

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT (METRO) PERSONNEL/HUMAN RESOURCES STANDING COMMITTEE MEETING AGENDA

JUNE 12, 2020 – 10:30AM

DUE TO COVID-19, THE JUNE 12, 2020 SANTA CRUZ METRO PERSONNEL/HUMAN RESOURCES STANDING COMMITTEE MEETING WILL BE CONDUCTED AS A TELECONFERENCE PURSUANT TO THE PROVISIONS OF THE GOVERNOR'S EXECUTIVE ORDERS N-25-20 AND N-29-20, WHICH SUSPEND CERTAIN REQUIREMENTS OF THE RALPH M. BROWN ACT.

MEMBERS OF THE PUBLIC MAY NOT ATTEND THIS MEETING IN PERSON.

Directors, staff and the public may participate remotely via the Zoom website <u>at this link</u> and entering this password (457842) or by calling 1-669-900-9128 Meeting ID 879 2325 6173.

Public comment may be submitted via email to <u>boardinguiries@scmtd.com</u>. Please indicate in your email the agenda item to which your comment applies. Comments submitted before the meeting will be provided to the Directors before or during the meeting. Comments submitted after the meeting is called to order will be included in the Board's weekly correspondence that is posted online at board meeting packet link.

The Personnel/Human Resources Standing Committee Meeting Agenda Packet can be found online at www.SCMTD.com.

The Committee may take action on each item on the agenda. The action may consist of the recommended action, a related action or no action. Staff recommendations are subject to action and/or change by the Board of Directors.

COMMITTEE ROSTER

Director Ed Bottorff, Immediate Past Board Chair	City of Capitola
Director Aurelio Gonzalez	City of Watsonville
Director John Leopold, Board Vice Chair	County of Santa Cruz
Director Larry Pageler	County of Santa Cruz
Director Mike Rotkin, Board Chair	County of Santa Cruz
Alex Clifford	METRO CEO/General Manager

Julie Sherman

METRO CEO/General Manager METRO General Counsel

MEETING TIME: 10:30AM

NOTE: THE COMMITTEE CHAIR MAY TAKE ITEMS OUT OF ORDER

- 1 CALL TO ORDER
- 2 ROLL CALL

3 ADDITIONS/DELETIONS FROM AGENDA/ADDITIONAL DOCUMENTATION TO SUPPORT EXISTING AGENDA ITEMS

4 ORAL AND OTHER COMMUNICATIONS TO THE PERSONNEL/HUMAN RESOURCES STANDING COMMITTEE

This time is set aside for Directors and members of the public to address any item not on the Agenda, but which is within the matter jurisdiction of the Committee. If you wish to address the Committee, please follow the directions at the top of the agenda. If you have anything that you wish distributed to the Committee and included for the official record, please include it in your email. Comments that require a response may be deferred for staff reply.

5 REVIEW REQUEST FOR AUTHORIZATION OF A CUSTOMER SERVICE ASSISTANT POSITION IN THE CUSTOMER SERVICE DEPARTMENT Dawn Crummié, HR Director

6 ADJOURNMENT

Accessibility for Individuals with Disabilities

This document has been created with accessibility in mind. With the exception of certain 3rd party and other attachments, it passes the Adobe Acrobat XI Accessibility Full Check. If you have any questions about the accessibility of this document, please email your inquiry to accessibility@scmtd.com. Upon request, Santa Cruz METRO will provide for written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in and provide comments at/related to public meetings. Please submit a request, including your name, phone number and/or email address, and a description of the modification, accommodation, auxiliary aid, service or alternative format requested at least two days before the meeting. Requests should be emailed to boardinquiries@scmtd.com or submitted by phone to the Executive Assistant at 831.426.6080. Requests made by mail (sent to the Executive Assistant, Santa Cruz METRO, 110 Vernon Street, Santa Cruz, CA 95060) must be received at least two days before the meeting. Requests will be granted whenever possible and resolved in favor of accessibility.

Public Comment

If you wish to address the Board, please follow the directions at the top of the agenda. If you have anything that you wish distributed to the Board and included in the official report, please include it in your email. Comments that require a response may be deferred for staff reply.

Santa Cruz Metropolitan Transit District



DATE: June 12, 2020

- TO: Personnel/Human Resources Standing Committee
- FROM: Dawn Crummié, Human Resources Director
- SUBJECT: REVIEW REQUEST FOR AUTHORIZATION OF A CUSTOMER SERVICE ASSISTANT POSITION IN THE CUSTOMER SERVICE DEPARTMENT

I. RECOMMENDED ACTION

That the Personnel/Human Resources Standing Committee review the request for authorization of a Customer Service Assistant in the Customer Service Department and recommend approval to the full Board of Directors

II. SUMMARY

- In order to address the needs of the Customer Service Department, the former Marketing, Communications & Customer Service Director, Jayme Ackemann, requested the creation of a new position to replace the existing Administrative Assistant in the Customer Service Department through a classification and compensation study.
- On October 4, 2019, Service Employees International Union Local 521 (SEIU), Human Resources (HR) staff and Jayme Ackemann met and agreed to the creation of "Customer Service Assistant" to better address the needs of the Santa Cruz Metropolitan Transit District (METRO).
- On November 16, 2019, the Administrative Assistant to the Customer Service Department retired from METRO.
- Santa Cruz Metropolitan Transit District (METRO) contracted with Koff & Associates (hereinafter "K&A") to conduct a total classification and compensation study in November 2019.On March 27, 2020, the Marketing, Communications and Customer Service Director left the organization and Rina Solorio became the interim Assistant Operations Manager to oversee the Customer Service Department. This study was placed on hold to allow Ms. Solorio to evaluate the needs of the department.
- After an evaluation of the Customer Service Department, HR staff and Ms. Solorio requested to continue with the study to create a new position in the Customer Service Department.
- HR staff worked with K&A to create a new Customer Service Assistant position description and its wage scale.

 In May 2020, the HR staff and K&A presented the classification and compensation study to SEIU. SEIU is in agreement with the findings and this recommendation.

III. DISCUSSION/BACKGROUND

In order to address the needs of the Customer Service Department, the former Marketing, Communications & Customer Service Director, Jayme Ackemann, requested the creation of a Customer Service Assistant position to replace the existing Administrative Assistant in the Customer Service Department through a classification and compensation study.

The study shows the need for a position which would perform a combination of administrative tasks, as well as customer service tasks, which included develop and manage customer interaction tracking tools and provide final follow-up with customers awaiting responses or customers who have submitted concerns to METRO in writing.

This position will continue to provide communication, administration and organization duties, as well as perform tasks on a case-by-case basis which will directly track tasks performed in the Customer Service Department in order to meet the required milestones.

HR staff worked with K&A, to create a new Customer Service Assistant job description (class specification) and corresponding wage scale. Upon approval, an open recruitment will be undertaken to fill the Customer Service Assistant position.

K&A presented a total compensation study, which reflected comparison agency salaries and benefits. The ten labor market comparable agencies were:

- Alameda-Contra Costa Transit District
- Central Contra Costa Transit Authority
- City of Santa Cruz
- County of Santa Cruz
- Golden Gate Bridge, Highway and Transportation District
- Monterey-Salinas Transit District
- Riverside Transit Agency
- San Joaquin Regional Transit District
- Santa Barbara Metropolitan Transit District
- Santa Clara Valley Transportation Authority

This position was discussed with SEIU/SEA Chapter President, Joan Jeffries, and SEIU representatives, Holly Alcorn and Olivia Martinez. All SEIU representatives are in support of this new classification.

Staff is requesting that the Personnel/Human Resources Standing Committee recommend approval of the Customer Service Assistant position to the full Board of Directors at its June 26th meeting.

IV. STRATEGIC PLAN PRIORITIES ALIGNMENT

This item aligns to the following Strategic Plan Priorities:

- Service Quality and Delivery
- Employee Engagement: Attract, Retain and Develop

V. FINANCIAL CONSIDERATIONS/IMPACT

Funding for this position will be provided from the current authorized, funded and vacant position (Administrative Assistant) in the Customer Service Department's FY20 & FY21 Operating Budget.

VI. ALTERNATIVES CONSIDERED

- Do nothing is an alternative. Staff does not recommend this option. This position meets the needs of METRO.
- Reject the suggested classification and wage survey. Staff does not recommend this action since the new class specification and its wage survey were researched and developed based on the developing needs of METRO.

