



**HUMAN RESOURCES
DEPARTMENT**
City of Burlington

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To: Board of Finance
From: Susan Leonard, Human Resources Director
Date: October 17, 2011
Re: Burlington Telecom – Reorganization

The consulting firm of Dorman and Fawcett has recommended a change to the organizational structure of Burlington Telecom. They are recommending the elimination of one Help Desk Technician position and the creation of one additional Outside Plant Technician position. The attached memorandum from Stephen Barraclaugh outlines the qualitative rationale for this change.

I am recommending approval of this change to the organizational structure. As this would be considered a reorganization, the incumbent shall be placed at the step of the new position that ensures at least a 5 (five) percent increase over his/her current rate. In this specific case the incumbent will move from Step 9 of Level 1.5 (\$21.45/hour) on the Burlington Telecom Salary Table to Step 8 of Level 7 (\$22.91/hour) on the Burlington Telecom Salary Table. This will require an additional expenditure of approximately \$1858.00 for FY12.

MEMORANDUM

TO: BOARD OF FINANCE AND CITY COUNCIL

FROM: STEPHEN BARRACLOUGH – INTERIM GENERAL MANAGER

CC: HUMAN RESOURCES; AMBER THIBEAULT – DIVISION MANAGER OF REGULATORY AFFAIRS, OUTSIDE PLANT AND TECHNICAL ASSISTANCE

SUBJECT: INTERNAL REORGANIZATION

DATE: 10/28/2011

As part of the reorganization that occurred in July 2011, internal resources were assessed with regard to improving efficiency and better customer service. Until September 2011, Help Desk employed four technicians and one of whom operated as a Help Desk employee/Repair Technician.

After reviewing call volume and separation of duties in the organization, Burlington Telecom temporarily reassigned William Vantine to Outside Plant. Mr. Vantine has been responsible for locating underground facilities, repair, installation and help desk as needed. His temporary reassignment has enabled Burlington Telecom to place resources on important tasks such as inventory control and service quality.

Burlington Telecom is seeking the Board of Finance and City Council's permission to create an Outside Plant Technician position for Mr. Vantine and eliminate a Help Desk technician position. The number of employees will remain the same at Burlington Telecom. Mr. Vantine's salary has been budgeted for in the FY12 budget.