



## STAFF REPORT

**Staff Report for Open Session: Approval of Salary Increases**

**Date: October 17, 2024**

**To: BCSD Board of Directors**

**From: Elaine Cervantes, General Manager**

**Subject: Consideration and Approval of Salary Increases for Customer Service Representative, and Maintenance Personnel**

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### **Purpose:**

To seek approval for salary increases for the Customer Service Representative, and Maintenance Personnel, as outlined below.

### **Background:**

The proposed salary increases aim to reflect the additional responsibilities, market competitiveness, and to ensure the retention of qualified staff within the organization. The following positions have been identified for a salary adjustment:

#### **1. Customer Service Representative**

- **Current Salary:** \$20,812.80 annually
- **Proposed Salary:** \$28,080.00 annually
- **Increase Justification:** A \$2.00 per hour increase is proposed, reflecting the need to maintain competitive compensation in line with industry standards. This increase recognizes the value of the Customer Service Representative's role in maintaining customer satisfaction and operational efficiency.

#### **2. Maintenance Personnel**

- **Current Salary:** 20,812.80 annually
- **Proposed Salary:** \$28,080.00 annually
- **Increase Justification:** Similar to the Customer Service Representative, a \$2.00 per hour increase is recommended for the Maintenance Personnel. This adjustment addresses the increased workload and the need to retain skilled maintenance staff, crucial for the upkeep of the organization's facilities.

### **Financial Implications:**

The proposed salary increases are calculated based on the employees working 30 hours per week, resulting in a total of 60 hours every two weeks. With 26 pay periods in a year, the financial impact for each position is as follows:

- **Customer Service Representative:** \$28,080 annually (reflecting a \$2.00 per hour increase)
- **Maintenance Personnel:** \$28,080 annually (reflecting a \$2.00 per hour increase)

The total annual financial impact on the budget is \$56,160

**Recommendation:**

It is recommended that the Board approve the proposed salary increases for the Customer Service Representative, and Maintenance Personnel, effective October 18, 2024.

**Conclusion:**

These adjustments are necessary to ensure that the organization continues to attract and retain qualified employees while remaining competitive in the market. Approval of these increases will also support staff morale and operational efficiency.

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**Prepared by:**

Elaine Cervantes  
General Manager