VII. ATTACHMENTS

Attachment A: Customer Service Assistant Job Description

Attachment B: Customer Service Assistant Wage Scale

Prepared by: Monik Delfin, HR Deputy Director

Personnel/Human Resources Standing Committee June 12, 2020 Page 4 of 4

VIII. APPROVALS

Dawn Crummié, HR Director

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Approved as to fiscal impact: Angela Aitken, Chief Financial Officer

Alex Clifford, CEO/General Manager



Class Code: AS120 FLSA Status: Non-exempt

Customer Service Assistant Bargaining Unit: SEA

DEFINITION:

Under direct supervision of the Director, Marketing and Customer Service, a Customer Service Assistant performs journey-level and difficult clerical duties to relieve management staff of administrative detail; assists in the preparation of difficult correspondence, reports, budget documents, and manuals; researches and compiles data from multiple and varied sources to prepare reports or complete forms; coordinates and provides administrative support during meetings; and performs related work as required.

DISTINGUISHING CHARACTERISTICS:

Customer Service Assistant is a journey-level class in the series. An incumbent in this class performs a combination of administrative tasks as well as customer service tasks that require a broad general skill set, including good writing skills and the ability to manage inventory and small budgets and oversee office orders and materials procurement. An incumbent also develops and manages customer interaction tracking tools and provides final follow up with customers awaiting responses or customers who have submitted concerns to the District in writing. An incumbent will support the planning and execution of Department and agency events and activities as needed. This class uses technical, administrative duties that require substantial interpretation and application of laws, regulations, and/or specialized departmental and/or program policies.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

The duties listed below represent the various types of work that may be performed. The omission of specific statements of duties does not exclude them if the work is related or a logical assignment to this class.

- Prepares and assists in the preparation of correspondence, customer complaint reports, budget
 reports and documents, manuals, detailed operating procedures, minutes, agendas, and other
 reports and written materials; researches and compiles data from multiple and varied sources to
 prepare reports or complete forms; compiles and organizes content; selects formats, edits, and
 proofreads various documents; and finalizes documents.
- Prepares, monitors, and processes a variety of documents, including purchase requisitions, invoices, budget requests and transfers, expenditure claims, payment authorizations, check requests, and personnel/payroll actions.
- Greets customers in person or over the telephone and directs them to appropriate officials, vendors, or departmental staff; answers inquiries on administrative matters, and provides standard forms as needed .
- Develops and maintains customer service complaint data tracking; writes customer follow-ups; receives, closes out, and provides final responses on customer complaints or refers unresolvable issues to a superior.
- Schedules meetings involving multiple participants and/or locations; prepares and distributes agendas and meeting materials; maintains appointment calendars for management.



- Enters and retrieves information from both hard copy and electronic records; utilizes various manual and electronic tools to log, track, summarize, and report information.
- Maintains, and updates general administrative filing systems in accordance with departmental records retention programs; documents retention storage; creates reference material.
- Monitors budget, purchase order, and account balances and tracks expenditures; maintains department petty cash fund; organizes and oversees department contracts.
- Requisitions and maintains inventory of supplies, parts, and materials; develops inventory control processes.
- Develops and maintains mailing lists; prepares and distributes inter-office mail; prepares difficult external mailings.
- Maintains all internal department communications and training materials; maintains all department policies and procedures and updates and communicates changes as directed by the Department Director.
- Performs a variety of department office support duties such as assisting in coordinating projects and assignments; acting as backup for the Revenue Account Coordinator; and making employee arrangement to attend meetings.
- Operates standard office equipment; utilizes standard business computer software in performing job tasks; may utilize specialized Santa Cruz METRO software.
- May handle sensitive or confidential materials, records, files, and other privileged information.
- Drives a Santa Cruz METRO vehicle to perform assignments.
- Performs related work as required

EMPLOYMENT STANDARDS:

Knowledge of:

- Modern office practices, equipment, and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.
- Clerical processes pertaining to accounting, purchasing, and data maintenance.
- Methods of maintaining information in digital or hard copy files.
- Clerical methods of researching, gathering, organizing, and reporting data.
- Methods of prioritizing, planning, and organizing work.
- Time management techniques.
- Clerical customer service techniques.
- Intermediate mathematics, including percentages and intermediate statistics.
- Cash handling and balancing skills.
- Advanced telephone techniques and etiquette.

Ability to:

- Follow oral and written instructions accurately.
- Maintain confidentiality of materials, records, files, and other privileged information.
- Maintain records and control systems with accuracy and attention to detail.
- Type finished copy from rough draft.
- Input data into a database.



- Adhere to established work schedules and timelines.
- Maintain a calm demeanor in stressful situations.
- Work independently using good judgment, tact, and discretion.
- Balance multiple assignments simultaneously and effectively.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and effectively in both oral and written form.
- Safely operate a vehicle to perform assignments.
- Establish and maintain effective working relationships within the department and with other divisions, departments, agencies, suppliers, vendors, and the public.

MINIMUM QUALIFICATIONS:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education, Training, and Experience:

Associate degree in business, marketing, communications, public relations, or related fields.

OR

Two (2) years of experience in advertising, marketing, public relations, customer service, or business related areas or vocational training.

LICENSES AND CERTIFICATES:

A valid California Driver's License will be required at the time of appointment and throughout employment.

Must be able to obtain and maintain a current, valid California Class "C" Driver's License.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is frequently required to reach with hands and arms; walk, sit and stand; use finger dexterity; talk and hear, and use a keyboard. Work often requires stooping at the waist and the repetitive use of both hands to grasp and feel objects. Work may require lifting up to 20 pounds unaided. Specific visual abilities required for this job include close vision, distance vision, the ability to see colors and shades, and the ability to perceive depth.

Mental Demands

While performing the duties of this job, an employee uses written and oral communication skills; reads and interprets data, information and documents; solves problems; uses math and mathematical reasoning; performs detailed work; deals with multiple concurrent tasks; and interacts with others encountered in the course of work.

Work Environment:

The employee typically works in a standard office environment where the noise level is moderate.



OTHER CONDITIONS OF EMPLOYMENT:

- Must pass a requisite background check.
- May occasionally work extended hours or hours outside of the regular schedule.

*Adopted:	xxxx
*BOD Approved:	XXXXXX
*Revised:	00-00-00
*Job Family:	Customer Service
*Job Series:	Customer Service Assistant Series
*Job Series Level:	Journey
*Confidential:	No

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26.90 25.67 26.95 28.23 26.95 28.30 29.65	29.75		29.73 31.22	_		32.80
26.47 27.79 29.11 27.75 29.14 30.53	30.64			17 33.70	32.19	33.80
25.02 23.87 25.06 26.25 25.05 26.30 27.55	27.66		27.63 29.01			30.48
33.41	36.91					40.69
24.10 25.31 26.52 25.31 26.58 27.85 26.58 27.91 29.24	29.31	30.71 2				32.32
18.71 19.60 18.68 19.61	20.57		20.58 21.61	51 22.64	21.60	22.68

apcual II																			
UNION	TITLE	Step 1	1L	111	Step 2	2L	2LL	Step 3	3L	3LL	Step 4	4L	4LL	Step 5	5L 5	SLL	Step 6	6L	9LL
SES	Benefits Technician	24.46	25.68	26.90	25.67	26.95	28.23	26.95	28.30	29.65	28.33	29.75	31.17	29.73	31.22	32.71	31.24	32.80	34.36
SES	Human Resources Technician	25.21	26.47	27.73	26.47	27.79	29.11	27.75	29.14	30.53	29.18	30.64	32.10	30.64	32.17	33.70	32.19	33.80	35.41
SES	Planning Aide	22.74	23.88	25.02	23.87	25.06	26.25	25.05	26.30	27.55	26.34	27.66	28.98	27.63	29.01	30.39	29.03	30.48	31.93
SES	Planning Data Analyst	30.37	31.89	33.41	31.89	33.48	35.07	33.48	35.15	36.82	35.15	36.91	38.67	36.90	38.75	40.60	38.75	40.69	42.63
SEV	Mechanic I	24.10	25.31	26.52	25.31	26.58	27.85	26.58	27.91	29.24	27.91	29.31	30.71	29.31	30.78	32.25	30.78	32.32	33.86
SEV	Vehicle Service Worker I	16.99	17.84	18.69	17.82	18.71	19.60	18.68	19.61	20.54	19.59	20.57	21.55	20.58	21.61	22.64	21.60	22.68	23.76

Tentative Agreement

Article 10.1 Pay Rates Agree to pay scales as provided above.

