



CITY OF BEVERLY HILLS STAFF REPORT

Meeting Date: December 4, 2012

To: Honorable Mayor & City Council

From: Susan Healy Keene, AICP, Director of Community
Development

Subject: Permit Center Concierge Recruitment Status

INTRODUCTION

This report provides a status update on the Permit Center Concierge recruitment.

DISCUSSION

Last year, one of the recommendations of the *Mayor's Task Force on Government Efficiency* was to hire a Permit Center Concierge. This position is intended to help customers maneuver through the development process and obtain city services in an efficient manner. While this type of position is commonly found in high-service environments such as Five Star Hotels, it is an innovative concept for government so a new job specification needed to be developed. This position was budgeted and approved in the 2012-2013 budget.

Once this position's necessary job specifications were drafted, staff found that the desired job responsibilities, education, and level of authority, closely match the higher-level Management Analyst position. In short, a management analyst is a bigger picture generalist as opposed to a technical specialist, who is expected to make higher level decisions independently and provide recommendations for permanent process improvements. These conclusions and recommendations for the position were made after Human Resources reviewed the job requirements, and audited the work of employees temporarily staffing this position.

The working title will remain as Permit Center Concierge and recruitment is expected to commence in early December.

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FISCAL IMPACT

This position is included in the 2012-2013 budget, however, an appropriation in the amount of \$25,000 was requested by the department for approval by the City Manager to fund the position at the recommended level within the organization.

Development fees fund this position so the General Fund will not be negatively impacted. Furthermore, this position has remained vacant for several months so an overall salary saving for this position is expected this fiscal year.

RECOMMENDATION

This report is being provided for informational purposes.

GC for SHK
Susan Healy Keene, AICP

Approved By