

**PG and E**

**FOR INTRA - COMPANY USES**

RECEIVED

OCT 6 1975

LU 1245 I.B.E.W.

DIVISION OR DEPARTMENT  
FILE NO.  
RE LETTER OF SUBJECT

INDUSTRIAL RELATIONS  
741.5

North Bay Division Grievance No. 4-75-5  
P-RC 183  
Clerk C's Performing Customer Services Clerks Duties

October 3, 1975

MR. R. H. JONES, Chairman  
North Bay Division  
Joint Grievance Committee

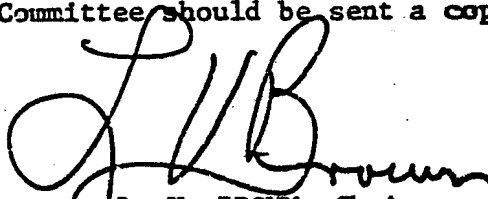
The above-subject grievance has been discussed by the Pre-Review Committee prior to its docketing on the agenda of the Review Committee and is being returned to the Division for settlement in accordance with the following:

The record indicates that the unresolved issue is one of various Clerk C classifications in Santa Rosa and San Rafael Customer Services offices requesting the rate of pay of the Customer Services Clerk inasmuch as they are performing the work of the Customer Services Clerk classification. The answer to this question and ultimately the grievance is contained in the 1966 contract settlement, specifically pages 136 and 137 of the "package" submitted to Union July 15, 1966; and later ratified by the clerical bargaining unit (attached). The agreement relative to the establishment of the Customer Services Clerk classification was based on the following statement:

"This classification will be used only in connection with the operation of an Automatic Call Distribution System and will apply only to those employees regularly assigned to receive calls full-time through such a system. The classification will not be used in connection with 'one stop service' where no ACD system is used." (emphasis added)

Subsequent to the 1966 settlement, numerous offices have installed Automatic Call Distribution Systems, which required them to establish the Customer Services Clerk classification. This was accomplished by letter agreement between the Company and Union (attached is a list of offices that currently utilize ACDS equipment requiring the Customer Services Clerk classification).

In view of the foregoing, the Pre-Review Committee is of the opinion that the grievants are properly classified, and the Joint Grievance Committee should close the grievance without adjustment. When a settlement is reached by the Joint Grievance Committee, the Review Committee should be sent a copy of the final disposition.

  
L. V. BROWN, Chairman  
Review Committee

DJBergman:rto

cc: JGFoster  
IWBonbright  
Personnel Managers  
✓LNFOss, IBEW

209

CUSTOMER SERVICE CLERK

Confirming our recent discussions relative to the establishment of the new clerical classification, Customer Service Clerk, Company proposes the following understanding:

1. This classification will be used only in connection with the operation of an Automatic Call Distribution System and will apply only to those employees regularly assigned to receive calls full time through such a system. The classification will not be used in connection with "one-stop service" where no ACD System is used.
2. An employee who is currently performing the duties of a Customer Service Clerk and whose wage rate is \$147.60 per week or less shall be reclassified to the new classification at his current rate of pay, but no less than \$105.40 per week.

An employee who is currently performing the duties of a Customer Service Clerk and whose wage rate exceeds \$147.60 a week, shall not be reclassified to the new classification, although he may continue to perform such duties in the future.

3. For the purpose of filling vacancies occurring in the Customer Service Clerk classification, clerical employees in the Clerk D classification, or employees in the Clerk C classification, in the Commercial Line of Progression, shall be given first consideration for appointment to such vacancies; provided, however, that to be entitled to such consideration, the employee must first have filed a request to transfer to the Customer Service Clerk classification in the headquarters where the vacancy occurs and, in addition, have obtained the score required for employment on the "Clerical Test Battery." Company shall consider such employees in the order of their Company seniority and consideration shall first be given to such employees who are in the same Division as that in which the vacancy occurs. Where such a vacancy is not filled in accord with the foregoing, it may be filled by Company at its discretion.

An employee, other than those mentioned in paragraph 2 above, who is transferred into a Customer Service Clerk classification, shall retain his present rate of pay, provided such rate is not less than the minimum nor more than the maximum rates of pay established for the Customer Service Clerk classification.

4. Company will establish a training program to assist employees in developing the knowledge and skills necessary to successfully handle the duties of Customer Service Clerk.

Any employee who is appointed or reclassified to Customer Service Clerk or any employee in another classification who is currently performing the duties of Customer Service Clerk shall perform his work meritoriously and shall obtain a passing grade on each of a series of four examinations given in the Company training program.

The four examinations will be given at approximately six months' intervals, but in no event later than the date an employee is entitled

to consideration for a progressive wage increase. The examinations may be oral or written or a combination thereof. Where a combination examination is used, each part must be passed and the passing of one part but not the other will not qualify the employee for a wage increase or retention in such classification or duties. However, upon retest, as provided hereafter, an employee shall be examined only on the part which he failed initially.

Written examinations will be designed to test the employees' knowledge of Company's service policies and procedures. Oral examinations will be designed to measure an employee's ability and personal qualifications to apply service policies and procedures when talking to a customer on the telephone. Company may change or revise the training program. By written agreement with Union, Company may establish or revise examinations.

An employee who has failed all or any part of any initial examination may request a retest on such part, or parts, after 60 days have elapsed from the date the initial examination was taken. Such retest must be taken within 90 days from the date of the initial failure.

A Customer Service Clerk, or an employee who has been continued in his current classification on an ACDS assignment who subsequently fails an initial test at each interval heretofore provided, and a subsequent retest, or who has not requested a retest within 90 days from the date of an initial failure, shall be demoted from such classification in accordance with the provisions of Title 19 of the Clerical Agreement.

5. For the purpose of considering an employee for promotion or transfer under the provisions of Title 18 of the Clerical Agreement, all time worked as a Customer Service Clerk, at a rate of pay of \$128.75 per week, but not more than \$147.60 per week, shall accrue as C Clerk classification seniority. Time worked at a rate of pay less than \$128.65 per week shall accrue as D Clerk classification seniority.

AUTOMATIC CALL DISTRIBUTION SYSTEM OFFICES

Concord  
Hayward  
Oakland  
Sacramento  
San Francisco  
Fresno  
San Jose  
Belmont