

August 8, 2013

TO: City of Lincoln Personnel Board Members

SUBJECT: Personnel Board Meeting
Thursday, August 15, 2013
1:30 p.m., Council Chambers
County-City Building

A G E N D A

ITEM 1: Request to create the following classification:

<u>CLASS CODE</u>	<u>CLASS TITLE</u>	<u>PROPOSED PAY RANGE</u>
1133	Payroll Specialist	E09 (\$46,094.88 - \$58,843.20)

ITEM 2: Request to change the title and pay range of the following classification:

FROM	<u>CLASS CODE</u>	<u>CURRENT CLASS TITLE</u>	<u>CURRENT PAY RANGE</u>
	1130	Payroll Supervisor	E11 (\$48,665.76 – \$62,123.36)
TO	<u>CLASS CODE</u>	<u>PROPOSED CLASS TITLE</u>	<u>PROPOSED PAY RANGE</u>
	1130	Payroll Administrator	E19 (\$60,461.44 - \$77,182.56)

ITEM 3: Request to change the pay range of the following classification:

<u>CLASS CODE</u>	<u>CLASS TITLE</u>	<u>CURRENT PAY RANGE</u>	<u>PROPOSED PAY RANGE</u>
0655	Ombudsman	E02 (\$38,120.16 - \$48,665.76)	E12 (\$50,001.12 - \$63,833.12)

ITEM 4: Request to change the title and revise the following classification:

<u>CLASS CODE</u>	<u>CURRENT CLASS TITLE</u>	<u>PROPOSED CLASS TITLE</u>
1022	Customer Service Assistant II	Customer Service Assistant (N17)

PERSONNEL BOARD

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ITEM 5: Request to delete the following classifications:

<u>CLASS</u> <u>CODE</u>	<u>CLASS TITLE</u>	
1020	Customer Service Assistant I	(N04)
3222	Permit Technician	(N45)

ITEM 6: Request ordinance to amend the 'E' pay plan to add additional pay ranges E16 to E20

ITEM 7: Election of Chair

ITEM 8: Election of Vice-Chair

ITEM 9: Miscellaneous Discussion

PC: Teresa Meier, City Clerk
Miki Esposito
Steve Hubka
Rick Hoppe

PAYROLL SPECIALIST

NATURE OF WORK

This is responsible work assisting in the coordination of the City's payroll system.

Work involves coordinating various payroll functions necessary to ensure correct payment of wages to City employees; and ensuring proper records are maintained and required reports are prepared and distributed. Work also involves assuring compliance with local, State and Federal regulations. Work is performed within established guidelines and procedures and under the general supervision of the Payroll Administrator.

EXAMPLES OF WORK PERFORMED

Reviews new hire paperwork submitted by departments; follows up with departments if information or paperwork is incomplete and/or incorrect.

Balances bi-weekly payroll utilizing various control reports, error reports, payroll register, and earnings and deduction registers; determines action necessary to correct errors.

Assists with set up and testing of new earning codes and deduction codes.

Reviews and processes monthly billings for health, dental and vision insurance; identifies billing discrepancies and follows up with appropriate individual to correct.

Assists with the balancing and distribution of W-2 forms and of required Federal and State reports.

Provides advice and assistance regarding payroll problems.

Provides backup to Payroll Supervisor when absent.

Performs various Accounts Payable responsibilities.

Performs a detailed audit of payment voucher batches received from assigned departments; reviews all items on the invoice and makes changes as needed.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge and experience in computerized payroll systems.

Knowledge of municipal codes, ordinances, regulations, rules, labor contracts, insurance plans, pension plans, various other deductions and earnings, and established policies as they relate to pay and benefits.

Knowledge of current payroll practices and procedures.

Knowledge of governmental regulations regarding payroll taxes.

Some knowledge of modern office practices, procedures, equipment and standard business office techniques.

Ability to accurately maintain payroll records and to prepare reports from such records.

Ability to perform work within established guidelines and procedures.

Ability to understand and carry out complex oral and written instructions.

Ability to make various mathematical computations and tabulations rapidly and accurately.

Ability to analyze and evaluate payroll problems and develop and recommend effective measures.

Ability to establish and maintain effective working relationships with co-workers and the general public.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from an accredited four-year college or university with major coursework in accounting or business administration and experience in payroll procedures.

MINIMUM QUALIFICATIONS

Completion of an Associate's Degree in the area of accounting or business administration and some experience in payroll procedures; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

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PS1133

CUSTOMER SERVICE ASSISTANT II

NATURE OF WORK

This is highly responsible clerical and public contact work providing specialized customer services by telephone and/or in person and maintaining related records.

Work involves assisting customers in response to their inquiries regarding billing, rates and services; analyzing accounts and making billing corrections; receiving and processing customer payments and responsibility for the review and collection of past-due accounts and for identifying and selecting appropriate payment arrangements. Work may also involve responsibility for processing payments received and accounting for money received and disbursed. Work involves continual contact with the public. General supervision is received from an administrative superior with work being reviewed in the form of accuracy, compliance with departmental policies and procedures, and results achieved.

EXAMPLES OF WORK PERFORMED

Answers customer questions regarding water and sewer bills, both in person and over the phone.

Processes a special order billing when a tenant, new owner or other designated person requests final or new billing be calculated; processes requests for final billing occurring in the middle of a billing cycle.

Verifies special bill run for residential and commercial accounts; enters meter readings on computer to produce billing run and to print bills; reviews computer run from the previous day; adjusts account to correct billing problems.

