



County of Hanover

Board Meeting: June 25, 2014

Subject: Request by Commissioner of the Revenue to consolidate two part-time positions into one full-time position

Summary of Agenda Item: A request to combine an existing part-time account clerk position (0.49 FTE, Non-benefitted) and a FY15 funded part-time customer service agent position (0.50 FTE, Benefitted) into one full-time customer service agent position, effective July 1, 2014. Funding is available to cover the additional costs of full-time benefits.

If approved, this will increase the department approved FTE count from 17.5 to 18.0

The departments of Human Resources and Finance & Management Services concur with this request.

County Administrator's Recommended Board Motion: Motion to approve Commissioner of the Revenue's request to consolidate two part-time positions into one full-time position, effective July 1, 2014.



COUNTY OF HANOVER
Commissioner of the Revenue
(Memorandum)



To: Cecil R. Harris; County Administrator

From: T. Scott Harris; Commissioner of the Revenue

Date: June 6, 2014

Re: Request to consolidate two part-time positions into one full-time position

Rhu,

I am writing to request that the Board of Supervisors consider and approve the consolidation of two part-time positions into one full-time position.

Background

As you know, when the Commercial Development Authority for Winding Brook was created my office, in conjunction with the Treasurer's office, was asked to administer the tax assessment work associated with ensuring that the property owners in the development received their tax bills and any special assessment required by the bond holding authority. As part of my assuming the responsibility, the CDA agreed to annually fund a part-time account clerk position in my office. There is a provision in the memorandum of understanding with the CDA for the annual funding to be increased over time incrementally, but the current funding is approximately \$13,500 per year. In addition to the CDA funding the County has provided approximately \$5,000 per year in part-time funds for work by the individual in other areas of my office. As currently approved the position is an hourly position and receives no benefits. Over the past few years, as the part-time employee's skill levels have increased we have transferred up to \$3,000 per year from the over-time line item to cover increased hours worked by the individual in other areas of the department. In addition to the CDA work the part-time employee has been responsible for our accounts payable processing and business personal property assessment work. The individual in this position resigned effective May, 2014 and the position is currently open.

In the FY15 budget the Board of Supervisors approved a new part-time position that includes benefits. The funding for this position will come from commission payments the department receives for our DMV Select work. It is anticipated that the position will assume responsibilities associate with our increased DMV workload as well as the increased workload in our personal property division. Funding for this new positions begins with the new budget year in July 2014.

Request

I am requesting that the Board of Supervisors approve consolidating the two part-time positions into one full-time benefitted position. Funding to cover the difference in benefit expenditures associated with consolidating the positions can be accommodated using existing appropriations. It is my intent to fund the full-time position with CDA funds and DMV Select commissions.

Justification

For the past several years we have operated with one part-time position used primarily for CDA administration, accounts payable and tax assessment duties as time allowed. As a result of growth in personal property accounts and items assessed, as well as an increased volume of transactions related to our DMV Select we have received approval for an additional benefitted part-time position. At the time we were considering the additional part-time position we evaluated whether to request that the existing part-time position be expanded to full-time status. The individual working part-time indicated they had no interest in full time work so we determined that due to her considerable experience working with the CDA it was more advisable that we pursue approval for an additional part-time position. As a result of her resignation however, I believe it makes sense to combine the two part-time positions into one full-time position now. It is my belief that doing so will result in increased productivity in the proposed position through our ability to schedule all of our employee resources more efficiently. The consolidation of the positions will allow us to include the individual more fully in our annual assessment cycles and to fully integrate the individual into our DMV Select duties.

One significant problem associated with having part-time employees in an office with considerable customer contact and interaction is that it can be difficult for those individuals to be engaged in customer issues that involve extensive research and lengthy interaction with tax payers. Abbreviated work schedules and work weeks make it difficult to follow through on time sensitive issues and customer contacts that span days or weeks. The result has been that we have not been able to utilize part-timers as front line customer service agents. Combining the two part-time positions will allow us to add more resources into our front line core service of serving tax payers. In addition, part-time positions by their nature tend to be somewhat temporary. They are typically filled by individuals in transition and not by individuals seeking long term employment. Turnover in these positions require the use of increased training resources and funds. We were fortunate that our last part-time employee was willing to stay as long as she did and that we were able to utilize her skills so well. With increasing work-loads and ever increasing expectations of our customers I believe it is appropriate that the positions be combined.

Conclusion

I am requesting approval from the Board of Supervisors to consolidate one part-time account clerk position and one part-time customer service agent position into a full-time customer service agent position and I am proposing that the consolidation be effective July 1, 2014. I have discussed this request with both the Director of Finance and the Director of Human Resources and they have concurred with my request.