

Exhibit 1

School Board Agenda Item

May 8, 2018

Executive Summary

Proposed **New** Job Description for the Customer Service Analyst, John M. McKay position

Background: This item is being recommended for School Board **approval** to meet requirements for new job description.

Position Title: **Customer Service Analyst, John M. McKay**

Division/Department: **Chief Academic Officer**

Pay Grade: **18** Range: **\$40,982 - \$62,816**

Salary Schedule: **FOPE- Clerical/Secretarial**

Recommended Policy Status: Non-Chart Job Description – **First** Reading

Rationale: The job description for Customer Service Analyst, John M. McKay, has been created in support of the Exceptional Learning Support Services departmental operations. This position is responsible for assisting, coordinating and monitoring all aspects of the John M. McKay scholarship program, including application screening, communication of award status, and ongoing monitoring of program compliance. The job description defines the performance responsibilities and the minimum education and experience required to perform successfully in the job. This is a single incumbent position that is currently occupied.

An evaluation of the job description was conducted to determine the pay grade assignment of 18 (FOPE-Clerical/Secretarial).

As part of the process to create and edit job descriptions, Compensation provides the designated Bargaining Unit or Meet and Confer Representative with a copy of the new or revised job description prior to the First Reading. Any feedback received from the Representative is reviewed for consideration and, where applicable, incorporated as part of the job description. The Representative for the Federation of Public Employees Clerical Unit was provided a copy of the job description via e-mail on April 23, 2018. Additional feedback was not received prior to submission of this document for approval.

Cost: The creation of this job description represents no additional financial impact to the District. This job description will be used to reclassify existing employees holding the Customer Service Specialist job within the Exceptional Student Learning Support Services department. There are three Board approved position(s) associated with this job description, of which zero are vacant. The cost associated with staffing this position ranges from \$56,447 to \$82,211, which reflects the salary range minimum and maximum values and fringe expense (18% variable + \$8,088 fixed). Note that actual incumbent salary will be determined at time of hire, upon approval of the School Board, and will reflect the candidate's job qualifications, FOPE-Clerical/Secretarial contract provisions, and pay analysis conducted by Human Resources.