



## REVIEW COMMITTEE



PACIFIC GAS AND ELECTRIC COMPANY  
LABOR RELATIONS DEPARTMENT  
MAIL CODE N2Z  
P.O. BOX 770000  
SAN FRANCISCO, CA 94177  
(650) 598-7567

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

DOUG VEADER, CHAIRMAN  
 DECISION  
 LETTER DECISION  
 PRE-REVIEW REFERRAL

F.E. (ED) DWYER Jr, SECRETARY

### **Pre-Review Committee Number 21052 Customer Care – Contact Center Operations – Various Locations**

Chris Diamond  
Company Member  
Local Investigating Committee

Arlene Edwards  
Union Member  
Local Investigating Committee

#### Subject of the Grievance

This case concerns the application of the Exhibit A - Clerical Hiring Rate Guidelines to the Service Representative I classification.

#### Facts of the Case

Effective January 1, 2011, the parties agreed through General Negotiations to the establishment of a new beginner's level classification: Service Representative I. The wage rate schedule for the classification consists of four steps: Start, 18 months, 3-year, and 54 months. Employees hired into this classification were placed at the starting wage step.

The Clerical Hiring Rate Guidelines of Exhibit A provide for the hiring of employees with "directly related clerical job experience" at other than the starting wage rate for certain entry level classifications. When the Service Representative I classification was negotiated, the parties agreed that the Hiring Guidelines were applicable.

At the time this grievance was filed, the Contact Center management was defining "directly related clerical job experience" as having held the Customer Services Representative classification at PG&E within the previous 12 months, and with at least 18 months of PG&E Contact Center work experience. Only individuals who met these criteria would be placed at the 18 month wage step.

#### Discussion

The Committee agrees that the definition which was being used at the time of this grievance did not comply with the Hiring Guidelines. Limiting credit to PG&E Contact Center experience within the past 12 months is more restrictive than the agreed to language in

Exhibit A. The Guidelines were never intended to limit prior experience to only prior PG&E experience. Also, the Guidelines specify that credit will not be given for jobs held prior to a five year break, and do not limit credit for work within the past 12 months.

While Exhibit A does provide some guidance, it does not clearly define what constitutes “directly related clerical job experience”. The intent of the language is to provide higher initial wage placement for individuals who bring directly related experience and knowledge which allows them to perform at a more experienced (and higher paid) level of work. Once in the classification, further progressive wage increases would be based accumulated time as provided for in Section 13.7.

During the processing of this grievance, the Call Center management revised its criteria of directly related clerical experience to include: “Customer service work in a call center environment where the nature of the work and complexity of the billing, systems, and rules is comparable to that at a PG&E Contact Center. Such work experience would need to include identifying and resolving customer inquiries on all phases of customer service (i.e.: service billing and credit)”.

The Committee agrees that the revised application complies with the Hiring Guidelines and the intent as described above. The Committee noted that the last sentence comes directly from the Company/Union negotiated Benchmark Duty Statement 5066. Employees who are hired into the Service Representative I classification with 18 months or more of verifiable work experience as defined above should be placed at the 18 month rate step.

As guidance in the application of the Exhibit A Hiring Rate Guidelines, the Committee discussed examples of job experience which would or would not be considered as directly related. The Committee did not include examples of job experiences which are specifically excluded from consideration under the guidelines (e.g. non-clerical, retail sales, and banking). The examples assume at least 18 months of the verifiable work experience, which did not precede a five-year break in employment, and are not intended to be all inclusive

- AT&T Call Center Customer Service Representative responsible for answering customer requests or inquiries concerning services, products, billing, and usage. Explaining customer’s bill and recommending rate plans based on customer’s usage, and establishing payment arrangements within established guidelines.
- Comcast Call Center Customer Service Representative responsible for answering customer requests or inquiries concerning services, products, billing, and usage. Explaining customer’s bill and recommending rate plans based on customer’s usage, and establishing payment arrangements within established guidelines.

The above examples are considered as directly related as the nature and extent of the work and complexity of the billing, systems, and rules are comparable to that at a PG&E Contact Center.

- AAA Customer Services Representative responsible for answering customer questions regarding member services, such as maps and discounts, and dispatching tow trucks.

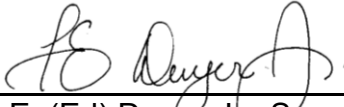
- Comcast Customer Account Executive responsible for promoting, recommending, and selling products and services based on customers' needs and interests,

The above examples are not considered as directly related as the nature and extent of the work and/or complexity of the billing, systems, and rules are not comparable to that at a PG&E Contact Center.

Decision

This grievance is closed based on the above discussion and understanding. Any disputes as to 'related job experience' are remanded to the Local Investigating Committee for resolution. The Pre-Review Committee retains jurisdiction over any disputed adjustments.

  
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Doug Veader, Chairman                      11/24/13  
Review Committee                                      Date

  
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F.E. (Ed) Dwyer Jr., Secretary                      11/24/13  
Review Committee                                      Date