

2.1 } Exempt empl working on  
7.2 } voice mail telephone  
system - violates Agrmt.



## REVIEW COMMITTEE

**IBEW**



OCT 19 1993

**CASE CLOSED  
LOGGED AND FILED**

**RECEIVED OCT 18 1993**

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RICK R. DOERING, CHAIRMAN

- DECISION
- LETTER DECISION
- PRE-REVIEW REFERRAL

Corporate Services Grievance No. 22-664-92-2  
P-RC 1659  
Corporate Services Grievance 22-653-91-7  
P-RC 1685

SUSAN BEGGS, Company Member  
Corporate Service  
Local Investigating Committee

LULA WASHINGTON, Union Member  
Corporate Services  
Local Investigating Committee

### Subject of the Grievance

Exempt employees are setting up mailboxes and inputting commands in the Voice Mail System.

### Facts of the Case

#### Corporate Services Grievance No. 22-664-92-2

The Fairfield Computer Center began using an exempt supervisor to perform certain setup functions associated with the Aspen Voice Mail System in April 1991. Specific functions include:

- adds mailboxes (user name, extension)
- deletes mailboxes
- sets class of service
- sets how much mail a user can have
- configures individual mailboxes
- sets message waiting lights
- changes user profiles
- provides password to new user

The supervisor configured approximately 50 mailboxes, mostly adding users and re-setting class of service, between April 1991 and May 1992. The mailbox administration performed by the supervisor required a template and computer terminal to make input commands.

Corporate Services Grievance No. 22-653-91-7

Three exempt Communications Services Representatives in Information Technology Services (ITS) are assigned programming duties related to the OCTEL Voice Mail System in General Office. Changes are done using simple key board commands rather than through hardware manipulations.

Discussion:

The Union opined that the inputting of commands for telephone station moves, adds, and changes has traditionally been Telecommunications Technician work and that Review Committee Case 1669 issued in 1989 clearly identifies this work as bargaining unit work.

The Company argued that there have been significant changes in technology since the earlier precedent setting decisions; that the work in question is done via simple key board commands rather than through hardware manipulation; and that the Telecommunications Technician is the proper classification to perform work that requires the physical movement of wired equipment, but not software moves.

Company noted that the previous decisions dealt with the VMX and Rolm systems that are terminal based and require manual intervention, while the OCTEL and ASPEN Systems are computer based and do not require manual intervention.

Decision

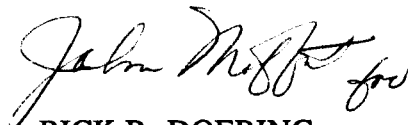
The Pre-Review Committee noted that this issue has been before it on numerous occasions in the past. In August 1989, Review Committee Case 1669 was issued and specified that the inputting of commands associated with a voice mail system was bargaining unit work unless it is a de minimis assignment.

In October 1991, the Pre-Review Committee issued P-RC 1527 which reaffirmed that the inputting of commands for telephone station moves, ads and changes is bargaining unit work.

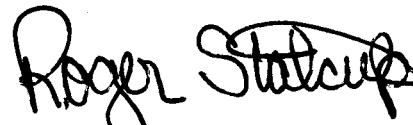
In August 1992, the Pre-Review Committee issued P-RC 1566 which returned to the LIC a case involving exempt employees adding names to the Rolm Telephone System with direction to settle the case based on the decisions issued in RC 1669 and P-RC 1527.

The Pre-Review Committee understands that bargaining unit employees continue to perform this work in locations outside the General Office. While the Committee recognizes that there have been technological changes in this area, they note that the work has historically been done by the bargaining unit and believe that the new technology simply provides new tools to bargaining unit employees to perform this work in the future.

The Pre-Review Committee is returning these cases to the Local Investigating Committees with instructions to return the work to the bargaining unit and to determine the remedy. The Pre-Review Committee retains jurisdiction of these cases if the LIC's are unable to reach agreement on an appropriate remedy. These cases are closed on the basis of the above.



RICK R. DOERING  
Chairman, Review Committee



ROGER W. STALCUP  
Secretary, Review Committee

Date 10/12/93

Date 10/8/93

SARayburn(583-4281):mh