

CLERICAL EVALUATION COMMITTEE
MEMORANDUM OF DISPOSITION

OCT 21 1993

REVIEW CASE NO. 1727-91-15
EAST BAY GRIEVANCE #EB-CE-30-76-90-01-01
CPEC 20-90-20

**CASE CLOSED
LOGGED AND FILED**

RECEIVED OCT 20 1993

SUBJECT:

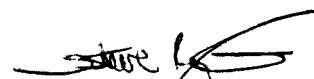
Union contends that Company inappropriately altered grievant's PEQ thereby causing grievant's position to be underevaluated. Grievant became aware of Company's action on or about 12/11/89.

DISCUSSION:

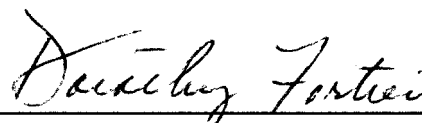
The Company and Union analysts reviewed the Position Evaluation Questionnaire and the additional information from the Local Investigating Committee dated May 11, 1993.

DISPOSITION:

Job grades as Senior Service Representative II. This case is hereby returned to the Local Investigating Committee for determination of liability.



Steve Rayburn
Company Analyst



Dorothy Fortier
Union Analyst

10-19-93

Date

7-28-93

Date

Memorandum

Date: May 11, 1993 **File #:**
To: CLERICAL POSITION EVALUATION COMMITTEE
From: EAST BAY DIVISION - HUMAN RESOURCES
Subject: Grievance No. EB-CE-30-76-90-01-01
CPEC-20-90-20
Review Committee File No. 1727-91-15



CLERICAL POSITION EVALUATION COMMITTEE

Attention: Lisa Bates

At the request of the Review Committee in a letter dated November 30, 1992, a Local Investigating Committee met on March 12, 1993 to address questions generated by the Clerical Position Evaluation Committee and Review Committee. Attached is the LIC-Joint Statement of Facts.


TERRY GERLACH
Human Resources Representative

/lg

EAST BAY REGION
CENTRAL DIVISION
GRIEVANCE NO. EB-CE-30-76-90-01-01
LOCAL INVESTIGATING COMMITTEE-JOINT STATEMENT OF FACTS

SUBJECT OF GRIEVANCE

This grievance concerns the PEQ for Donna Ambeau.

FACTS OF THE CASE

The Local Investigating Committee comprised of Enid Bidou, Union Business Representative; Terry Gerlach, Human Resources Representative; Jeff VanHook, Shop Steward and Deanna Taylor, Customer Services Supervisor; met on March 5, 1993 to answer the question posed by the PEQ Committee in it's letter dated November 30, 1992.

The question was "Is the level of knowledge, computation, judgment, analysis, writing and oral communication higher than that which is expected of all other service representatives who resolve high bill inquiries?"

ANSWER: Yes.

The company and union looked at each area within the question as a separate issue, discussing each and arriving at the conclusion of "yes" for each area:

Knowledge was the first area addressed. The committee found the position in question requires:

1. More training when a person is placed in the position.
 - Individuals entering this position receive 3 weeks worth of training and continued assistance by a supervisor over the next several months.
 - the training includes:
 - . mini tag posting:
 - adjustments (net and gross rebates,)
 - correct closing and commencements,
 - meter movement,
 - baseline adjustments,
 - change rates and
 - correct billing.
 - Individuals are usually up to speed within 6 months of assuming the position. During the initial months, back-up is provided to assist with problems.
2. Position involves more in-depth background.

example: Bill was over or under read. Customer calls, but does not get the resolution they want so they call back. ECI will answer the call and still not resolve the problem. Then the position in question will get the customer and the problem.

Computation was the second area discussed. The committee found the position required:

1. Addition and subtraction as well as multiplication and division.
2. Service Representatives will do a daily average to see a customers usage, whereas this position will look at the highest usage and compare to all other months and correct across the board.
3. Prorations are done frequently.

Judgment was address next. The committee found the position required:

1. More autonomy; if the individual cannot find the problem, the position is allowed to write off some of the customer's usage.
2. The position is able to decide if a meter should be sent for a test.
3. Some calls are more difficult and need immediate attention because the customer might have called the CPUC or PG&E official. The individual in this position must be able to prioritize what order cases are handled.

Analysis. Analysis required in this position is:

1. Rate analysis.
2. Account analysis over 12 months or greater.
3. Use of deductive reasoning to solve a customer's problem. Individual must be able to see the big picture which necessitates collecting information from tags, reports and computer screens.
4. The analysis is time intensive which means the position will handle about 10 inquiries a day or 25 maximum during high bill season.

Last area is communication. Oral communication in this position is:

1. Good interpersonal skill which includes excellent listening ability. Most customers that call are disgruntled because of the situation. This will be the third call to PG&E with no resolution.
2. Individual must be able to probe customer to get at their specific problem.
3. The problems usually take multiple telephone calls to the customer and departments involved to arrive at the solution.
4. Other services are set-up to be done at the customer's residences as needed such as audits, stand-up houselines, leak checks and clock tests.
5. All customer interaction is limited to the telephone.
6. Follow-up with the departments involved is necessary because cases may take several days to resolve.

Written communication required in this position is:

1. The position involves writing personalized letters to each customer on their case and the resolution. Only 20 % of the cases are answered through a form letter.

Jeff VanHook Concur/Dissent 5-7-93
Jeff VanHook, Union Member Date

Enid Bidou Concur/Dissent 4-30-93
Enid Bidou, Union Member Date

Terry Gerlach Concur/Dissent 4-27-93
Terry Gerlach, Company Member Date

Deanna Taylor Concur/Dissent 4-27-93
Deanna Taylor, Company Member Date