Baldwin County Commission

Legislation Text

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

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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