Alex Clifford, CEO/General Manager, Santa Cruz METRO , SEIU Local 521 Lead Internal Organize Chapte la Mactinez, Affries 58.1 oan

Date

F:\HRD 2019\Committee Reports\UNNE- 2020\SEIU Rates FY20-FY21-FY22 updated 05-28-2020 addded CS Assistant

Attachment B

				FY20: Eff	ctive June 2	FY20: Effective June 27, 2019/Adopted by the Board as of February 28, 2020	opted by th	e Board as c	f February	28, 2020									
NOIND	TITLE	Step 1	ц	1 11	Step 2	2L	2LL	Step 3	3L	311	Step 4	4L	411	Step 5	SL	SLL	Step 6	61.	9 1 1
SEP	Administrative Supervisor	29.39	30.86	32.33	30.86	32.40	33.94	32.40	34.02	35.64	34.02	35.72	37.42	35.72	37.51	39.30	37.51	39.39	41.27
SEP	Assistant Safety & Training Coordinator	32.10	33.71	35.32	33.70	35.39	37.08	35.38	37.15	38.92	37.15	39.01	40.87	39.01	40.96	42.91	40.96	43.01	45.06
SEP	Custodial Supervisor	22.80	23.94	25.08	23.94	25.14	26.34	25.14	26.40	27.66	26.40	27.72	29.04	27.72	29.11	30.50	29.11	30.57	32.03
SEP	Customer Service Supervisor	26.87	28.21	29.55	28.21	29.62	31.03	29.62	31.10	32.58	31.10	32.66	34.22	32.65	34.28	35.91	34.28	35.99	37.70
SEP	Facilities Maintenance Supervisor	31.42	32.99	34.56	32.99	34.64	36.29	34.64	36.37	38.10	36.37	38.19	40.01	38.19	40.10	42.01	40.10	42.11	44.12
SEP	Fleet Maintenance Supervisor	35.55	37.33	39.11	37.33	39.20	41.07	39.20	41.16	43.12	41.16	43.22	45.28	43.22	45.38	47.54	45.38	47.65	49.92
SEP	Parts and Materials Supervisor	30.10	31.61	33.12	31.60	33.18	34.76	33.18	34.84	36.50	34.84	36.58	38.32	36.58	38.41	40.24	38.41	40.33	42.25
SEP	Revenue Collection Supervisor	25.38	26.65	27.92	26.65	27.98	29.31	27.98	29.38	30.78	29.38	30.85	32.32	30.85	32.39	33.93	32.39	34.01	35.63
SEP	Safety & Training Coordinator	34.70	36.44	38.18	36.43	38.25	40.07	38.25	40.16	42.07	40.16	42.17	44.18	42.17	44.28	46.39	44.28	46.49	48.70
SEP	Transit Supervisor	31.10	32.66	34.22	32.66	34.29	35.92	34.29	36.00	37.71	36.00	37.80	39.60	37.80	39.69	41.58	39.69	41.67	43.65
SEP	Transportation Planning Supervisor	45.41	47.68	49.95	47.68	50.06	52.44	50.06	52.56	55.06	52.56	55.19	57.82	55.19	57.95	60.71	57.95	60.85	63.75
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SES	Accessible Services Coordinator	23.98	25.18	26.38	25.18	26.44	27.70	26.44	27.76	29.08	27.76	29.15	30.54	29.15	30.61	32.07	30.61	32.14	33.67
SES	Accountant I	29.98	31.48	32.98	31.48	33.05	34.62	33.05	34.70	36.35	34.70	36.44	38.18	36.44	38.26	40.08	38.26	40.17	42.08
SES	Accountant II	32.97	34.62	36.27	34.62	36.35	38.08	36.35	38.17	39.99	38.17	40.08	41.99	40.08	42.08	44.08	42.08	44.18	46.28
SES	Accounting Clerk	19.90	20.90	21.90	20.89	21.93	22.97	21.93	23.03	24.13	23.03	24.18	25.33	24.18	25.39	26.60	25.39	26.66	27.93
SES	Accounting Specialist	28.97	30.42	31.87	30.42	31.94	33.46	31.94	33.54	35.14	33.54	35.22	36.90	35.22	36.98	38.74	36.98	38.83	40.68
SES	Accounting Technician	23.70	24.89	26.08	24.89	26.13	27.37	26.13	27.44	28.75	27.44	28.81	30.18	28.81	30.25	31.69	30.25	31.76	33.27
SES	Administrative Assistant	23.06	24.21	25.36	24.21	25.42	26.63	25.42	26.69	27.96	26.69	28.02	29.35	28.02	29.42	30.82	29.42	30.89	32.36
SES	Administrative Clerk	20.75	21.79	22.83	21.79	22.88	23.97	22.88	24.02	25.16	24.02	25.22	26.42	25.22	26.48	27.74	26.48	27.80	29.12
SES	Administrative Specialist	25.35	26.62	27.89	26.62	27.95	29.28	27.95	29.35	30.75	29.35	30.82	32.29	30.82	32.36	33.90	32.36	33.98	35.60
SES	Benefits Technician	24.20	25.41	26.62	25.41	26.68	27.95	26.68	28.01	29.34	28.01	29.41	30.81	29.41	30.88	32.35	30.88	32.42	33.96
SES	Buyer	24.76	26.00	27.24	26.00	27.30	28.60	27.30	28.67	30.04	28.67	30.10	31.53	30.10	31.61	33.12	31.61	33.19	34.77
SES	Claims Technician I	21.62	22.70	23.78	22.70	23.84	24.98	23.83	25.02	26.21	25.02	26.27	27.52	26.27	27.58	28.89	27.58	28.96	30.34
SES	Claims Technician II	24.02	25.22	26.42	25.22	26.48	27.74	26.48	27.80	29.12	27.80	29.19	30.58	29.19	30.65	32.11	30.65	32.18	33.71
SES	Custodial Service Worker	16.97	17.82	18.67	17.79	18.68	19.57	18.65	19.58	20.51	19.57	20.55	21.53	20.53	21.56	22.59	21.56	22.64	23.72
SES	Customer Service Representative	19.90	20.90	21.90	20.89	21.93	22.97	21.93	23.03	24.13	23.03	24.18	25.33	24.18	25.39	26.60	25.39	26.66	27.93
SES	Customer Service Assistant	23.06	24.21	25.36	24.21	25.42	26.63	25.42	26.69	27.96	26.69	28.02	29.35	28.02	29.42	30.82	29.42	30.89	32.36
SES	Facilities Maintenance Worker I	20.95	22.00	23.05	22.00	23.10	24.20	23.10	24.26	25.42	24.25	25.46	26.67	25.46	26.73	28.00	26.73	28.07	29.41
SES	Facilities Maintenance Worker II	23.28	24.44	25.60	24.44	25.66	26.88	25.66	26.94	28.22	26.94	28.29	29.64	28.29	29.70	31.11	29.70	31.19	32.68
SES	Financial Analyst	36.29	38.10	39.91	38.10	40.01	41.92	40.00	42.00	44.00	42.00	44.10	46.20	44.10	46.31	48.52	46.30	48.62	50.94
SES	Grants/Legislative Analyst	33.63	35.31	36.99	35.31	37.08	38.85	37.08	38.93	40.78	38.93	40.88	42.83	40.88	42.92	44.96	42.92	45.07	47.22
SES	Human Resources Clerk	20.95	22.00	23.05	22.00	23.10	24.20	23.10	24.26	25.42	24.25	25.46	26.67	25.46	26.73	28.00	26.73	28.07	29.41
SES	Human Resources Specialist	23.04	24.19	25.34	24.19	25.40	26.61	25.40	26.67	27.94	26.67	28.00	29.33	28.00	29.40	30.80	29.40	30.87	32.34
SES	Human Resources Technician	24.20	25.41	26.62	25.41	26.68	27.95	26.68	28.01	29.34	28.01	29.41	30.81	29.41	30.88	32.35	30.88	32.42	33.96
SES	Information Technology Support Analyst I	24.43	25.65	26.87	25.65	26.93	28.21	26.93	28.28	29.63	28.28	29.69	31.10	29.69	31.17	32.65	31.17	32.73	34.29
SES	Information Technology Support Analyst II	27.13	28.49	29.85	28.49	29.91	31.33	29.91	31.41	32.91	31.41	32.98	34.55	32.98	34.63	36.28	34.63	36.36	38.09
SES	Lead Custodial Service Worker	20.28	21.29	22.30	21.29	22.35	23.41	22.35	23.47	24.59	23.47	24.64	25.81	24.64	25.87	27.10	25.87	27.16	28.45
SES	Lead Facilities Maintenance Worker	16.72	29.31	30.71	29.31	30.78	32.25	30.78	32.32	33.86	32.32	33.94	35.56	33.94	35.64	37.34	35.64	37.42	39.20
SES	Legal Secretary	20.95	22.00	23.05	22.00	23.10	24.20	23.10	24.26	25.42	24.25	25.46	26.67	25.46	26.73	28.00	26.73	28.07	29.41
SES	Paralegal 1	29,98	31.48	32.98	31.48	33.05	34.62	33.05	34.70	36.35	34.70	36.44	38.18	36.44	38.26	40.08	38.26	40.17	42.08
SES	Paralegal II	32.97	34.62	36.27	34.62	36.35	38.08	36.35	38.17	39.99	38.17	40.08	41.99	40.08	42.08	44.08	42.08	44.18	46.28
SES	Paratransit Eligibility Coordinator	29.98	31.48	32.98	31.48	33.05	34.62	33.05	34.70	36.35	34.70	36.44	38.18	36.44	38.26	40.08	38.26	40.17	42.08
SES	Payroll Specialist	24.20	25.41	26.62	25.41	26.68	27.95	26.68	28.01	29.34	28.01	29.41	30.81	29.41	30.88	32.35	30.88	32.42	33.96

