



## REVIEW COMMITTEE

**IBEW**



PACIFIC GAS AND ELECTRIC COMPANY  
LABOR RELATIONS DEPARTMENT  
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(530) 246-6430

INTERNATIONAL BROTHERHOOD OF  
ELECTRICAL WORKERS, AFL-CIO  
LOCAL UNION 1245, I.B.E.W.  
P.O. BOX 2547  
VACAVILLE, CALIFORNIA 94696  
(707) 452-2700

CLAIRE IANDOLI, CHAIRMAN  
 DECISION  
 LETTER DECISION  
 PRE-REVIEW REFERRAL

KIT STICE, SECRETARY

### Review Committee Number 23929 Customer Care—Contact Center—San Francisco

Robin Wix  
Company Member  
Local Investigating Committee

Roberto Balistreri  
Union Member  
Local Investigating Committee

#### Subject of the Grievance

The Company terminated a San Francisco Service Representative I for mishandling Company funds and failing to follow money management processes.

#### Facts of the Case

Grievant was hired in August 2013 as a Service Representative I in Call Center Operations.

In March 2016, Grievant was placed on a Written Reminder in Work Performance for not following money management guidelines.

In October 2016, when processing a large customer cash transaction, Grievant failed to follow appropriate money management practices and incurred a substantial shortage (\$5,995) toward the customer's bill of \$9,900.

Following the shortage, Corporate Security conducted an investigation but was unable to determine how the shortage occurred and referred the case back to the LOB and Internal Auditing to determine if there were work procedure deficiencies which occurred.

Based upon a review of the security footage and information obtained during the Corporate Security investigation, it was determined that Grievant failed to follow several money management practices

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including hand counting cash at the beginning of the transaction and at the end of the transaction; confirming the amount using the money counter; and failed to bundle the bills by denomination.

Discussion:

The Union argued that Grievant had been upgraded to Supervisor several times and had performed well since his hire date. Further, Grievant had no intent to defraud the Company and therefore, termination was too harsh a punishment.

The Company argued that Grievant was on active Positive Discipline for the exact same infractions he was being terminated for. Additionally, Grievant did not follow money management practices despite his admitted training on the procedures.

Further, video footage confirmed Grievant had his cell phone at his work station which was not allowed and failed to handle the prior customer transaction correctly by holding cash under his arm rather than placing it in his cash drawer.

Decision

The Committee determined there was just and sufficient cause for termination. Grievant was a short-term employee who was on an active Written Reminder for money management discrepancies which is the same infraction he was being terminated for. This case is closed without adjustment.

**For the Company:**

Claire Icn      2/21/18  
Claire Iandoli, Chairperson      Date  
Review Committee

**For the Union:**

Kit Stice      2-21-18  
Kit Stice, Secretary      Date  
Review Committee