

REVIEW COMMITTEE DECISION

Review Committee Files Nos. 806 and 807
San Jose Division Grievances Nos. D.Gr/C 8-68-5
and D.Gr/C 8-68-6

Subject of the Grievances

The two grievances concern the same question although they relate to employees in different classifications and different bargaining units. Basically, the grievances allege a violation of either's job duties in that the Gas Serviceman, in the one case, is required to collect money from Company's customers and the Collector, in the other case, because he is required to disconnect customers' services. Each feels that he is being required to do the work of the other and not his own.

Discussion

The Review Committee does not here intend to discuss at great lengths the past histories of this sort of situation. It is sufficient to say that for many years Servicemen have been required on occasion to collect money from customers before establishing service, or in some cases before leaving the service on, and the Collector to disconnect services of delinquent customers. The distinction is this:

The primary function of a Collector is to discuss credit matters with Company's customers and collect delinquent accounts. In some situations, in order to secure a payment, it may become necessary that the customer's service be disconnected and when his efforts to collect have failed, he may perform the disconnect provided, of course, he has been instructed as to the proper method of discontinuing the service.

The Serviceman's primary responsibility is to perform domestic and commercial service work. Incidental to this, he may be required to collect a deposit, or a delinquent bill, before establishing or restoring service and in yet a third situation, collect a delinquent bill or disconnect the customer's present service. This is permissible in conjunction with his principal function of performing service work.

Decision

The correction sought by the grievants is denied.

FOR UNION:

W. H. Burr
W. M. Fleming
J. J. Wilder

By

J. J. Wilder

Date

November 14, 1968

FOR COMPANY:

T. J. Bianucci
C. R. Machen
L. V. Brown

By

L. V. Brown

Date
