

UNION OF POSTAL COMMUNICATIONS EMPLOYEES WESTERN REGION

UPDATE – March 2009

New Contract

CPC and PSAC appear to still be working on the corrections in language and translation to the contract. It generally does not take this long so hopefully this is resolved asap. Once those corrections are done, the date of signing will occur and shortly after new contracts will appear. I know that we are all anxious but hang in there, it will happen.

HR Shared Services

We have had partial consultation on the HR Shared Services. Once all is in place, HR Shared Services will be covering pay, benefits, staffing, RSMC pay enquiry, CPAA enquiries and includes the time, leave and pay-related enquiries from Production Control and Reporting. When we first started consulting on this service, the vision was for 3 contact centres and several transactional sites. We definitely have voiced our concerns in the latest consultation where we are at 1 contact centre and wanting only 3 transactional centres by 2013. We also have raised concerns as to the analysts' classification. It was agreed through the Service Expansion Committee that, if the trial pay contact centres was a success, the A4 classification would be moved to A5, reflecting the work that is performed. For those that are not aware, pay analysts, benefits analysts and human resource analysts are all A5 and this is mostly their work going into this system. We are still waiting for confirmation that the agreement made in the Service Expansion Committee will be honoured.

Customer Service Contact Centre

We have had partial consultation with the Contact Centre management on several issues.

We do not agree with their interpretation of how the 5 minutes at the start and finish of a shift should be coded. We also disagree on the amount of phone time and we believe that the working time should be on 6 hours and 50 minutes rather than on 7 hours. We have reminded them the reasoning from negotiations and why the contact centres were requesting this time, which was to assist in stress relief and stop unpaid overtime at the end of the shifts. How this time is assessed and coded makes a huge difference when performance is measured in these centres. We believe that there should be a separate coding to keep this time separate from the other activities.

We also are not in agreement on how the exceptions are recorded in the system and believe that all exception activity should be reported not just anomalies at 5 minutes or longer. Again, impact is in performance measurement. We continue to have major concerns on stress in these centres, which will also include other contact centres such as HR Shared Services once they are fully online.

Another concern we have is management removing the decision-making part of evaluations away from the coaches. We believe that it is part of their job to continually assess, monitor and coach, which would include decision-making on appraisals with the ability to fix problems and training issues. Taking away that responsibility devalues the work they do and gives them less tools to fix problems as they arise.

Hopefully some of these issues will be resolved shortly.

In solidarity,

Janet May