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3 **2022 RES-168**

4 **RECLASSIFICATION OF DCIM CLERK III TO CUSTOMER SUCCESS**
5 **MANAGER**

6 In May of 2022 Dane County Information Management (DCIM)'s receptionist
7 retired from Dane County. Prior to re-hiring the position, DCIM did an internal
8 review to determine if this position was still required in a remote environment – it
9 was determined that portions of this position could be consolidated into a new
10 position with expanded responsibilities.

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12 DCIM created a reclassification request to consolidate the essential
13 responsibilities of this position as well as newly created responsibilities and
14 submitted the request to employee relations. After review, Employee Relations
15 recommends the change to reclassification to help ease the stress on the current
16 DCIM managerial team as well as bring new technical workflow and opportunities
17 to all Dane County departments that DCIM supports.

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19 Reclassification on vacant positions require County Board approval.

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21 If approved, the following position #186 would be reclassified from Clerk III (G-
22 13) to a newly created Customer Success Manager position (M-13).

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24 NOW, THEREFORE, BE IT RESOLVED that position 186 be reclassified from
25 Clerk III (G-13) to Customer Success Manager (M-13).
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