

CUSTOMER ACCOUNT REPRESENTATIVE PROGRESSION & PRODUCTIVITY PROGRAM POLICIES AND PROCEDURES

October 9, 1997

IMPORTANT INFORMATION TO REMEMBER REGARDING ELIGIBILITY TO PROGRESS:

- * An employee must be demonstrating increased productivity for the department due to the development of knowledge, skills, and abilities.
- * An employee must meet the same requirements as promotional candidates regarding absenteeism and performance ratings.
- * An employee must be competently performing the appropriate duties and responsibilities of the level in which they want to progress.

- I. Employees will be placed into the progression family in the following manner:

Classifications

Customer Account Representative I (OT-15)

Customer Account Representative II (OT-16)

Customer Account Representative III (OT-17)

- II. Employees will not be allowed to skip levels. All criteria will need to be met before an employee may progress to the next level. (Note: For first progression those current employees would not have to serve the required time within a classification if they meet all other criteria) Employees must remain in grade for one (1) year before progressing to the next level. New hires can be hired at any level.
- III. Upon approval of a progression by the Human Resources Department, the employee's increase will be effective the beginning of the next pay period.
- IV. Supervisors and Department Heads should review, approve (if justified) and submit the appropriate progression paperwork to the Human Resources Department within two (2) weeks of receiving a request from an employee.
- V. All tests will be scheduled and administered in the employment office. Tests times may be scheduled by calling x7427. If an employee tests to be progressed and fails on a proficiency test such as a computer software application or typing test, they will be eligible to retest again in twenty-four hours, again in thirty (30) days, and again in three (3) months. (See internal bulletin for Policy & Procedure Assessment process.)
- VI. The equivalency clause (see Section 128 of Policies and Procedures below) stated in the job descriptions for experience and education will be accepted when applying for a progression. However, an employee must meet the required coursework stated on the Criterion Document to progress to the next level. Required coursework is stated under the title of "COURSEWORK" not "EDUCATION". An employee would not be allowed to use the equivalency coursework hours (as provided by years of service) to meet the stated coursework requirements. An employee must actually receive college accredited hours for the required coursework. (Section 128: ...the maximum substitution of experience for formal education shall not exceed one-half of the required coursework required in the job description.)