

Recommended Workforce Changes Mid-Year 2023-24

Department	Request	+/- Positions	Annual Cost to City Budget	Funding Source	Detail	Human Resources Recommendation
Alameda Municipal Power	<u>Upgrade</u> : One Procurement Analyst to Senior Procurement Analyst	0.00	N/A	AMP	The proposed upgrade from Procurement Analyst to Senior Procurement Analyst reflects the growing complexity of AMP's procurement needs. The Senior Procurement Analyst will take on greater responsibility for managing formal solicitations and overseeing more complex procurement activities. This change allows procurement work to be handled with greater independence while enabling the Support Services Manager, which oversees this position, to focus on broader, facilities-related operational priorities. Establishing this classification also supports employee development and creates a clear advancement path within the procurement function	Recommended
Alameda Municipal Power	<u>Upgrade</u> : One Customer Service Representative to Lead Customer Service Representative	0.00	N/A	AMP	The proposed conversion of one Customer Service Representative position to the Lead Customer Service Representative classification addresses the need for additional leadership within the Customer Service team. The Lead position will provide day-to-day support to staff and assist with training and issue resolution. Adding this structure will allow supervisors to focus on performance management and process improvements, while maintaining consistent and responsive customer service. This new role establishes a defined career pathway for customer service staff, supporting retention and service continuity. Additional classification changes may be considered in future budget cycles as AMP continues to modernize customer service and billing operations.	Recommended
<b>Total New Positions Mid-Year 2025-26</b>		<b>0.00</b>	<b>\$0</b>			