



supports employee development and creates a clear advancement path within the procurement function.

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.

The proposed reclassification of Senior Clerk to Administrative Services Coordinator reflects the evolution of the position over time. The role supports the Operations team by maintaining records, coordinating administrative workflows, and assisting with procurement activities. The position currently serves as a back-up to the existing Engineering and Operations administrative role, and the proposed reclassification formalizes these responsibilities. The position also plays an important role in supporting coordination between the Engineering and Operations teams, particularly around work order processing and close-outs. This change will improve that coordination and reduce work order delays. Without the reclassification, staff anticipates continued inefficiencies and a lower level of service due to limited administrative capacity.

AMP's Position Control is maintained by the City, therefore, implementation of the proposed classification changes requires City Council approval. AMP staff is seeking a recommendation from the Public Utilities Board that City Council approve the proposed classification changes.

#### FINANCIAL IMPACT

AMP has sufficient funds in the fiscal year (FY) 2026 budget and will include funds in the proposed FY 2027 budget.

#### ENVIRONMENTAL REVIEW

Alameda Municipal Power finds that its actions are not a project as defined by CEQA Guidelines Section 15378, which excludes "continuing administrative or maintenance activities, such as purchases for supplies, personnel-related actions, general policy and procedure making" and "organization or administrative activities of governments..." Alameda Municipal Power further finds that it can be seen with certainty that there is no possibility that the activity will result in a direct or reasonably foreseeable indirect change in the environment. The project involves the reclassification of three full-time positions, and there is no potential for direct or indirect changes in existing conditions as a result.

Alameda Municipal Power further finds that its actions are exempt from CEQA, including but not limited to CEQA Guidelines Section 15061(b)(3). More specifically, Alameda Municipal Power finds its actions are subject to the commonsense exemption because it can be seen with

certainty that there is no possibility that the activity in question may have a significant effect on the environment.

LINK TO STRATEGIC PLAN AND METRICS

Customer Experience, Strategy 3: AMP will maximize opportunities to meet customer needs.

Workforce Strategy: AMP will attract and retain employees while fostering a collaborative culture and adapting to changes in industry trends.

EXHIBITS

None.