

LETTER OF UNDERSTANDING
between the
INTERNATIONAL BROTHERHOOD of ELECTRICAL WORKERS, LOCAL 47 and
the
CITY OF ANAHEIM

The International Brotherhood of Electrical Workers, Local 47 (“UNION”) and the City of Anaheim (“ANAHEIM”), herein referred to collectively as the “PARTIES,” have met and conferred and reached an agreement regarding the promotional process from Customer Service Representative (“CSR”) II to CSR III. The PARTIES have agreed to the following terms and conditions:

- (1) CSR II employees that meet certain promotional criteria will be promoted to CSR III without qualifying through a competitive process upon meeting the promotional criteria. The Customer Service Manager shall have the sole discretion to determine and define the promotional criteria. Whether a CSR II employee has met the promotional criteria will be at the sole determination of the Customer Service Manager.
- (2) CSR IIs will be offered an opportunity to complete the promotional criteria based on seniority within the CSR II classification. In order to be eligible for a non-competitive promotion to CSR III, CSR IIs must meet the following promotional criteria:
 - Successful completion of the rotation program within the office-based customer service sections (Credit and Collections, Billing, and Call Center CSR III desk duties). During this time, the employee must meet or exceed call center metrics, as determined by the Customer Service Manager. These metrics include, but are not limited to: calls per hour, minutes per call, quality score, % availability, error count, etc.;
 - Successful completion of at least two (2) management approved training courses taken during rotation program;
 - No written reprimands or higher level discipline received during the twelve (12) month period preceding promotion into the CSR III position;
 - Employee received a rating of “Valued Contributor” or above in his/her most recent performance evaluation;
 - Employee must meet or exceed the City’s attendance standards during the fifty-two (52) week period preceding promotion into the CSR III position.
- (3) The non-competitive promotional criteria may change at any time subject to the needs of the business and at the sole discretion of the Customer Service Manager, after providing the UNION with notification and an opportunity to discuss any proposed changes. This shall not create an obligation for ANAHEIM to meet and confer with the UNION over any changes to the promotional criteria

- (4) This non-competitive promotional process may be revoked by ANAHEIM upon thirty (30) days written notice to the UNION. However, those CSR IIs who successfully completed two (2) of the three (3) rotations by the date of the revocation will be allowed to complete the rotational training program and will be eligible for a non-competitive promotion to CSR III pursuant to the terms and conditions herein.

STAFF OFFICIALS OF THE
CITY OF ANAHEIM,
A municipal corporation

By: 

By: 

By: 

Date: 4/8/19

INTERNATIONAL BROTHERHOOD
of ELECTRICAL WORKERS,
Local 47

By: 

By: _____

By: _____

Date: 3-26-19