Attachment B

F:\HRD 2019\Committee Reports\UNE- 2020\SEIU Rates FY20-FY21-FY22 updated 05-28-2020 addded CS Assistant

NOIN	TILLE	Step 1	H H	Y21: 1.5% v 1LL	vage increas	se, effective	2LL 21	FY21: 1.5% wage increase, effective June 25, 2020/Adopted by the Board as of February 28, 2020 11L Step 2 2 2L 2L 21L Step 3 3L 3LL Step 4 4	ed by the Bo	ard as of Fe 3LL	step 4	2020 4L	4LL	Step 5	SL	SLL	Step 6	6L	9LL
SES	Planning Aide	19.60	20.58	21.56	20.58	21.61	22.64	21.61	22.69	23.77	22.69	23.82	24.95	23.82	25.01	26.20	25.01	26.26	27.51
SES	Planning Data Analyst	30.43	31.95	33.47	31.95	33.55	35.15	33.55	35.23	36.91	35.23	36.99	38.75	36.99	38.84	40.69	38.84	40.78	42.72
SES	Principal Human Resources Generalist	31.57	33.15	34.73	33.15	34.81	36.47	34.81	36.55	38.29	36.55	38.38	40.21	38.38	40.30	42.22	40.30	42.32	44.34
SES	Purchasing Agent	30.16	31.67	33.18	31.67	33.25	34.83	33.25	34.91	36.57	34.91	36.66	38.41	36.66	38.49	40.32	38.49	40.41	42.33
SES	Purchasing Assistant	27.65	29.03	30.41	29.03	30.48	31.93	30.48	32.00	33.52	32.00	33.60	35.20	33.60	35.28	36.96	35.28	37.04	38.80
SES	Revenue Account Coordinator	21.20	22.26	23.32	22.26	23.37	24.48	23.37	24.54	25.71	24.54	25.77	27.00	25.77	27.06	28.35	27.06	28.41	29.76
SES	Revenue Collection Clerk	19.07	20.02	20.97	20.02	21.02	22.02	21.02	22.07	23.12	22.07	23.17	24.27	23.17	24.33	25.49	24.33	25.55	26.77
SES	Safety and Training Program Specialist I	35.51	37.29	39.07	37.29	39.15	41.01	39.15	41.11	43.07	41.11	43.17	45.23	43.17	45.33	47.49	45.33	47.60	49.87
SES	Safety and Training Program Specialist II	39.48	41.45	43.42	41.45	43.52	45.59	43.52	45.70	47.88	45.70	47.99	50.28	47.99	50.39	52.79	50.39	52.91	55.43
SES	Scheduling Analyst	30.43	31.95	33.47	31.95	33.55	35.15	33.55	35.23	36.91	35.23	36.99	38.75	36.99	38.84	40.69	38.84	40.78	42.72
SES	Senior Accounting Technician	26.74	28.08	29.42	28.08	29.48	30.88	29.48	30.95	32.42	30.95	32.50	34.05	32.50	34.13	35.76	34.13	35.84	37.55
SES	Senior Customer Service Representative	24.24	25.45	26.66	25.45	26.72	27.99	26.72	28.06	29.40	28.06	29.46	30.86	29.46	30.93	32.40	30.93	32.48	34.03
SES	Senior Financial Analyst	40.50	42.53	44.56	42.53	44.66	46.79	44.66	46.89	49.12	46.89	49.23	51.57	49.23	51.69	54.15	51.69	54.27	56.85
SES	Senior Payroll Specialist	29.49	30.96	32.43	30.96	32.51	34.06	32.51	34.14	35.77	34.14	35.85	37.56	35.85	37.64	39.43	37.64	39.52	41.40
SES	Senior Systems Administrator	45.69	47.97	50.25	47.97	50.37	52.77	50.37	52.89	55.41	52.89	55.53	58.17	55.53	58.31	61.09	58.31	61.23	64.15
SES	Senior Transportation Planner	40.97	43.02	45.07	43.02	45.17	47.32	45.17	47.43	49.69	47.43	49.80	52.17	49.80	52.29	54.78	52.29	54.90	57.51
SES	Systems Administrator	41.52	43.60	45.68	43.60	45.78	47.96	45.78	48.07	50.36	48.07	50.47	52.87	50.47	52.99	55.51	52.99	55.64	58.29
SES	Transportation Planner I	30.72	32.26	33.80	32.26	33.87	35.48	33.87	35.56	37.25	35.56	37.34	39.12	37.34	39.21	41.08	39.21	41.17	43.13
SES	Transportation Planner II	34.13	35.84	37.55	35.84	37.63	39.42	37.63	39.51	41.39	39.51	41.49	43.47	41.49	43.56	45.63	43.56	45.74	47.92
SEV	Electronic Technician	31.57	33.15	34.73	33.15	34.81	36.47	34.81	36.55	38.29	36.55	38.38	40.21	38.38	40.30	42.22	40.30	42.32	44.34
SEV	Lead Mechanic	32.07	33.67	35.27	33.67	35.35	37.03	35.35	37.12	38.89	37.12	38.98	40.84	38.98	40.93	42.88	40.93	42.98	45.03
SEV	Lead Parts and Materials Clerk	27.15	28.51	29.87	28.51	29.94	31.37	29.94	31.44	32.94	31.44	33.01	34.58	33.01	34.66	36.31	34.66	36.39	38.12
SEV	Lead Vehicle Service Worker	22.72	23.86	25.00	23.86	25.05	26.24	25.05	26.30	27.55	26.30	27.62	28.94	27.62	29.00	30.38	29.00	30.45	31.90
SEV	Mechanic I	24.06	25.26	26.46	25.26	26.52	27.78	26.52	27.85	29.18	27.85	29.24	30.63	29.24	30.70	32.16	30.70	32.24	33.78
SEV	Mechanic II	26.74	28.08	29.42	28.08	29.48	30.88	29.48	30.95	32.42	30.95	32.50	34.05	32.50	34.13	35.76	34.13	35.84	37.55
SEV	Mechanic III	29.40	30.87	32.34	30.87	32.41	33.95	32.41	34.03	35.65	34.03	35.73	37.43	35.73	37.52	39.31	37.52	39.40	41.28
SEV	Parts and Materials Clerk	22.63	23.76	24.89	23.76	24.95	26.14	24.95	26.20	27.45	26.20	27.51	28.82	27.51	28.89	30.27	28.89	30.33	31.77
SEV	Upholsterer I	22.72	23.86	25.00	23.86	25.05	26.24	25.05	26.30	27.55	26.30	27.62	28.94	27.62	29.00	30.38	29.00	30.45	31.90
SEV	Upholsterer II	24.99	26.24	27.49	26.24	27.55	28.86	27.55	28.93	30.31	28.93	30.38	31.83	30.38	31.90	33.42	31.90	33.50	35.10
SEV	Vehicle Body Repair Mechanic	24.99	26.24	27.49	26.24	27.55	28.86	27.55	28.93	30.31	28.93	30.38	31.83	30.38	31.90	33.42	31.90	33.50	35.10
SEV	Vehicle Service Detailer	20.81	21.85	22.89	21.85	22.94	24.03	22.94	24.09	25.24	24.09	25.29	26.49	25.29	26.55	27.81	26.55	27.88	29.21
SEV	Vehicle Service Worker I	17.03	17.88	18.73	17.88	18.77	19.66	18.77	19.71	20.65	19.71	20.70	21.69	20.70	21.74	22.78	21.74	22.83	23.92
SEV	Vehicle Service Worker II	18.99	19.94	20.89	19.94	20.94	21.94	20.94	21.99	23.04	21.99	23.09	24.19	23.09	24.24	25.39	24.24	25.45	26.66
Snerial Handli	Snerial Handlin∉ - filled motitions as of 10/26/2019																		
NOIND	TITLE	Step 1	11	111	Step 2	2L	211	Step 3	3L	3LL	Step 4	4L	4LL	Step 5	SL	SLL	Step 6	9F	PLL B
SES	Benefits Technician	24.83	26.07	27.31	26.07	27.37	28.67	27.37	28.74	30.11	28.74	30.18	31.62	30.18	31.69	33.20	31.69	33.27	34.85
																		00.00	

