



Legislation Details (With Board Report)

**File #:** RES 24-105      **Name:** Adjust Base Wage Salary of Hospital Communications Operator class series

**Type:** BoS Resolution      **Status:** Passed

**File created:** 5/21/2024      **In control:** Board of Supervisors

**On agenda:** 6/25/2024      **Final action:** 6/25/2024

**Title:** Adopt Resolution to:  
a. Amend Personnel Policies and Practices Resolution (PPPR) No. 98-394 Appendices A and B to retitle the classification of Hospital Communications Operator II to Hospital Communications Operator and to adjust the salary range as indicated in Attachment A effective June 15, 2024;  
b. Amend Personnel Policies and Practices Resolution (PPPR) No. 98-394 Appendix A to adjust the salary range of the Hospital Supervising Communications Operator classification as indicated in Attachment A effective June 15, 2024;  
c. Amend Personnel Policies and Practices Resolution (PPPR) No. 98-394 Appendices A and B to abolish the classification of Hospital Communications Operator I as indicated in Attachment A; and  
d. Direct the Human Resources Department to implement the changes in the Advantage Human Resources Management (HRM) System.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. Board Report, 2. Attachment A, 3. Resolution, 4. Completed Board Order Item No. 15, 5. Completed Resolution Item No. 15

Date	Ver.	Action By	Action	Result
6/25/2024	1	Board of Supervisors		

Adopt Resolution to:  
a. Amend Personnel Policies and Practices Resolution (PPPR) No. 98-394 Appendices A and B to retitle the classification of Hospital Communications Operator II to Hospital Communications Operator and to adjust the salary range as indicated in Attachment A effective June 15, 2024;  
b. Amend Personnel Policies and Practices Resolution (PPPR) No. 98-394 Appendix A to adjust the salary range of the Hospital Supervising Communications Operator classification as indicated in Attachment A effective June 15, 2024;  
c. Amend Personnel Policies and Practices Resolution (PPPR) No. 98-394 Appendices A and B to abolish the classification of Hospital Communications Operator I as indicated in Attachment A; and  
d. Direct the Human Resources Department to implement the changes in the Advantage Human Resources Management (HRM) System.

**RECOMMENDATION:**

It is recommended that the Board of Supervisors consider adopting a Resolution to:

a. Amend Personnel Policies and Practices Resolution (PPPR) No. 98-394 Appendices A and B to retitle the classification of Hospital Communications Operator II to Hospital Communications Operator and to adjust the salary range as indicated in Attachment A effective June 15, 2024;  
b. Amend Personnel Policies and Practices Resolution (PPPR) No. 98-394 Appendix A to adjust the salary range of the Hospital Supervising Communications Operator classification as indicated in Attachment A effective June 15, 2024;

- c. Amend Personnel Policies and Practices Resolution (PPPR) No. 98-394 Appendices A and B to abolish the classification of Hospital Communications Operator I as indicated in Attachment A; and
- d. Direct the Human Resources Department to implement the changes in the Advantage Human Resources Management (HRM) System.

SUMMARY/DISCUSSION:

A classification and base wage compensation study of the Hospital Communications Operator classification series was requested by Natividad administrative staff. The reasons cited for the request were recruitment difficulties and to check for salary alignment with the hospital comparable agencies identified in the County's Compensation Philosophy which was last updated in January 2023.

The base wage analysis of the County's hospital comparable agencies found that based on the duties performed, the Hospital Communications Operator II classification was matched to four (4) of the six (6) hospital comparable agencies and is approximately 12.64% below the salary mean.

To promote the County as the employer of choice, the goal is to provide labor market competitive wages by setting base wages within five percent (5% = - 4.495% with rounding) of the average of the agencies identified. The County's philosophy is to maintain a competitive compensation package that attracts and retains the highest quality candidates and employees to serve the community while maintaining sound fiscal standards.

Therefore, in accordance with the County's Compensation Philosophy, Natividad recommends adjusting the base wage salary of the Hospital Communications Operator II classification by approximately 12.64% at top step in order to align with the labor market average. Furthermore, the base salary of the Hospital Supervising Communications Operator would need to be increased by approximately 12.64% at top step in order to maintain the current spread between the classifications.

It is further recommended that the classification of Hospital Communications Operator I be abolished and the classification of Hospital Communications Operator II be retitled to Hospital Communications Operator.

OTHER AGENCY INVOLVEMENT:

The Human Resources Department concurs with the recommendations. Service Employees International Union (SEIU) Local 521 has been notified of the recommendations.

FINANCING:

The salary and benefits increased costs for the current positions (8.0 FTE filled) budgeted for the remainder of Fiscal Year 2023-24 is approximately \$4,745 and then \$61,690 annually thereafter. The funding for personnel costs is provided by NMC's enterprise fund comprised of patient services revenues received from commercial insurance, state, and federal government agencies. This action does not impact the General Fund.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

The proposed recommended actions address the Board of Supervisors Administration Strategic Initiative. The actions demonstrate the County's commitment to meeting the Board's initiatives in recruiting, retaining, and attracting a diverse, talented workforce that supports the mission of Monterey County.

- Economic Development
- Administration
- Health & Human Services
- Infrastructure
- Public Safety

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Attachments:  
Attachment A  
Resolution