

Bottom

13-0

AN ORDINANCE BY COUNCILMEMBER KEISHA LANCE BOTTOMS 13-0 -0505

AN ORDINANCE AUTHORIZING THE CHIEF FINANCIAL OFFICER TO ESTABLISH A SEPARATE COST CENTER UNDER THE MAYORS OFFICE TO PROPERLY ACCOUNT FOR THE OFFICE OF CUSTOMER SERVICE; AND TO TRANSFER CERTAIN POSITIONS FROM THE DEPARTMENTS OF PLANNING AND COMMUNITY DEVELOPMENT, PUBLIC WORKS AND WATERSHED MANAGEMENT TO THE NEW ATL311 CUSTOMER SERVICE CENTER (CSC); AND FOR OTHER PURPOSES.

WHEREAS, many Departments of the City of Atlanta, Georgia, employs fulltime staff composed of Call Center Representatives, Customer Service Agents, Representatives, Technicians and others; and

WHEREAS, these staff members perform a distinct function, customer service intake and triage; and

WHEREAS, it is the desire Chief Operating Officer to budget and account for these functions separately; and

WHEREAS, the Office of Customer Service needs to have a distinct organizational center to facilitate proper accounting and tracking of financial activity.

WHEREAS, the City of Atlanta has customer service operations in various departments throughout the City, and

WHEREAS, there is a need for a consolidated customer service operation, and

WHEREAS, the ATL311 Customer Service Center (CSC) is established to a "one-stop" customer service Organization for the public to request City information and services;

SECTION 1: NOW THEREFORE BE IT ORDAINED BY THE COUNCIL OF THE CITY OF ATLANTA, GEORGIA, as follows that the Chief Financial Officer is hereby directed to create the necessary Fund, Department, Account and Organization (FDOA) designations, for the Office of Customer Service as follows: (Fund) 1001 (**Department**) **040301 (Function/Activity) 1320000** and (Accounts) 5111001 (Salaries, Regular), 5121003 (Group Health Ins. Contribution-Emp.), 5121001 (Group life Ins. Contribution Emp.), 5124101(Pension Contribution General Employee Pension Fund), 5124102 (Defined Contribution), 5212001(Consultant/Professional Services).

SECTION 2: NOW THEREFORE, BE IT ORDAINED BY THE COUNCIL OF THE CITY OF ATLANTA as follows and that the effective date of actions contained within this ordinance shall be upon adoption by City Council and approval by the Mayor, unless otherwise indicated:

POSITION TRANSFERS: That the following positions and incumbents are hereby transferred as indicated below:

**DEPARTMENT OF PLANNING AND COMMUNITY DEVELOPMENT
OFFICE OF BUILDINGS**

<u>FROM: ACCOUNT NUMBER</u>	<u>TO: ACCOUNT NUMBER</u>	<u>POS. NO.</u>	<u>NO. POS.</u>	<u>CLASSIFICATION TITLE</u>	<u>CLASS CODE</u>
5601 250201 5111001 7240000	5601 040301 5111001 1320000	00689 00684	2	Customer Service Representative, Senior (D)	AD0302
5601 250202 5111001 7240000	5601 040301 5111001 1320000	00750 53591	2	Customer Service Representative, Senior (D)	AD0302
5601 250304 5111001 7240000	5601 040301 5111001 1320000	00813	1	Customer Service Representative, Senior (D)	AD0302

DEPARTMENT OF PUBLIC WORKS

<u>FROM: ACCOUNT NUMBER</u>	<u>TO: ACCOUNT NUMBER</u>	<u>POS. NO.</u>	<u>NO. POS.</u>	<u>CLASSIFICATION TITLE</u>	<u>CLASS CODE</u>
1001 130306 5111001 4220000	5601 040301 5111001 1320000	01664	1	Customer Service Representative, Senior (D)	AD0302
1001 130312 5111001 4220000	5601 040301 5111001 1320000	01541	1	Customer Service Representative, Senior (D)	AD0302
5401 130509 5111001 4510000	5401 040301 5111001 1320000	01764 01767 21957	3	Customer Service Representative, Senior (D)	AD0302

