



REVIEW COMMITTEE

IBEW



PACIFIC GAS AND ELECTRIC COMPANY
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INTERNATIONAL BROTHERHOOD OF
ELECTRICAL WORKERS, AFL-CIO
LOCAL UNION 1245, I.B.E.W.
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KATHY LEDBETTER, CHAIRPERSON

DAVE SANKEY, SECRETARY

Review Committee Numbers No. 25492 Customer Operations – Contact Center - Fresno

Chenelle Ponce
Company Member
Local Investigating Committee

Eddie Moreno
Union Member
Local Investigating Committee

Subject of the Grievance

This case concerns the termination of a Fresno Customer Service Representative for call avoidance.

Facts of the Case

The Grievant had approximately ten months of service at the time of termination in September 2020. She initially worked on site at the Fresno Contact Center but began working as a “home agent” in March 2020.

The Grievant received supervisor coaching on the importance of proper call handling in June 2020. The Grievant had also received notification of how to report remote technology issues between March and August 2020. She reported one technological issue during this time.

A Company investigation determined that in July and August 2020, the Grievant had mishandled and disconnected calls.

Employees in the Contact Center are provided a Contact Center Operations Code of Conduct Supplement which specifically notes:

You should also be aware that engaging in serious misconduct may result in immediate termination. Examples of serious misconduct include, but are not limited to the following:

- Disconnecting a customer during a call-in progress. This includes calls where dialogue has not yet been initiated by the customer or the employee and calls where the customer concludes the call has ended because the employee has ceased communicating, or blocked dialogue....

Discussion

The topic of termination in cases of call avoidance has been addressed in several prior cases including in PRC 22659. However, the issue of home agent technology has only occurred recently in Pre-Review Committee Decision No. 25519.

In this case, the Grievant had received onsite training and additional coaching on proper call handling while working from home. She had also received instructions on how to report any technological issues. The Committee noted that she had advised the company of one such technology issue in August 2020 but did not do so with the other mishandled calls found by the company.

The Company maintained the Grievant had appropriate training and understood how to report technology issues when working remotely. Further, the company investigation findings note there were no such technology issues with the specific instances identified.

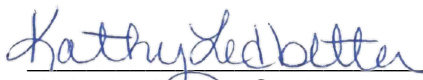
The Union stated that the Grievant was not in violation of the Code of Conduct Supplement but was merely having technology issues while still learning the Customer Service Representative role. The Union opined she should not have been terminated for those issues.


Decision

The Pre-Review Committee is in agreement that the Grievant had fully understood the expectations and the disconnected calls were not due to any technology issues. As such, the termination is appropriate and for just cause.

For the Company:

For the Union:

 08/11/2022
Kathy Ledbetter, Chairperson Date
Review Committee

 08/08/2022
Dave Sankey, Secretary Date
Review Committee