



# Baldwin County Commission

## Legislation Details (With Text)

<b>File #:</b>	20-0640	<b>Version:</b>	1
<b>Type:</b>	Work Session	<b>Status:</b>	Agenda Ready
<b>File created:</b>	1/22/2020	<b>In control:</b>	Baldwin County Commission Work Session
<b>On agenda:</b>	1/28/2020	<b>Final action:</b>	
<b>Title:</b>	County Administration - Restructure of Call Center Department		
<b>Indexes:</b>			
<b>Attachments:</b>	1. Updated Organizational Charts for Commission Administration (Reporting Departments) and Call Center, 2. Updated Position Descriptions for Call Center Positions, 3. Updated Organizational Chart for CIS Department		

Date	Ver.	Action By	Action	Result
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**Meeting Type:** BCC Work Session

**Meeting Date:** 1/28/2020

**Item Status:** New

**From:** Wayne Dyess, County Administrator

Deidra Hanak, Personnel Director

**Submitted by:** Deidra Hanak, Personnel Director

### ITEM TITLE

County Administration - Restructure of Call Center Department

### STAFF RECOMMENDATION

Take the following actions:

- 1) Move the Call Center from reporting to the CIS Director to reporting to the County Administrator; and
- 2) Approve the updated organizational charts for the Call Center and CIS Department; and
- 3) Approve the updated position descriptions for the Customer Relationship Manager, Customer Service Representative I, Customer Service Representative II, and Knowledgebase and Multi-Media Coordinator.

### BACKGROUND INFORMATION

**Previous Commission action/date:** N/A

**Background:** In a strategic realignment for communication for the County, the County Administrator respectfully requests that the above recommendations are approved.

The CIS Director and the County Administrator agree that the funding/budget for Fiscal Year 2020 should remain the same at this time. The budget can be restructured Fiscal Year 2021 going forward.

### **FINANCIAL IMPACT**

**Total cost of recommendation:** N/A

**Budget line item(s) to be used:** N/A

**If this is not a budgeted expenditure, does the recommendation create a need for funding?**  
N/A

### **LEGAL IMPACT**

**Is legal review necessary for this staff recommendation and related documents?**  
N/A

**Reviewed/approved by:** N/A

**Additional comments:** N/A

### **ADVERTISING REQUIREMENTS**

**Is advertising required for this recommendation?** N/A

**If the proof of publication affidavit is not attached, list the reason:** N/A

### **FOLLOW UP IMPLEMENTATION**

**For time-sensitive follow up, select deadline date for follow up:** N/A

**Individual(s) responsible for follow up:** Personnel

**Action required (list contact persons/addresses if documents are to be mailed or emailed):**  
N/A

**Additional instructions/notes:** N/A