POSITION TRANSFERS (Cont'd)

DEPARTMENT OF WATERSHED MANAGEMENT

<u>FROM:</u> <u>ACCOUNT</u> <u>NUMBER</u>	<u>TO:</u> <u>ACCOUNT</u> <u>NUMBER</u>	<u>POS.</u> <u>NO.</u>	<u>NO.</u> <u>POS.</u>	<u>CLASSIFICATION TITLE</u>	<u>CLASS</u> <u>CODE</u>
5051 170106 5111001 1511000	5051 040301 5111001 1320000	19928 56136	2	Customer Service Representative, Senior (D)	AD0302
5051 170502 5111001 1590000	5051 040301 5111001 1320000	19226 19228 20484	3	Utility Call Center Representative, Senior (D)	AD0316
5052 170408 5111001 4440000	5051 040301 5111001 1320000	53779	1	Utility Call Center Representative (D)	AD0315
5052 170408 5111001 4440000	5051 040301 5111001 1320000	45809	1	Utility Call Center Representative, Senior (D)	AD0316

POSITION TRANSFERS (Cont'd)

DEPARTMENT OF WATERSHED MANAGEMENT (Cont'd)

<u>FROM:</u> <u>ACCOUNT</u> <u>NUMBER</u>	<u>TO:</u> <u>ACCOUNT</u> <u>NUMBER</u>	<u>POS.</u> <u>NO.</u>	<u>NO.</u> <u>POS.</u>	<u>CLASSIFICATION TITLE</u>	<u>CLASS</u> <u>CODE</u>
5051 170502	5051 040301	19229	22	Utility Call Center Representative	AD0315
5111001	5111001	20595		(D)	
1590000	1320000	45523			
		45532			
		45533			
		45536			
		45537			
		45538			
		45541			
		52213			
		52286			
		53778			
		53781			
		55205			
		55206			
		55207			
		55209			
		55210			
		55865			
		55867			
		55870			
		55871			

POSITION TRANSFERS (Cont'd)

DEPARTMENT OF WATERSHED MANAGEMENT (Cont'd)

<u>FROM:</u> <u>ACCOUNT</u> <u>NUMBER</u>	<u>TO:</u> <u>ACCOUNT</u> <u>NUMBER</u>	<u>POS.</u> <u>NO.</u>	<u>NO.</u> <u>POS.</u>	<u>CLASSIFICATION TITLE</u>	<u>CLASS</u> <u>CODE</u>
5051 170502 5111001 1590000	5051 040301 5111001 1320000	45543 52161 56140	3	Customer Service Supervisor (D)	AD0303
5051 170423 5111001 4410000	5051 040301 5111001 1320000	45494	1	Data/Reporting Analyst	PA0401
5051 170504 5111001 1590000	5051 040301 5111001 1320000	21937 45438 52871	3	Customer Service Manager	AD0304
5052 170502 5111001 1590000	5052 040301 5111001 1320000	56158 56160	2	Customer Service Representative, Senior (D)	AD0302
5051 170702 5111001 4410000	5051 040301 5111001 1320000	19253 53782 54832 54835 55202 56121 56475	7	Customer Service Representative, Senior (D)	AD0302
5051 170702 5111001 4410000	5051 040301 5111001 1320000	52333	1	Customer Service Supervisor (D)	

POSITION TRANSFERS (Cont'd)

DEPARTMENT OF WATERSHED MANAGEMENT (Cont'd)

<u>FROM:</u> <u>ACCOUNT</u> <u>NUMBER</u>	<u>TO:</u> <u>ACCOUNT</u> <u>NUMBER</u>	<u>POS.</u> <u>NO.</u>	<u>NO.</u> <u>POS.</u>	<u>CLASSIFICATION TITLE</u>	<u>CLASS</u> <u>CODE</u>
5051 170612 5111001 4410000	051 040301 5111001 1320000	53665	1	Customer Service Representative, Senior (D)	AD0302

SECTION 2: The Commissioner of Human Resources is authorized to make any necessary administrative personnel adjustments or corrections.

SECTION.3: That all ordinances and parts of ordinances in conflict herewith are hereby waived.