Prepares a list of properties that can be worked for turn-off; determines which accounts will be worked by dollars due, date of last payment, landlord input, or failure to keep previous payment arrangements; generates necessary paperwork.

Reviews delinquent accounts; grants credit extensions or approves payment arrangements in accordance with established policies and procedures; advises customers on procedures to obtain assistance in paying water service bills.

Reviews bills prior to mailing to ensure all bills requiring special handling are pulled from the regular mailing and processed accordingly.

Researches estate and bankruptcy notices in relation to delinquent accounts; follows instructions from City Attorney's Office in calculating amount due through a given date.

Balances bank pay bills and Cashier's Report; prepares Treasury receipt and deposit; balances daily cash to include payments received by check or cash; balances petty cash envelope.

Processes and balances payments received for water/electric bills; verifies and investigates difficult mail payments; processes special batches such as telepays, walk-ins and permits; balances daily cash report to City Treasurer receipts daily.

Processes customers' checks returned for insufficient funds; notifies customers; issues water turn off notices; removes notices when payment is received.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Thorough knowledge of all aspects of the Lincoln Water System billing functions.

Considerable knowledge of methods used to handle, receipt, record and maintain records of money received and disbursed.

Considerable knowledge of credit and collection principles.

Knowledge of credit analysis techniques.

Knowledge of spreadsheet programs and the ability to create and maintain spreadsheets.

Knowledge of standard computer keyboard configurations and ability to access, interpret and record information using a video display terminal and electronic keyboard.

Ability to establish and maintain effective working relationships with co-workers, various City Departments, banks, title companies, service agencies and the public.

Ability to analyze and resolve credit problems.

Ability to make complex mathematical computations quickly and accurately.

Ability to communicate effectively, both orally and in writing.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a senior high school or equivalent and considerable experience in performing moderately complex clerical work involving billing procedures and cashiering or in the extension of credit and the collection of accounts.

MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent and experience in performing moderately complex clerical work involving billing procedures and cashiering or in the extension of credit and the collection of accounts, or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

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PS1022

EXCLUDED - E RANGES

Reflects 2% increase
Effective August 15, 2013
2.75% Between Steps

PAY RANGE		STEP A	STEP B	STEP C	STEP D	STEP E	STEP F	STEP G	STEP H	STEP I	STEP J
E16	ANNUAL	55,733.60	57,266.56	58,843.20	60,461.44	62,123.36	63,833.12	65,586.56	67,389.92	69,243.20	71,148.48
	MONTHLY	4,644.47	4,772.21	4,903.60	5,038.45	5,176.95	5,319.43	5,465.55	5,615.83	5,770.27	5,929.04
	BIWEEKLY	2,143.60	2,202.56	2,263.20	2,325.44	2,389.36	2,455.12	2,522.56	2,591.92	2,663.20	2,736.48
	HOURLY	26.795	27.532	28.290	29.068	29.867	30.689	31.532	32.399	33.290	34.206
E17	ANNUAL	57,266.56	58,843.20	60,461.44	62,123.36	63,833.12	65,586.56	67,389.92	69,243.20	71,148.48	73,103.68
	MONTHLY	4,772.21	4,903.60	5,038.45	5,176.95	5,319.43	5,465.55	5,615.83	5,770.27	5,929.04	6,091.97
	BIWEEKLY	2,202.56	2,263.20	2,325.44	2,389.36	2,455.12	2,522.56	2,591.92	2,663.20	2,736.48	2,811.68
	HOURLY	27.532	28.290	29.068	29.867	30.689	31.532	32.399	33.290	34.206	35.146
E18	ANNUAL	58,843.20	60,461.44	62,123.36	63,833.12	65,586.56	67,389.92	69,243.20	71,148.48	73,103.68	75,115.04
	MONTHLY	4,903.60	5,038.45	5,176.95	5,319.43	5,465.55	5,615.83	5,770.27	5,929.04	6,091.97	6,259.59
	BIWEEKLY	2,263.20	2,325.44	2,389.36	2,455.12	2,522.56	2,591.92	2,663.20	2,736.48	2,811.68	2,889.04
	HOURLY	28.290	29.068	29.867	30.689	31.532	32.399	33.290	34.206	35.146	36.113
E19	ANNUAL	60,461.44	62,123.36	63,833.12	65,586.56	67,389.92	69,243.20	71,148.48	73,103.68	75,115.04	77,182.56
	MONTHLY	5,038.45	5,176.95	5,319.43	5,465.55	5,615.83	5,770.27	5,929.04	6,091.97	6,259.59	6,431.88
	BIWEEKLY	2,325.44	2,389.36	2,455.12	2,522.56	2,591.92	2,663.20	2,736.48	2,811.68	2,889.04	2,968.56
	HOURLY	29.068	29.867	30.689	31.532	32.399	33.290	34.206	35.146	36.113	37.107
E20	ANNUAL	62,123.36	63,833.12	65,586.56	67,389.92	69,243.20	71,148.48	73,103.68	75,115.04	77,182.56	79,304.16
	MONTHLY	5,176.95	5,319.43	5,465.55	5,615.83	5,770.27	5,929.04	6,091.97	6,259.59	6,431.88	6,608.68
	BIWEEKLY	2,389.36	2,455.12	2,522.56	2,591.92	2,663.20	2,736.48	2,811.68	2,889.04	2,968.56	3,050.16
	HOURLY	29.867	30.689	31.532	32.399	33.290	34.206	35.146	36.113	37.107	38.127