



REVIEW COMMITTEE

IBEW



PACIFIC GAS AND ELECTRIC COMPANY
LABOR RELATIONS DEPARTMENT
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INTERNATIONAL BROTHERHOOD OF
ELECTRICAL WORKERS, AFL-CIO
LOCAL UNION 1245, I.B.E.W.
P.O. BOX 2547
VACAVILLE, CALIFORNIA 94696
(707) 452-2700

DYLAN GOTTFRIED, CHAIRMAN

- DECISION
- LETTER DECISION
- PRE-REVIEW REFERRAL

KIT STICE, SECRETARY

Review Committee Number 24698 Customer Care—Contact Center Fresno

Lisa Bechtel
Company Member
Local Investigating Committee

Gracie Nunez Clark
Union Member
Local Investigating Committee

Subject of the Grievance

This case concerns the termination of a Customer Service Representative for violating the Company's Employee Code of Conduct.

Facts of the Case

The Grievant was on an active Decision-Making Leave at the time of termination. The triggering event of the termination was a continuation of the same behavior and poor work performance that he was placed on the DML. The Grievant was on a call that lasted approximately nine and half minutes in which the Grievant failed to transfer the customer to a supervisor on six separate instances as well as interrupted the customer nine instances during the same call.

Discussion:

The Union opined that the Grievant had on going medical issues that should have been a mitigating factor and may have impacted the Grievant's ability to perform their work. The Union did not disagree that the call between the Grievant and the customer was not an acceptable exchange.

The Company argued that the Company had asked the Grievant numerous times prior to the termination if the Grievant needed accommodations, EAP or a leave of absence. The Grievant never asked for accommodations. The Company maintains that the Grievant was rude and

disrespectful and was unwilling to assist the customer in resolving the problem for the customer. Additionally, the Company argued that ARB 273 states "that the grievant is hanging by the proverbial silver thread" while on a DML, thus the termination was for cause.


Decision

The Committee agrees that the actions by the Grievant were serious offenses and the termination was issued for just cause. This case is closed.

For the Company:

 5-15-19
Dylan Gottfried, Chairperson Date
Review Committee

For the Union:

 5-15-19
Kit Stice, Secretary Date
Review Committee