NOIND	TITLE	Step 1	11	111	Step 2	2L	211	Step 3	3L	3LL	Step 4	4L	4LL	Step 5	SL	2LL	Step 6	9L	9LL
SES	Benefits Technician	24.83	26.07	27.31	26.07	27.37	28.67	27.37	28.74	30.11	28.74	30.18	31.62	30.18	31.69	33.20	31.69	33.27	34.85
SES	Human Resources Technician	25.59	26.87	28.15	26.87	28.21	29.55	28.21	29.62	31.03	29.62	31.10	32.58	31.10	32.66	34.22	32.66	34.29	35.92
SES	Planning Aide	23.08	24.23	25.38	24.23	25.44	26.65	25.44	26.71	27.98	26.71	28.05	29.39	28.05	29.45	30.85	29.45	30.92	32.39
SES	Planning Data Analyst	30.83	32.37	33.91	32.37	33.99	35.61	33.99	35.69	37.39	35.69	37.47	39.25	37.47	39.34	41.21	39.34	41.31	43.28
							-						-						
SEV	Mechanic I	24.46	25.68	26.90	25.68	26.96	28.24	26.96	28.31	29.66	28.31	29.73	31.15	29.73	31.22	32.71	31.22	32.78	34.34
SEV	Vehicle Service Worker I	17.24	18.10	18.96	18.10	19.01	19.92	19.01	19.96	20.91	19.96	20.96	21.96	20.96	22.01	23.06	22.01	23.11	24.21
Longevity Pay	ongevity Pay is based only on length of service.																		
Notes: * Addii	Notes: * Adding Customer Service Assistant to the SEA Chapter. Position and wage approved on BOD 06.26.2020	r. Position and	I wage appr	roved on BO	D 06.26.20	02													

Date

Tentative Agreement

Article 10.1 Pay Rates Agree to pay scales as provided above.

Alex Clifford, CEO/General Manager, Santa Cruz METRO actinez, Lead Internal Organizer, SEIU Local 521 Chapter Olivia M

5B.3

Attachment B

EII F	41.87	45.75	32.51	38.28	44.78	50.64	42.89	36.16	49.45	44.34	64.70		34.17	42.72	46.98	28.36	41.28	33.78	32.86	29.56	36.12	34.48	35.29	30.80	34.23	24.18	28.36	32.86	29.85	33.18	51.70	47.92	29.85	32.83	34.48	34.82	38.67	28.88	39.78	29.85	42.72	46.98	42.72	34.48
5	39.97	43.67	31.03	36.54	42.74	48.34	40.94	34.52	47.20	42.32	61.76		32.62	40.78	44.84	27.07	39.40	32.24	31.37	28.22	34.48	32.91	33.69	29.40	32.67	23.08	27.07	31.37	28.49	31.67	49.35	45.74	28.49	31.34	32.91	33.24	36.91	27.57	37.97	28.49	40.78	44.84	40.78	32.91
Cton 6	38.07	41.59	29.55	34.80	40.70	46.04	38.99	32.88	44.95	40.30	58.82		31.07	38.84	42.70	25.78	37.52	30.70	29.88	26.88	32.84	31.34	32.09	28.00	31.11	21.98	25.78	29.88	27.13	30.16	47.00	43.56	27.13	29.85	31.34	31.66	35.15	26.26	36.16	27.13	38.84	42.70	38.84	31.34
	39.88	43.57	30.96	36.46	42.64	48.23	40.85	34.45	47.09	42.22	61.62		32.55	40.69	44.73	27.01	39.31	32.16	31.30	28.16	34.40	32.83	33.62	29.33	32.59	23.03	27.01	31.30	28.42	31.60	49.24	45.63	28.42	31.27	32.83	33.17	36.82	27.51	37.88	28.42	40.69	44.73	40.69	32.83
7	38.07	41.59	29.55	34.80	40.70	46.04	38.99	32.88	44.95	40.30	58.82		31.07	38.84	42.70	25.78	37.52	30.70	29.88	26.88	32.84	31.34	32.09	28.00	31.11	21.98	25.78	29.88	27.13	30.16	47.00	43.56	27.13	29.85	31.34	31.66	35.15	26.26	36.16	27.13	38.84	42.70	38.84	31.34
Cten C	36.26	39.61	28.14	33.14	38.76	43.85	37.13	31.31	42.81	38.38	56.02		29.59	36.99	40.67	24.55	35.73	29.24	28.46	25.60	31.28	29.85	30.56	26.67	29.63	20.93	24.55	28.46	25.84	28.72	44.76	41.49	25.84	28.43	29.85	30.15	33.48	25.01	34.44	25.84	36.99	40.67	36.99	29.85
41	37.99	41.50	29.48	34.72	40.61	45.94	38.90	32.80	44.85	40.21	58.69		31.00	38.75	42.61	25.72	37.43	30.63	29.82	26.82	32.77	31.27	32.02	27.94	31.04	21.93	25.72	29.82	27.07	30.09	46.89	43.47	27.07	29.78	31.27	31.59	35.07	26.20	36.08	27.07	38.75	42.61	38.75	31.27
020	36.26	39.61	28.14	33.14	38.76	43.85	37.13	31.31	42.81	38.38	56.02		29.59	36.99	40.67	24.55	35.73	29.24	28.46	25.60	31.28	29.85	30.56	26.67	29.63	20.93	24.55	28.46	25.84	28.72	44.76	41.49	25.84	28.43	29.85	30.15	33.48	25.01	34.44	25.84	36.99	40.67	36.99	29.85
FY21: 1.5% wage increase, effective June 25, 2020/Adopted by the Board as of February 28, 2020 111 February 21 21 21 21	34.53	37.72	26.80	31.56	36.91	41.76	35.36	29.82	40.77	36.55	53.35		28.18	35.23	38.73	23.38	34.03	27.85	27.10	24.38	29.79	28.43	29.10	25.40	28.22	19.93	23.38	27.10	24.61	27.35	42.63	39.51	24.61	27.08	28.43	28.71	31.89	23.82	32.80	24.61	35.23	38.73	35.23	28.43
d as of Feb	1	39.52	28.08	33.06	38.67	43.75	37.04	31.24	42.71	38.29	55.89		29.52	36.91	40.57	24.49	35.65	29.18	28.39	25.54	31.21	29.78	30.49	26.61	29.56	20.88	24.49	28.39	25.78	28.65	44.66	41.39	25.78	28.37	29.78	30.08	33.41	24.95	34.36	25.78	36.91	40.57	36.91	29.78
by the Boar	34.53	37.72	26.80	31.56	36.91	41.76	35.36	29.82	40.77	36.55	53.35		28.18	35.23	38.73	23.38	34.03	27.85	27.10	24.38	29.79	28.43	29.10	25.40	28.22	19.93		27.10				39.51	24.61	27.08	28.43	28.71	31.89	23.82	32.80	24.61	35.23	38.73	35.23	28.43
20/Adopted	32.89	35.92	25.52	30.06	35.15	39.77	33.68	28.40	38.83	34.81	50.81		26.84	33.55	36.89	22.27	32.41	26.52	25.81	23.22	28.37	27.08		24.19		L									27.08				L					
ne 25, 2020	34.46		26.74	L	36.82			29.75		L	L			35.15			33.95	27.78			29.72	28.37		25.34			L	27.04				39.42			ļ				L					L
effective Ju	68					39.77					50.81		L	33.55			32.41			ļ	_			24.19	L	18.98		25.81			L					L	30.37			L				
age increase, e									36.98		L			31.95			30.87							23.04				24.58 2																
1.5% wage	81			29.99 2							50.69 4			33.47 3			32.34 3			L		27.02 2		24.14 2													30.30 21	L	ļ	23.38 2			33.47 3:	
FY21:1.		34.21 3										ļ																														35.13 36		
_	0		23.14 24	27.27 28	31.89 33		30.55 32	25.76 27	35.22 36	31.57 33	46.09 48	-	24.34 25	30.43 31	33.46 35	20.20 21	29.40 30	24.06 25	23.41 24	21.06 22	25.73 27	24.56 25	25.13 26		24.38 25	17.22 18	20.20 21		21.26 22		36.83 38	34.13 35		23.39 24	24.56 25	24.80 26	27.54 28				30.43 31	33.46 35		
Sten 1	~	m	2	N	m	ñ	Ē	~	m	m	4		2			~	кі П	ž	2	2	2	5	21	3	5	1	5(5	12	22	Ř	37	21	23	54			×	8		3	EE	30	54
IIIE	Administrative Supervisor	Assistant Safety & Training Coordinator	Custodial Supervisor	Customer Service Supervisor	Facilities Maintenance Supervisor	Fleet Maintenance Supervisor	Parts and Materials Supervisor	Revenue Collection Supervisor	Safety & Training Coordinator	Transit Supervisor	Transportation Planning Supervisor		Accessible Services Coordinator	Accountant l	Accountant II	Accounting Clerk	Accounting Specialist	Accounting Technician	Administrative Assistant	Administrative Clerk	Administrative Specialist	Benefits Technician	Buyer	Claims Technician I	Claims Technician II	Custodial Service Worker	Customer Service Representative	Customer Service Assistant	Facilities Maintenance Worker I	Facilities Maintenance Worker II	Financial Analyst	Grants/Legislative Analyst	Human Resources Clerk	Human Resources Specialist	Human Resources Technician	Information Technology Support Analyst I	Information Technology Support Analyst II	Lead Custodial Service Worker	Lead Facilities Maintenance Worker	Legal Secretary	Paralegal I	Paralegai II	Paratransit Eligibility Coordinator	Payroll Specialist
UNION	SEP	SEP	SEP	SEP	SEP	SEP	SEP	SEP	SEP	SEP	SEP		SES	SES	SES	SES	SES	SES	SES	SES	SES	SES	SES	SES	SES	SES	SES	SES	SES	SES	SES	SES	SES	SES	SES	SES	SES	SES	SES	SES	SES	SES	SES	SES

