

HUMAN RESOURCES DEPARTMENT

Hiring Department's Request to Offer an Initial Appointed Position Salary Above Step A

Note: The Hiring Department must complete this form and have it approved by the Human Resources Director before making an offer of employment for an appointed position with a salary above Step A.

Candidate's Name: Donald Stickney	Position to be Filled: Assistant Director; 311 Call Center
Requested by (Hiring Manager): John E. Dejung	Hiring Manager's Job Title: Assistant City Coordinator; 911/311
Hiring Department; Minneapolis 911/311 Department	Date of Request: 10/11/2005

<u>Criteria Considered</u>	<u>Minimum Qualifications of Vacancy</u>	<u>Current Qualifications of Candidate</u>
1. Number of years of similar or related work experience	5 years managing or supervising a busy call center. Experience with customer relationship management (CRM) and/or work-order management (WOM) software.	10+ years managing major call centers; plus 4 years in consulting for CRM/WOM and call centers, including work with the City's Utility Billing Call Center.
2. Relevant work/professional experience and accomplishments	Experience writing policies, providing good interpersonal skills, leadership (for similar ventures), motivation in a business setting; and, doing public speaking analysis (of business processes).	Created the Xcel Energy and Blue Cross/Blue Shield (metro versions) call centers from scratch...wrote policy, planned and managed the projects. Consulting work included motivational and public speaking
3. Relevant educational/training accomplishments	Bachelor's Degree in a related field.	Bachelor's Degree in Business and Economics (UW-Stout). Professional certification in CRM and graduate of Customer Service Executive Development Program (Michigan State).
4. Relevant set of knowledge/skills/abilities	Business process redesign, call-center software, CRM and/or WOM software, project management, and City of Minneapolis familiarity.	Extensive consulting and on-the-job (Xcel and Blue Cross/Blue Shield) business process redesign (familiar with software the City is using for same. Extensive experience with call-center software, performance monitoring. Expert at CRM and WOM software. Did project management professionally for a consulting firm and in his own business (and for the City in the late 90's and for the last 12 months). Gained extensive knowledge of City of Minneapolis operations and organization/policies through over 2 years of consulting thus far.
5. Other relevant criteria	Passion for the job and the role of Minneapolis 3-1-1.	Mr. Stickney has shown unparalleled enthusiasm and passion for the 3-1-1 effort; typically

		working 60 hour weeks for the past year as the prime mover for the One Call/311 Call Center project. He has been coach, quarterback and cheerleader...he has shown through more than 12 months of hard, hard work that his efforts are also effective.
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Difficulty in filling the position because of unique skill requirements	Comments: Other applicants had just pieces of the required package to offer; Mr. Stickney has all the pieces in place and more. Especially relevant is the fact that he has extensive background in call center environments in the private and utility sectors which will bring added insight to this public sector endeavor. Couple that with his City experience and work with all the stakeholders, especially in the last 12 months on this very project, and you have an MVP-type employee that cannot be duplicated in someone else.	
Department's capacity to pay for the higher starting salary	Comments: Already figured into the budget with no degradation in ability to fully fund all other employees and the non-personnel costs of the 311 Division of the 911/311 Department.	

Salary Range for Position	Current Salary of Candidate	Proposed Salary
\$77,629 to \$85,800	\$105 per hour as a consultant to the City of Minneapolis or approximately \$200K in the past 12 months.	Step D; \$85,800.

Approved (HR Director)	Signature	Date
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