

- The AGO collection process is driven by the AGO account number assigned to that debt. AGO collection letters and collection phone calls are made relative to that specific account number. If a debtor owes debt to multiple local jurisdictions, payment will be accepted according to the account number he/she is responding to as the result an AGO letter or an AGO phone call.
- Clients may request, and the Attorney General may consider, on a case by case basis, alternative collection strategies (i.e. timeframes) on how the client's debt portfolio is collected.
- The AGO will not file liens or judgments or release any previously filed liens or judgments on any debt certified for collections.
- **Archive or Write off of Debts**
 - Client may choose to write off debt by their indication on their Service Level Agreement.
 - Accounts can also be closed and returned to client upon request.
- **Payment Processing and Accounting Issues:**
 - Collections payments to the client will be remitted weekly, via ACH.
 - Clients can view the payment reports that correlate with their weekly ACH payment on the AGO's Compass website.
 - Collections paid with certified funds (i.e. cashier's check, money order) will be paid to the client the following week. Collections paid with a personal check are held eight business days and paid the week following the release of the eight day hold.
- **Direct Payments:**
 - Please make sure that you are referring any debtor wanting to make a payment on an account for which we are collecting to us. The debtors can be instructed to call us at 888-871-8838 or pay by internet at www.OhioAttorneyGeneral.gov/business/pay. Their payment can also be mailed to: Ohio Attorney General P.O. Box 89471, Cleveland, Ohio 44101-6471. They will need to include their Attorney General Account number to ensure that the payment is being posted to their account.

- If on the rare occasion you inadvertently accept a payment on an account we are collecting on, please send the payment the check or money order received from the debtor directly to our accounting section with the account number on it to:

**Ohio Attorney General Collections Enforcement
Accounting Section
150 East Gay St., 20th Floor
Columbus, Ohio 43215**

- Referring any debtor to us to make a payment helps us keep our records clean and easy to audit. It will also prevent us from intercepting someone's state income tax refund erroneously, such as when a payment taken by your office has not been noted on our system. If your staff does take a payment from a debtor, kindly let us know immediately and forward the payment to us for processing. If we intercept their state tax refund and issue payment to you causing an overpayment on the account, we will contact you and request that you refund the amount back to the debtor.

- **Reversals**

- Occasionally, there may be payments made to you by our office that need to be reversed. This happens because, after the payment was issued to you, it came to our attention that the debtor's check had non-sufficient funds, there was a posting error or an alleged fraudulent payment. We do hold personal checks for eight days before posting them to an account to allow for this but, occasionally, we are not informed by the bank until after the eight days have passed and you have been sent the payment.
- When a payment made to you needs to be reversed, our system subtracts the amount of the payment to be reversed from the next payment to be made to you. Because our system is automated there is no way to let you know that one of the payments made to you needs to be reversed.
- However, you are able to identify accounts that have a reversal by viewing your ClientView payment report.

Note:

1. A payment for an internet personal check will be indicated with the code of IPC.
2. A payment for an internet personal check that was reversed will be indicated with the code EIPC (See Reports Section below).

- **Reports**

- Compass software provides access to electronic reports, documents and scanned images relative to your accounts both in PDF or TXT format.
- Full debt inventory is available at the request of a unit supervisor or manager.
- Monthly archive reports and bi-annual write-off reports are provided upon request.
- All clients will have access to ClientView software to view their account data and notes placed by the collectors.

Please contact Jennifer Zap at Jennifer.Zap@ohioattorneygeneral.gov.

Direct: 330-884-7519

Ways and Means Committee
And Gildow, Chair

CLERK OF COUNCIL

ORDINANCE #2020-36
INTRODUCED BY COUNCIL

ESTABLISHING PAY, BENEFIT, AND EMPLOYMENT POLICIES
AND PROCEDURES FOR UNAFFILIATED EMPLOYEES IN THE
MUNICIPAL SERVICE.

WHEREAS, Ordinance #19-22 presently governs the pay and benefit policies for unaffiliated employees of the City of Zanesville; and

WHEREAS, it is necessary to replace Ordinance #19-22 in order to update pay and benefit practices, to bring said practices into line with those negotiated by affiliated employees and to make other changes in City policy.

NOW, THEREFORE, BE IT ORDAINED, by the Council for the City of Zanesville, State of Ohio, that:

SECTION ONE: APPLICABILITY OF ORDINANCE

(A) This ordinance shall apply to employees in the service of the City who are not seasonal, elected, represented by collective bargaining contracts, or any others which are governed by separate ordinances.