Ownow Planning Aide Planning Aide Planning Aide Planning Program Specialist I Safety and Training Program Specialist I Safety and Training Program Specialist I Safety and Training Program Specialist I Safety Aid Training Program Specialist I Senior Fouroid Analyst Safety Aid Training Program Specialist I Sanior Specialist I Safety Aid Training Program Specialist I Sanior Payroll Specialist I Sanior Payroll Specialist I Sanior Payroll Specialist I Sanior Payroll Specialist I Sanior Payroll Analyst Sanior Payroll Specialist I Sanior Payroll Specialist I Sanior Payroll Specialist I Sanior Payroll Specialist I Planner Sanior Payroll Specialist I Transportation Planner I Transportation Planner II Plats and Materials Clerk Lead Materials Clerk <th></th> <th>21.09 21.09 22.75 23.46 23.46 29.76 22.45 22.45 22.45 22.45 22.87 22.87 22.87 22.87 22.87 32.75 32.75 32.75 42.49 44.69 44.69 44.69</th> <th>22.09 22.09 34.31 35.60 34.01 31.18 31.18 31.18 21.51 21.51 21.51 40.04 44.51</th> <th>31cP 4 21.09 32.75 33.98</th> <th>22.14 22.14 34.39 35.68</th> <th>1</th> <th>22.14 22.14 34.39</th> <th>36.11</th> <th><u>י</u></th> <th></th> <th>24.41 2 37.92 3</th> <th>25.57 24.4:</th> <th></th> <th>25.63 26.85 39.87 41.77</th> <th>35 25.63</th> <th></th> <th>10, 10</th>		21.09 21.09 22.75 23.46 23.46 29.76 22.45 22.45 22.45 22.45 22.87 22.87 22.87 22.87 22.87 32.75 32.75 32.75 42.49 44.69 44.69 44.69	22.09 22.09 34.31 35.60 34.01 31.18 31.18 31.18 21.51 21.51 21.51 40.04 44.51	31cP 4 21.09 32.75 33.98	22.14 22.14 34.39 35.68	1	22.14 22.14 34.39	36.11	<u>י</u>		24.41 2 37.92 3	25.57 24.4:		25.63 26.85 39.87 41.77	35 25.63		10, 10
Planning Aute Prinning Data Analyst Principal Human Resources Generalist Purchasing Assent Safety and Training Program Specialist I Safety and Training Program Specialist I Senior Accounting Technician Senior Functor Particle Senior Custome Representative Senior Payroll Specialist I Senior Financial Analyst Senior Financial Analistrator Stensor Factor Planner I Transportation Planner I Flectronic Technician Electronic Technician Lead Materials Clerk Lead Materials Clerk	+++++++++++++++++++++++++++++++++++++++	22.159 22.159 33.36 33.36 29.76 29.76 20.53 20.55 20.53 20.55 20.53 20.55 20.53 20.55 20.53 20.55 20.5	24.09 34.01 35.60 34.01 31.18 31.18 23.91 21.51 40.04 44.51	32.75		\square					\perp	\downarrow			1		-
Principal Human Resources Generalist Principal Human Resources Generalist Purchasing Agent Purchasing Agent Purchasing Agent Revenue Account Coordinator Revenue Account Coordinator Revenue Account Coordinator Safety and Training Program Specialist I Senior Accounting Technician Senior Systems Administrator Senior Systems Administrator Systems Administrator Senior Tesportation Planmer I Transportation Planmer II Lead Mechanic Lead Mechanic Lead Mechanic Lead Mechanic Lead Mechanic		32.75 33.26 33.26 29.76 22.82 22.82 22.82 32.75 32.75 32.75 32.75 32.75 32.75 32.75 42.49 42.49 43.17 44.69	34.31 35.60 34.01 31.18 23.91 23.91 23.91 23.91 44.51 44.51	33.98							_						CT-07
Principal Human Resources Generalist Purchasing Assent Purchasing Assent Purchasing Assent Revenue Account Coordinator Revenue Collection Clerk Safety and Training Program Specialist I Scheulung Analyst Senior Faronal Technician Senior Pacouling Analyst Senior Financial Analyst Senior Pacouling Analyst Senior Pacouling Chenkician Senior Partition Planner Statems Administrator Systems Administrator Systems Administrator Station Planner I Transportation Planner I Transportation Planner II Electronic Technician Electronic Technician Lead Materials Clerk		33.98 32.46 29.76 29.75 20.53 38.22 38.22 42.49 42.49 42.69 43.59 43.59 44.69 44.69	35.60 34.01 31.18 23.91 23.91 21.51 40.04 44.51	33.98	35.68						ļ	\downarrow					43.2
Purchasing Agent Purchasing Agent Purchasing Agent Revenue Account Goordinator Revenue Collection Clerk Safety and Training Program Specialist I Scholduling Analyst Senior Francomer Service Representative Senior Customer Service Representative Senior Transportation Planner I Transportation Planner I Transportation Planner I Electronic Technician Electronic Technician Electronic Technician Electronic Technician		32.46 29.76 29.76 22.82 20.53 38.25 38.25 33.25 33.75 33.75 28.78 43.59 43.59 43.59 44.09 44.09	34.01 31.18 23.91 21.51 40.04 44.51			_								.30 43.27			45.44
Purchasing Assistant Purchasing Assistant Revenue Account Coordinator Revenue Account Coordinator Revenue Account Coordinator Revenue Account Coordinator Safety and Training Program Specialist 1 Safety and Training Program Specialist 1 Scheduling Analyst Senior Accounting Technician Senior Parton Technician Senior Parton Specialist Senior Parton Planner Schort Transportation Planner 1 Transportation Planner 1 Transportation Planner 1 Transportation Planner 1 Lead Mechanic Lead Methanic Lead Methanic Lead Methanic Lead Methanic		29.76 22.82 20.53 20.53 20.53 20.53 20.53 22.78 22.78 28.78 28.78 28.78 21.74 43.59 43.59 43.59 43.59 44.69	31.18 23.91 21.51 40.04 44.51	32.46	34.08												43.39
Revenue Account Coordinator Revenue Collection Clerk Safety and Training Program Specialist1 Safety and Training Program Specialist1 Safety and Training Program Specialist1 Safety and Training Program Specialist1 Scheduling Analyst Scheduling Analyst Senior Financial Analyst Senior Financial Analyst Senior Financial Analyst Senior Payroll Specialist1 Senior Financial Analyst Senior Financial Analyst Senior Financial Analyst Senior Payroll Specialist Senior Payroll Specialist Transportation Planner I Transportation Planner II Electronic Technician Electronic Technician Lead Metrailst Clerk Lead Metrailst Clerk		22.82 20.53 38.22 38.24 42.49 32.75 28.78 28.78 28.78 28.78 31.75 42.49 42.49 44.09 44.69	23.91 21.51 40.04 44.51	29.76	31.25					32.81							39.79
Revenue Collection Clerk Safety and Training Pogram Specialist I Safety and Training Pogram Specialist I Safety and Training Pogram Specialist I Safety and Training Program Specialist I Safety and Training Pogram Specialist I Safety and Training Program Specialist I Safety and Training Program Specialist I Senior Accounting Technician Senior Financial Analyst Senior Financial Planner I Transportation Planner II Electronic Technician Electronic Technician Lead Matrials Clerk Lead Matrials Clerk		20.53 38.22 42.49 32.75 28.78 28.78 28.78 28.78 28.78 31.75 43.59 43.59 44.09 44.09	21.51 40.04 44.51	22.82	23.96	25.10								.74 29.06			30.52
Safety and Training Program Specialist I Safety and Training Program Specialist I Safety and Training Program Specialist I Senior Accounting Technician Senior Accounting Technician Senior Texnol Frainancial Analyst Senior Systems Administrator Transportation Planner I Transportation Planner II Lead Mechanic Lead Mechanic Lead Mechanic Lead Metchanic		38.22 42.49 32.75 32.75 28.78 26.09 43.59 43.59 43.17 49.17 49.17 44.09	40.04 44.51	20.53	21.56												27.4
Safety and Training Program Specialist II Scheduling Analyst Senior Accounting Technician Senior Accounting Technician Senior Payroll Service Representative Senior Payroll Specialist Senior Transportation Planner II Transportation Planner II Electronic Technician Lead Mechanic Lead Methanic Lead Methanic		42.49 32.75 28.78 28.78 26.09 43.59 43.59 49.17 49.17 44.09	44.51	38.22	40.13				44.15	42.14 4	44.25 4	46.36 44		46.46 48.67	57 46.46	48.78	51.10
Scheduling Analyst Senior Accounting Technician Senior Customer Service Representative Senior Customer Service Representative Senior Customer Service Representative Senior Financial Analyst Senior Systems Administrator Service Service Programmer I Transportation Planner I Transportation Planner I Electronic Technician Lead Mechanic Lead Methanic Lead Methanic Lead Methanic Lead Methanic		32.75 28.78 28.78 26.09 43.59 43.59 49.17 49.17 49.17 44.09 44.09		42.49	44.61	46.73					L						56.8
Senior Accounting Technician Senior Customer Service Representative Senior Fuscion Analyst Senior Pyreins Administrator Senior Systems Administrator Senior Transportation Planner I Transportation Planner II Transportation Planner II Lead Mechanic Lead Mechanic		28.78 26.09 43.59 31.74 49.17 49.17 44.09 44.09	34.31	32.75	34.39	36.03					37.92 3						43.8
Senior Customer Service Representative Senior Fundation Analyst Senior Parval postcialist Senior Systems Administrator Senior Systems Administrator Stransportation Planmer Stransportation Planmer Transportation Planmer I Transportation Planmer Lead Mechanic Lead Mechanic Electronic Technician Lead Pars and Materials Clerk Lead Machanic		26.09 43.59 31.74 49.17 44.09 44.69	30.15	28.78	30.22												38.49
Senior Financial Analyst Senior Payroll Specialist Senior Systems Administrator Senior Tansportation Planner Systems Administrator Transportation Planner II Transportation Planner II Electronic Technician Lead Mechanic Lead Aers and Materials Clerk		43.59 31.74 49.17 44.09 44.69	27.33	26.09	27.39	28.69	27.39			28.76				31.71 33.22			34.89
Senior Payroll Specialist Senior Systems Administrator Senior Transportation Planner Systems Administrator Transportation Planner I Transportation Planner I Electronic Technician Lead Mechanic Lead Mechanic Lead Anchanic	30.23 46.83 41.99 42.56 31.49 34.98 34.98	31.74 49.17 44.09 44.69	45.67	43.59	45.77												58.28
Senior Systems Administrator Senior Transportation Planner Systems Administrator Transportation Planner II Transportation Planner II Electronic Technician Lead Mechanic Lead Parts and Materials Clerk	46.83 41.99 31.49 34.98 34.98 32.36	49.17 44.09 44.69	33.25	31.74	33.33		33.33			35.00 3				.59 40.43			42.45
Senior Transportation Planner Systems Administrator Transportation Planner I Transportation Planner II Electronic Technician Lead Mechanic Lead Parts and Matraids Clerk	41.99 42.56 31.49 34.98 34.98 32.36	44.09 44.69	51.51	49.17	51.63												65.75
Systems Administrator Transportation Planner I Transportation Planner II Electronic Technician Lead Mechanic Lead Anchanic	42.56 31.49 34.98 32.36	44.69	46.19	44.09	46.29		46.29	48.60					51.03 53	53.58 56.13	13 53.58	56.26	58.94
Transportation Planner I Transportation Planner II Electronic Technician Lead Mechanic Lead Parts and Materials Clerk	31.49 34.98 32.36		46.82	44.69	46.92	49.15					51.73 5						59.76
Transportation Planmer II Electronic Technician Lead Mechanic Lead Parts and Materials Clerk	34.98	33.06	34.63	33.06	34.71	36.36					38.27 4						44.20
Electronic Technician Lead Mechanic Lead Parts and Materials Clerk	32.36	36.73	38.48	36.73	38.57	40.41			42.43	40.50 4	42.53 4		42.53 44	44.66 46.79	79 44.66	46.89	49.12
Electronic Technician Lead Mechanic Lead Parts and Materials Clerk	32.36																
Lead Mechanic Lead Parts and Materials Clerk		33.98	35.60	33.98	35.68	37.38						41.20 35				43.37	45.44
Lead Parts and Materials Clerk	32.87	34.51	36.15	34.51	36.24		36.24	38.05	39.86								46.15
	27.83	29.22	30.61	29.22	30.68												39.07
Lead Vehicle Service Worker	23.29	24.45	25.61	24.45	25.67			26.95									32.70
Mechanic I	24.66	25.89	27.12	25.89										31.47 32.97	31.47	33.04	34.61
Mechanic II	27.41	28.78	30.15	28.78	30.22	31.66					33.32 3.						38.49
Mechanic III	30.14	31.65	33.16	31.65													42.30
Parts and Materials Clerk	23.20	24.36	25.52	24.36	25.58					26.86 2	28.20 2						32.5
Upholsterer I	23.29	24.45	25.61	24.45	25.67											31.21	32.70
Upholsterer II	25.61	26.89	28.17	26.89	28.23	29.57	28.23	29.64	31.05		31.12 3.	32.60 31	31.12 32	32.68 34.24	24 32.68		35.94
Vehicle Body Repair Mechanic	25.61	26.89	28.17	26.89													35.94
Vehicle Service Detailer	21.33	22.40	23.47	22.40		24.64										28.60	29.96
Vehicle Service Worker I	17.46	18.33	19.20	18.33						20.21 2		22.23 21	21.22 22	22.28 23.34			24.50
Vehicle Service Worker II	19.46	20.43	21.40	20.43	21.45	22.47	21.45		23.59		23.65 2,			24.83 26.0	1 24.83	26.07	27.31
Special Handling - filled positions as of 10/26/2019																	
UNION TITLE	Step 1	11		Step 2		S			S			S			S		9LL
Benefits Technician	25.45	26.72	27.99	26.72			28.06			29.46 3	30.93 3.						35.72
Human Resources Technician	26.23	27.54	28.85	27.54													36.82
Planning Aide	23.66	24.84	26.02	24.84		27.32							28.75 3				33.21
Planning Data Analyst	31.60	33.18	34.76	33.18	34.84		34.84	36.58	38.32	36.58 3	38.41 4	40.24 38		40.33 42.25	5 40.33	42.35	44.37
Mechanic I	25.07	26.32	27.57	26.32	27.64	28.96		29.02	30.40	29.02	30.47 3.	31.92 30	30.47 31	31.99 33.51			35.19
Vehicle Service Worker I	17.67	18.55	19.43	18.55			19.48							.54 23.61	51 22.54	23.67	24.80

