

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

 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 *Scott Niehaus* _____ Date 7/11/18