

COUNTY COUNTER v2 TO UP28 v3

TENTATIVE AGREEMENT

Add New Article *Call Center Protections* as follows:

~~Full-time employees who are assigned to the following non-emergency call centers~~

- ~~• Economic Assistance Service Center, Human Services Department~~
- ~~• Adult and Aging, Human Services Department~~
- ~~• ISD Service Desk, Information Systems Department~~
- ~~• IT Help Desk, Human Services Department~~

~~and are required to log in to Cisco Finesse or other call center technology shall not be assigned to answer phones more than 50% of any workday or more than five (5) consecutive working hours, whichever is less, excluding voluntary overtime.~~

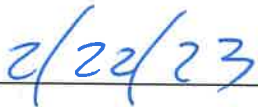
~~These employees shall receive a minimum of one full working day per week away from phone duties.~~

The following language will take effect Upon ratification of this contract. any job postings published by the County for positions where If an employee may be required to answer phones using call center technology at a non-emergency call center for all or most of their work day, the job announcement shall indicate that this responsibility may be a predominant one.


~~Within twelve months of the ratification of this contract, the County and the Union shall mutually amend all applicable job specifications to accurately describe job duties for anyone responsible for answering non-emergency phone lines at aforementioned call centers.~~



County Signature



Date



SEIU Signature



Date