

Extraordinary Qualifications - Civil Service Form #1197

Requester Information

Name: BejideLegania Date: 1/31/2018
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 Department: ITI

Employee Details

Employee Name:
 Department: Appointing Authority: Kimberly LaGrue
 Courtney Bagneris
 Is this a promotion or a new hire? New Hire (Hired Above Minimum) Promotion (Qualified Above Minimum)
 Proposed Classification: Current Classification:

Job Posting and Appointment

Type of Appointment: Date of Appointment (if known):
 Duration of Job Posting:
 Method(s) of Advertising?:
 Detailed Position Description: Highly responsible technical, professional and supervisory work of a specialized nature involving the responsibility for the functional, administrative operations, and activities of the City's 311 Call Center. The supervisor will lead and manage the 311 staff members in troubleshooting technical issues and following up on program management issues while delivering superior customer service. The supervisor will act as a subject matter expert for all 3-1-1 projects and manage day to day operations including emergency operations. Work also includes:
 • Presenting reports on performance at the manager and executive levels.
 • Documenting, tracking and monitoring incidents and problems to ensure timely resolution including escalations.
 • Recommending and executing modifications to 3-1-1, the CRM and other business workflow software in order to improve efficiency, reliability and performance.
 • Creating and maintaining content related to a wide variety of City services in the 3-1-1 Customer Relationship Management (CRM) knowledge base.
 • Managing the creation, delivery and maintenance of the content on the CRM's home page for Customer Service Representatives to use for citizens.
 • Act as system/user administrator for front and back office users through the CRM's configuration utility.
 • Running and managing queries using a Structured Query Language (SQL) for data held in a relational database management system.

Qualifications

How many applicants were on the eligible list? After reviewing the register, how many possessed the extraordinary qualification(s) described below?:

There were ten candidates on the eligible list. While a few of the candidates have similar years of experience at a medium to large scale computer or client/server system managing an information Technology Systems, Mr. Riccardo is the only candidate who holds all of the qualifications needed for this job. These include: a related college degree, a related certification, supervisory experience, and specifically, supervisory experience overseeing a call center, its personnel, and its technology infrastructure. Other candidates for this job lack supervisory experience overseeing the operations of a call center, specifically:

Describe:	Minimum Qualification - from Job Announcement	Employee Qualification that Exceeds the Minimum	Details
Relevant Experience		10 years of experience in information management systems and 5+ years of experience in call center management.	Supervised staff as Deputy Program Manager for the One Source Telecommunications Support contract over transportation Information Operations Call center and its Wireless and Web teams. Managed specific enterprise information troubleshooting, change management, and customer relations activities. Most recently oversees City of New Orleans IT for 311 IT systems and 13 agents. Serves as liaison between Department heads in regard to 311 messaging reporting. Manages relevant information systems to employees and citizens, troubleshooting, user management,
Education		Bachelor's Degree	Bachelors of Science in Industrial Distribution – Engineering from Western Carolina University May 2002
Certs/Training		ITIL v3 Foundation Certification plus professional development courses	Civil Service Supervisory Certification and additional coursework including: records management, principles of management, and decision-making

Describe how similar qualifications are not readily available in the labor market at the minimum rate:

It is very difficult to find candidates who hold the necessary education, certification, and progressively responsible supervisory experience of information technology systems let alone call center systems and staff management. Candidates with these qualifications are generally in higher paying position than the minimum entrance rate.

How are the duties of the position relevant to the advanced qualification?

Mr. Riccardo's experience provides him with the knowledge and ability to execute the most specialized duties relevant to the advanced qualification. For example, his prior experience managing specific enterprise information systems prepares him well for managing the 3-1-1, Customer Relationship Management (CRM) system, including troubleshooting of system outages as well as documenting, tracking, and monitoring incidents and problems to ensure timely resolution including escalations, as well as recommending and executing modifications, and business workflow software to improve efficiency, reliability, and performance. His experience with configuration management of a SQL based reporting systems is directly relevant to running and managing queries using SQL for data held in the 3-1-1 applications, such as the 311 Wallboard, UCCX and Finesse call center applications that measure and report agent performance. His experience supervising staff for the Department of Transportation Information Operations Call Center prepares him well for supervising 3-1-1 staff, while his project management experience with the City's One-Stop application LAMA, and leading IT Combined Infrastructure Exhibit 300 investment are essential to oversee weekly and monthly project status meetings, reports to internal customers and department heads participating in 3-1-1, and to present reports on performance at the manager and executive levels.

Are there other departmental employees in this classification with the same or equivalent qualifications: Yes No

Additional Documentation

- Attachment 1:
- Attachment 2:
- Attachment 3:

Proposed Pay Rate

Rate Granted in Steps (maximum of 21): Rate Granted as a Percentage (must be divisible by 1.25):

How will hiring this person at the rate specified be a financial advantage to the City? (Please provide an objective financial analysis):

The annual salary of Matthew Riccardo will be \$78,999.44. The previous staff that performed the duties of the 311 Manager with similar experience was a contractor, paid at the hourly rate of \$110. Based on 2080 hours per year, the total cost for a contractor to do the same work would equal \$28,800. Promoting Matthew to this position as a Civil Servant at the annual salary of \$78,999.44 provides a significant cost savings to the City

Appointing Authority Approval

Name: Kimberly LaGrue

Date: 1/31/2018

Approval: Approved Denied

Comment:

Class & Pay Approval

Name: Samuel Stoute

Date: 2/20/2018

Approval: Approved Denied Cancel

Comment: As per discussions and email request, approved at step 12 (in addition to Civil Service trainer pay for a total of step 16).