



Agenda Report

21-288

Agenda Date: 2/22/2021

REPORT TO CIVIL SERVICE COMMISSION

SUBJECT

Action to Extend Probationary Period of Customer Service Supervisor (Employee No. 04035)

ACTION AND AUTHORITY

The Finance Department is requesting to extend the probationary period for a Customer Services Supervisor (Job Code 367) pursuant to the Civil Service Rule 4.20(b), "Any permanent employee who is an applicant for promotion may have their probationary period extended by the Commission to permit the acquisition of required licenses or certificates or completion of training. Regular classified employees may have their probationary period extended by the Commission for reasons of sickness or absence."

DISCUSSION

A Customer Service Supervisor (Employee No. 04035), who has permanent status with the City as a Senior Customer Service Representative (Job Code 724), was promoted to the classification of Customer Service Supervisor on February 23, 2020. The employee has been on leave since December 21, 2020 and is expected to be on leave beyond the original probation completion date. The Department is requesting an extension of the probationary period by approximately 7 ½ weeks after the employees return to work, which is anticipated to be in June 2021. The employee's original end date is February 23, 2021; therefore, the new probation end date will be adjusted based on the return date and not to exceed the amount of time the employee has been on leave. This will allow for a full 12 months probationary period to conduct the proper assessments required during probationary status.

ENVIRONMENTAL REVIEW

The action being considered does not constitute a "project" within the meaning of the California Environmental Quality Act ("CEQA") pursuant to CEQA Guidelines section 15378(b)(5) in that it is a governmental organizational or administrative activity that will not result in direct or indirect changes in the environment.

FISCAL IMPACT

There is no additional cost to the City other than administrative staff time and expense.

PUBLIC CONTACT

Public contact was made by posting the Council agenda on the City's official-notice bulletin board outside City Hall Council Chambers. A complete agenda packet is available on the City's website and in the City Clerk's Office at least 72 hours prior to a Regular Meeting and 24 hours prior to a Special Meeting. A hard copy of any agenda report may be requested by contacting the City Clerk's Office at (408) 615-2220, email clerk@santaclaraca.gov <<mailto:clerk@santaclaraca.gov>> or at the public information desk at any City of Santa Clara public library.

RECOMMENDATION

Approve the extension of the probationary period for a Customer Service Supervisor (Employee No. 04035)

Reviewed by: Ashley Lancaster, Division Manager Human Resources

Approved by: Aracely Azevedo, Director of Human Resources