l positions as of 10/26/2019	TITLE
- filled	100,000
Handling	INO
Special	TIAL

NOIND	TITLE	Step 1	11	1LL	Step 2	2L	2LL	Step 3	3L	3LL	Step 4	4L	4LL	Step 5	SL	SLL	Step 6	6L	9LL
SES	Benefits Technician	25.45	26.72	27.99	26.72	28.06	29.40	28.06	29.46	30.86	29.46	30.93	32.40	30.93	32.48	34.03	32.48	34.10	35.72
SES	Human Resources Technician	26.23	27.54	28.85	27.54	28.92	30.30	28.92	30.37	31.82	30.37	31.89	33.41	31.89	33.48	35.07	33.48	35.15	36.82
SES	Planning Aide	23.66	24.84	26.02	24.84	26.08	27.32	26.08	27.38	28.68	27.38	28.75	30.12	28.75	30.19	31.63	30.19	31.70	33.21
SES	Planning Data Analyst	31.60	33.18	34.76	33.18	34.84	36.50	34.84	36.58	38.32	36.58	38.41	40.24	38.41	40.33	42.25	40.33	42.35	44.37
				-															
SEV	Mechanic I	25.07	26.32	27.57	26.32	27.64	28.96	27.64	29.02	30.40	29.02	30.47	31.92	30.47	31.99	33.51	31.99	33.59	35.19
SEV	Vehicle Service Worker I	17.67	18.55	19.43	18.55	19.48	20.41	19.48	20.45	21.42	20.45	21.47	22.49	21.47	22.54	23.61	22.54	23.67	24.80
Longevity Pay	ngevity Pay is based only on length of service.																		

Date

Tentative Agreement

Article 10.1 Pay Rates Agree to pay scales as provided above.