(B) For the purpose of this ordinance the employees of the City, with the exception of those mentioned in Paragraph (A), shall constitute the unaffiliated group in the municipal service who will perform work and be employees full-time or part-time throughout the year, or for a temporary period of time.

SECTION TWO: APPOINTMENTS IN THE UNCLASSIFIED
AND CLASSIFIED SERVICE

(A) All offices and positions which are exempt from examinations and which provide no tenure under the law belong to the unclassified service. Appointment to a position in the unclassified service may be made at the discretion of the appointing authority, and the incumbent may be removed, suspended, or reduced from the position at the pleasure of the same authority.

(B) The classified service shall comprise all persons in the employ of the City not specifically included in the unclassified service.

SECTION TWO: APPOINTMENTS IN THE UNCLASSIFIED
AND CLASSIFIED SERVICE CON'T

(C) The authority to make appointments for positions belonging to the classified service shall be vested in the respective appointing authority, subject to proper certification of applicants by the Civil Service Commission.

(1) Each employee in the classified civil service shall serve a period of time at the beginning of an original appointment or immediately following a promotion, which constitutes a trial or testing period for the employee. The probationary period for the unaffiliated classified employee shall be four (4) months.

(2) Upon successful completion of a probationary period, an employee shall be in a permanent status.

(D) All appointments to the classified or unclassified service are governed by Chapter 124 of the Ohio Revised Code and rules and regulations of the Zanesville Civil Service Commission.

SECTION THREE: CLASSIFICATION PLAN

(A) A classification plan has been established and is maintained by the Civil Service Commission for all positions in the municipal service. This plan shall group together classes and pay ranges of those positions which are substantially similar relative to their job duties, responsibility, skills, and requirements, and pay range assignment.

(B) The classification plan shall consist of a list of titles, descriptions of the nature and requirements of the work for each position, classification assignments, and the official allocation of positions to appropriate pay ranges. Job descriptions shall generally reflect job duties and requirements, but shall not be construed as limiting or restricting an employee from performing any related duty or following any instructions required by the employee's supervisor or designee.

(C) The classification plan and allocation of positions to classes and pay ranges may be amended by City Council to ensure that it continually reflects currently assigned duties and responsibilities.

SECTION THREE: CLASSIFICATION PLAN CON'T

(1) For employees in the classified service, if a department head, division head, supervisor, or employee believes that a position is improperly classified, that a change in a classification's job duties or responsibilities has rendered its point factor score inaccurate, that the employee has been assigned to an improper step within the employee's assigned pay range, or that the employee's pay step assignment should be adjusted for some other reason, he/she may report this fact with supporting documentation to the Civil Service Commission. The Civil Service Commission shall make such investigations and inquiries as it deems necessary and issue a recommendation regarding the proposed pay range or pay step adjustment. The Appointing Authority may then submit an ordinance to City Council recommending the proposed pay range or pay step adjustment along with the report of the Civil Service Commission regarding such adjustment.

(2) For employees in the unclassified service, if the Appointing Authority believes that a pay range or pay step adjustment is justified for a position or employee under his/her authority, he/she may submit an ordinance to City Council for approval of any such adjustment.

(D) The Civil Service Commission shall maintain such records as are necessary or required to accomplish the provisions of this ordinance. The records shall include, but not be limited to, a list of current classification titles, a copy of each job description, and a record of the pay range to which each position has been assigned. These shall include a current roster of employees with a record of their service including dates of service; classification assignments, compensation history, and such other information as may be deemed appropriate.

SECTION FOUR: DEFINITIONS

(A) For the purpose of this ordinance, the following definitions will apply:

(1) Demotion—A movement to a different job or position in a lower pay range which is intended to be permanent.

(2) Promotion—A movement to a different job or position in a higher pay range which is intended to be permanent.

(3) Reclassification—A change in an employee's classification in the job classification plan.

(4) Schedule A Employee—An employee whose position is assigned to Compensation Schedule A by Section Five (B) of this ordinance.

(5) Schedule B Employee—An employee whose position is assigned to Compensation Schedule B by Section Five (D) of this ordinance.

SECTION FOUR: DEFINITIONS CON'T

(6) Schedule S Employee—An employee whose position is assigned to Compensation Schedule S by Section Five (C) of this ordinance.

(7) Temporary Assignment—A movement to a different job or position which is meant to be temporary.

