforcement Coordinator
- Development Services Inspector
- Geographic Information Systems Technician
- Planner I
- Building Division Plan Reviewer/Inspector I
- Chief Electrical Inspector/Plan Reviewer
- Plumbing Plan Review/Inspector
- Senior Planner
- Part-Time Data Entry Clerk, Public Works
- Part-Time Human Resources Clerk
- Part-Time Customer Services Representative
- Part-Time Code Enforcement Field Representative
- Part-Time Administrative Secretary
- Part-Time Building Division Representative
- Part-Time Fire & Life Safety Specialist
- Part-Time Code Enforcement Officer
- Part-Time Fire Prevention Inspector

**H.** The Village Manager shall be paid in accordance with the provisions of his contract with the Village, as amended from time to time.

**SECTION 4: Overtime, Premium Pay and Other Special Pay**

All rates of pay for overtime, premium pay and other special pay shall be made according to the appropriate sections of the Village's Human Resources Manual, as amended, or the collective bargaining agreement effective upon the passage of this Ordinance or as amended from time to time.

**SECTION 5: Employees Other Than Full-Time**

The Village Manager is authorized to set rates of pay for regular part-time, temporary or emergency employees; said hourly rates to be generally consistent with those being paid in the community for comparable activities and skills.

**SECTION 6:** Effective January 1, 2018, for the 2018 fiscal year, the general salary increase for all full-time non-union employees shall be two percent (2%), with said general salary increase being implemented in accordance with, and subject to, the provisions of Chapter 4, Section E. of the Village's Human Resources Manual, as amended.

**SECTION 7:** Effective January 1, 2018, for the 2018 fiscal year, the merit pool salary increase for all full-time non-union employees shall be in an amount not to exceed two percent (2%), with said merit pool salary increase being implemented in accordance with, and subject to, the provisions of Chapter 4, Section F. of the Village's Human Resources Manual, as amended.



**SECTION 9:** Effective January 1, 2018, for the 2018 fiscal year, the merit one-time lump sum payment, for a full-time non-union employee who is ineligible for a general or merit pool salary increase, due to reaching the maximum for the salary range for the position held by said employee, shall be implemented in accordance with, and subject to, the provisions of the "Merit One-time Lump Sum Payment" subsection of Chapter 4, Section F. of the Village's Human Resources Manual, as amended."

**SECTION 10:** This Ordinance shall be in full force and effect from and after its adoption, approval and publication in pamphlet form, as provided by law.

Passed on first reading this \_\_\_\_\_ day of \_\_\_\_\_, 2018.

First reading waived by action of the Board of Trustees this \_\_\_\_\_ day of \_\_\_\_\_, 2018.

Passed on second reading this \_\_\_\_\_ day of \_\_\_\_\_, 2018, pursuant to a roll call vote as follows:

**AYES:** \_\_\_\_\_

**NAYS:** \_\_\_\_\_

**ABSENT:** \_\_\_\_\_

Approved by me this \_\_\_\_\_ day of \_\_\_\_\_, 2018.

\_\_\_\_\_  
Keith T. Giagnorio  
Village President

Attest:

\_\_\_\_\_  
Sharon Kuderna  
Village Clerk

Published in pamphlet form this \_\_\_\_\_ day of \_\_\_\_\_, 2018.

\_\_\_\_\_  
Sharon Kuderna  
Village Clerk