Vex Clifford, CEO/General Manager , Santa Cruz METRO Lead Internal Organizer, SEIU Local 521 ť SEA Olivia Mactinez, E oan

5B.5

F:\HRD 2019\Committee Reports\UNNE- 2020\SEIU Rates FY20-FY21-FY22 updated 05-28-2020 addded CS Assistant

Attachment B

TITLE	Sten 1	7							ñ						ũ	0.1042	ĩ	10
Administrative Supervisor	30.58	32.11	33.64	37.11	33 77	35 33	33.77	35.41	37 10	35.41	37 18	30.05	27 10	30.04		o date	40.00	17 04
Assistant Safety & Training Coordinator	33.39	35.06	36.73	35.06	36.81	38.56	36.81	38.65	40.49	38.65	40.58	42.51	40.58	42.61	44.64	42.61	44.74	46.34
Custodial Supervisor	23.72	24.91	26.10	24.91	26.16	27.41	26.16	27.47	28.78	27.47	28.84	30.21	28.84	30.28	31.72	30.28	31.79	33.30
Customer Service Supervisor	27.95	29.35	30.75	29.35	30.82	32.29	30.82	32.36	33.90	32.36	33.98	35.60	33.98	35.68	37.38	35.68	37.46	39.24
Facilities Maintenance Supervisor	32.69		35.95	34.32	36.04	37.76	36.04	37.84	39.64	37.84	39.73	41.62	39.73	41.72	43.71	41.72	43.81	45.90
Fleet Maintenance Supervisor	36.98		40.68	38.83	40.77	42.71	40.77	42.81	44.85	42.81	44.95	47.09	44.95	47.20	49.45	47.20	49.56	51.92
Parts and Materials Supervisor	31.31	32.88	34.45	32.88	34.52	36.16	34.52	36.25	37.98	36.25	38.06	39.87	38.06	39.96	41.86	39.96	41.96	43.96
Revenue Collection Supervisor	26.40	27.72	29.04	27.72	29.11	30.50	29.11	30.57	32.03	30.57	32.10	33.63	32.10	33.71	35.32	33.71	35.40	37.09
Safety & Training Coordinator	36.10	37.91	39.72	37.91	39.81	41.71	39.81	41.80	43.79	41.80	43.89	45.98	43.89	46.08	48.27	46.08	48.38	50.68
Transit Supervisor	32.36		35.60	33.98	35.68	37.38	35.68	37.46	39.24	37.46	39.33	41.20	39.33	41.30	43.27	41.30	43.37	45.44
Transportation Planning Supervisor	47.24		51.96	49.60	52.08	54.56	52.08	54.68	57.28	54.68	57.41	60.14	57.41	60.28	63.15	60.28	63.29	66.30
Accessible Services Coordinator	24.95	26.20	27.45	26.20	27.51	28.82	27.51	28.89	30.27	28.89	30.33	31.77	30.33	31.85	33.37	31.85	33.44	35.03
Accountant l	31.19	32.75	34.31	32.75	34.39	36.03	34.39	36.11	37.83	36.11	37.92	39.73	37.92	39.82	41.72	39.82	41.81	43.80
Accountant II	34.30	36.02	37.74	36.02	37.82	39.62	37.82	39.71	41.60	39.71	41.70	43.69	41.70	43.79	45.88	43.79	45.98	48.17
Accounting Clerk	20.71	21.75	22.79	21.75	22.84	23.93	22.84	23.98	25.12	23.98	25.18	26.38	25.18	26.44	27.70	26.44	27.76	29.08
Accounting Specialist	30.14	31.65	33.16	31.65	33.23	34.81	33.23	34.89	36.55	34.89	36.63	38.37	36.63	38.46	40.29	38.46	40.38	42.30
Accounting Technician	24.66	25.89	27.12	25.89	27.18	28.47	27.18	28.54	29.90	28.54	29.97	31.40	29.97	31.47	32.97	31.47	33.04	34.61
Administrative Assistant	24.00	25.20	26.40	25.20	26.46	27.72	26.46	27.78	29.10	27.78	29.17	30.56	29.17	30.63	32.09	30.63	32.16	33.69
Administrative Clerk	21.59	22.67	23.75	22.67	23.80	24.93	23.80	24.99	26.18	24.99	26.24	27.49	26.24	27.55	28.86	27.55	28.93	30.31
Administrative Specialist	26.37	27.69	29.01	27.69	29.07	30.45	29.07	30.52	31.97	30.52	32.05	33.58	32.05	33.65	35.25	33.65	35.33	37.01
Benefits Technician	25.17	26.43	27.69	26.43	27.75	29.07	27.75	29.14	30.53	29.14	30.60	32.06	30.60	32.13	33.66	32.13	33.74	35.35
Buyer	25.76	27.05	28.34	27.05	28.40	29.75	28.40	29.82	31.24	29.82	31.31	32.80	31.31	32.88	34.45	32.88	34.52	36.16
Claims Technician I	22.49	23.61	24.73	23.61	24.79	25.97	24.79	26.03	27.27	26.03	27.33	28.63	27.33	28.70	30.07	28.70	30.14	31.58
Claims Technician II	24.99	26.24	27.49	26.24	27.55	28.86	27.55	28.93	30.31	28.93	30.38	31.83	30.38	31.90	33.42	31.90	33.50	35.10
Custodial Service Worker	17.65	18.53	19.41	18.53	19.46	20.39	19.46	20.43	21.40	20.43	21.45	22.47	21.45	22.52	23.59	22.52	23.65	24.78
Customer Service Representative	20.71	21.75	22.79	21.75	22.84	23.93	22.84	23.98	25.12	23.98	25.18	26.38	25.18	26.44	27.70	26.44	27.76	29.08
Customer Service Assistant	24.00	25.20	26.40	25.20	26.46	27.72	26.46	27.78	29.10	27.78	29.17	30.56	29.17	30.63	32.09	30.63	32.16	33.69
Facilities Maintenance Worker I	21.79	22.88	23.97	22.88	24.02	25.16	24.02	25.22	26.42	25.22	26.48	27.74	26.48	27.80	29.12	27.80	29.19	30.58
Facilities Maintenance Worker II	24.22	25.43	26.64	25.43	26.70	27.97	26.70	28.04	29.38	28.04	29.44	30.84	29.44	30.91	32.38	30.91	32.46	34.01
Financial Analyst	37.75	39.64	41.53	39.64	41.62	43.60	41.62	43.70	45.78	43.70	45.89	48.08	45.89	48.18	50.47	48.18	50.59	53.00
Grants/Legislative Analyst	34.98	36.73	38.48	36.73	38.57	40.41	38.57	40.50	42.43	40.50	42.53	44.56	42.53	44.66	46.79	44.66	46.89	49.12
Human Resources Clerk	21.79	22.88	23.97	22.88	24.02	25.16	24.02	25.22	26.42	25.22	26.48	27.74	26.48	27.80	29.12	27.80	29.19	30.58
Human Resources Specialist	23.97	25.17	26.37	25.17	26.43	27.69	26.43	27.75	29.07	27.75	29.14	30.53	29.14	30.60	32.06	30.60	32.13	33.66
Human Resources Technician	25.17	26.43	27.69	26.43	27.75	29.07	27.75	29.14	30.53	29.14	30.60	32.06	30.60	32.13	33.66	32.13	33.74	35.35
Information Technology Support Analyst I	25.42	26.69	27.96	26.69	28.02	29.35	28.02	29.42	30.82	29.42	30.89	32.36	30.89	32.43	33.97	32.43	34.05	35.67
Information Technology Support Analyst II	28.23	29.64	31.05	29.64	31.12	32.60	31.12	32.68	34.24	32.68	34.31	35.94	34.31	36.03	37.75	36.03	37.83	39.63
Lead Custodial Service Worker	21.09	22.14	23.19	22.14	23.25	24.36	23.25	24.41	25.57	24.41	25.63	26.85	25.63	26.91	28.19	26.91	28.26	29.61
Lead Facilities Maintenance Worker	29.04	30.49	31.94	30.49	32.01	33.53	32.01	33.61	35.21	33.61	35.29	36.97	35.29	37.05	38.81	37.05	38.90	40.75
Legal Secretary	21.79	22.88	23.97	22.88	24.02	25.16	24.02	25.22	26.42	25.22	26.48	27.74	26.48	27.80	29.12	27.80	29.19	30.58
Paralegal I	31.19	32.75	34.31	32.75	34.39	36.03	34.39	36.11	37.83	36.11	37.92	39.73	37.92	39.82	41.72	39.82	41.81	43.80
Paralegal II	34.30	36.02	37.74	36.02	37.82	39.62	37.82	39.71	41.60	39.71	41.70	43.69	41.70	43.79	45.88	43.79	45.98	48.17
Paratransit Eligibility Coordinator	31.19	32.75	34.31	32.75	34.39	36.03	34.39	36.11	37.83	36.11	37.92	39.73	37.92	39.82	41.72	39.82	41.81	43.80

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