



REVIEW COMMITTEE

IBEW



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INTERNATIONAL BROTHERHOOD OF
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CLAIRE IANDOLI, CHAIRMAN
 DECISION
 LETTER DECISION
 PRE-REVIEW REFERRAL

KIT STICE, SECRETARY

Review Committee Number 23720 (Customer Care) – (Contact Center) – (Sacramento)

Julia Albuquerque-Kurtz
Company Member
Local Investigating Committee

Arlene Edwards
Union Member
Local Investigating Committee

Subject of the Grievance

This case involves the dismissal of a Service Representative employee at the Sacramento Call Center for call avoidance.

Facts of the Case

Grievant was a Service Representative at the Sacramento Call Center since February 23, 2010. She served as a "blended agent" who would take general calls from customers and would answer emails when call volume was low.

It was discovered that Grievant was manipulating the phone consoles in order to avoid taking customer calls. On May 19, 2016, she was terminated from her position due to call avoidance.

Grievant has a medical condition entitling her to protection under the Americans with Disabilities Act and the Family Medical Leave Act.

Discussion

It is undisputed that Grievant was manipulating the phone consoles in order to avoid incoming phone calls. It is also undisputed that as a dual agent, she was responsible for responding to customer inquiries through email. For some of the time that Grievant had taken herself off calls, she was still responding to customer emails.

Grievant's medical condition entitled her to a reasonable accommodation.

Decision

The parties have agreed to return Grievant to work, under a separate settlement agreement, due to special circumstances. The Union agrees to withdraw the grievance with prejudice and without precedent.

Claire Ica 10/2/17
Claire Iandoli, Chairperson Date
Review Committee

Kit Stice 10/02/2017
Kit Stice, Secretary Date
Review Committee