(8) Transfer—A movement to a different job or position with no change in pay range, classification or level of responsibility.

SECTION FIVE: COMPENSATION PLAN

(A) All employees subject to the provisions of this ordinance shall be paid a wage in accordance with the attached Compensation Schedules. Said schedules may be amended from time to time through separate ordinance. For current Schedule A Employees, during the years 2018, 2019, & 2020 the pay range and pay step assignment shall not change. An increase of approximately 1.5%, 2% & 2.5% will be given to each employee.

(B) Compensation Schedule A establishes the rates of pay and ranges for each position subject to the provisions of this ordinance, except those positions specified in Sections Five (C) and (D) below. Compensation Schedule A included herein as Exhibits I, Ia, & Ib shall be effective on the first day of the first full pay period in January 2018, 2019, & 2020.

(C) Compensation Schedule S, included herein as Exhibits II, IIa, & IIb establishes the rates of pay and ranges for the following position classifications:

CLASSIFICATION TITLE

Assistant Jail Administrator
Cemetery/Parks Superintendent
City Maintenance Supervisor
Deputy Director/Community Development
Deputy Director/Public Service
Deputy Wastewater Superintendent
Environmental Coordinator
Fire Chief
Fleet Manager
Income Tax Administrator
Jail Administrator
Plant Maintenance Mechanic Foreman
Police Chief
Refuse Collection Supervisor
Sewer/Drainage Maintenance Supervisor
Sewer/Drainage Maintenance Crew Leader
Street Maintenance Supervisor

SECTION FIVE: COMPENSATION PLAN CON'T

CLASSIFICATION TITLE

Street and Refuse Superintendent
Utility Billing Supervisor
Wastewater Lab Supervisor
Wastewater Superintendent
Water Maintenance Crew Leader
Water Maintenance and Metering Supervisor
Water Superintendent

Compensation Schedule S wage increases shall be effective on the first day of the first full pay period in January 2018, 2019, & 2020.

(D) Compensation Schedule B, included herein as Exhibit III, establishes the salary ranges for the following exempt, salaried positions:

CLASSIFICATION TITLE

Assistant Law Director
Budget & Finance Director
City Engineer
Community Development Director

The Appointing Authority may make annual salary adjustments within the position salary range for Schedule B Employees.

(E) Employees may waive annual step increases and/or longevity pay by notifying the City Treasurer in writing of their intention.

SECTION SIX: JOB CLASSIFICATIONS AND PAY RANGES

(A) For each job classification subject to the provisions of this ordinance the following pay or salary ranges apply:

<u>CLASSIFICATION TITLE</u>	<u>PAY RANGE</u>
Accounting Specialist	10
Administrative Assistant to Auditorium Manager	7
Administrative Secretary to the CD Director	7
Administrative Secretary to the Safety Director	7
Administrative Secretary to the Public Service Director	7
Airport Manager	9
Assistant Jail Administrator	S1
Assistant Law Director	B3
Associate Planner	11
Auditing Specialist	5

SECTION SIX: JOB CLASSIFICATIONS AND PAY RANGES CON'T

<u>CLASSIFICATION TITLE</u>	<u>PAY RANGE</u>
Budget and Finance Director	B2
Building Inspector	16
Cemetery/Park Superintendent	S5
Chief Probation Officer	9
City Engineer	B1
City Maintenance Supervisor	S5
Civil Service Employment Coordinator	10
Code Enforcement Officer	9
Code Enforcement Officer/Building Inspector	10
Community Development Director	B2
Court Bailiff	9
Deputy Auditor	10
Deputy Court Bailiff	8
Deputy Court Clerk	9
Deputy Director/Public Service	S5
Deputy Income Tax Administrator	9
Deputy Treasurer	10
Deputy Wastewater Superintendent	S6
Engineering Technician	9
Environmental Coordinator	S4
Executive Secretary to the Mayor	9
Fair Housing Coordinator	8
Fire Chief	S11
Fleet Manager	S5
General Service Worker	10
GIS Specialist	16
Human Resource Manager	15
HVAC Technician/Inspector	13
Income Tax Administrator	S5
Income Tax Auditor/Investigations	8
Income Tax Clerk II	5
Income Tax Clerk III	7
Information Technology Administrator	16
IT Network Technician	14
Jail Administrator	S5
Maintenance Garage Coordinator	6
Master Electrician/Plumbing Tech	11
Municipal Court Bookkeeper	7
Municipal Court Clerk	10
Paralegal	7
Payroll Clerk	5