

**CUSTOMER SERVICE SECTIONS
EFFECTIVE DATE
HOLIDAY AND OVERTIME PROCEDURES**

The effective date for the newly created sections for customer service will be September 1, 2008.

The holiday and overtime procedures will be done in accordance with the Local Memorandum of Understanding (LMOU), and The Collective Bargaining Agreement. There will be one separate list per section for overtime and holiday scheduling for distribution clerks. There will be one separate list per section for overtime and holiday scheduling for window clerks. In accordance with the letter of intent where the clerk is assigned to select vacation from will determine overtime and holiday scheduling.



For Providence Post Office Operations

Gary Nierinckx Mgr. Customer Service



For APWU Providence RI

Area Local #387

Ron Mathieu President

Customer Service Negotiations Concluded on Sections

Before I get into these attached agreements I need to first thank President Ron Mathieu, Vice President Ray Kearns and Clerk Craft Director Steve Poole. Without their hard work and dedication these agreements would not have been possible. I also would like to thank Manager of Customer Service Gary Neirinckx and Labor Relations Specialist James Tavares for without their cooperation and open and honest communication these agreements would not have happened. Attached is the new language to be included into our local agreement. For those in customer service that have not been aware of the ongoing negotiations on sections it has been concluded. I've been a steward since 1988 and this is the first time **ALL OF** Customer Service has been broken down into individual sections. Sections define where and what you do everyday for work. While I realize nobody likes changes, these needed to be done. There needed to be defined work areas and along with that managers and supervisors that will be responsible for these sections. Distribution and window operations needed to be separated for various reasons. For instance, scheduling within the units, the ever-changing ways the postal service distributes and processes the mail and the way we deal with our customers. This agreement will change the way we schedule holiday, overtime and vacation scheduling. If you read the attachment's you will see that we preserved the integrity of the duty assignment within the established sections. Created some opportunities for holiday and overtime scheduling within the defined sections. I believe the agreement on vacation percentages with a year round percentage of 18% and how its distributed is thinking outside of the box and is a plus for Customer Service Clerks. These newly established sections will be effective as of the signing of these agreements and vacation changes will be as of next leave year. Manager Customer Service Gary Neirinckx will be speaking with all of his managers and either in a letter or a stand up talk will be informing clerks on these new sections. Along with this talk will be a chain of command on who will be responsible for what sections. It's taken at least 20 years to establish and I'm sure there will be some bugs to be worked our but this is a **POSITIVE STEP** for our membership.

Next up is working on the staffing of the station and branches and how it fits in with the new sections. Any questions and concerns can be addressed through any of the four union officials named in this article.

Yours In Union Solidarity

Mark A. Streeter 7-8-08

Mark A. Streeter

ACCORDANCE WITH REALIGNMENT OF CUSTOMER SERVICE
SECTIONS

1. The creation of new sections within Customer Service will not have any effect on the integrity of a duty assignment. The duty assignments bid upon with a principal assignment area will not change as a result of these new sections.

QUESTION: I hold a bid with the principal assignment area of Riverside Finance Unit within the East Bay Delivery Unit Section. Can I be used in other finance units within the section or at the delivery unit?

Answer: No. It may only occur due to emergency, unusual, other non-recurring events.

2. The sections created by this agreement allow clerks with necessary skills to volunteer for overtime and holiday assignments. These assignments will be within the designated sections defined in this agreement. This is done within the confines of The LMOU and Articles 8 and 11 of the National Agreement.



For Providence Post Office Operations



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MEMORANDUM OF UNDERSTANDINGS TO BE ESTABLISHED IN
ACCORDANCE WITH REALIGNMENT OF CUSTOMER SERVICE
SECTIONS

1. The creation of new sections within Customer Service will not have any effect on the integrity of a duty assignment within the newly created section of Flexible Pool and Relief's (FXPR).

The assignment of the FXPR's will not have a Begin Tour later than 1200.

The language of the bid jobs for the FXPR's has always been tour 2 will not change.



For Providence Post Operations



For APWU Providence RI Area Local #387

029 PROVIDENCE RI CUSTOMER SERVICE SECTIONS
WINDOW AND DISTRIBUTION TO BE SEPARATE SECTIONS
WITHIN A DEFINED SECTION. PRIMARY DAY TO DAY WORK
ASSIGNMENT WILL DETERMINE WHERE EMPLOYEE IS
ASSIGNED.

LETTER OF INTENT

It has been and is the intent of these negotiations and subsequent agreements on the sections to separate **distribution and window operations.**

A main tenant to these agreements is to allow the alignment of the sections to comply with the needs of The Postal Service. It is also understood that there would be no contraction of the current number of vacation selection slots.

It is also understood that the intent of the language " primary day to day work assignment will determine where employee is assigned." If a distribution/window clerk works the 51% of work as a distribution clerk they will select their vacation/holiday/overtime from within the distribution section.

The year round vacation leave percentage will be 18 %. The 18% will be based on the total compliment of distribution clerks, total compliment of window clerks and total compliment of CFS clerks. The 18% with .2 or above rounded to next highest number.

As of the 1st PP in January The Mgr. of Customer service and the designated union representative will determine the total number of slots and the distribution of slots to the established sections.


For Providence Post Office Operations


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Addendum Item 14 Section 12 B. Sections Providence Post Office Operations

It is understood by the parties that the changes made to the sections will have no bearing on the application of items 4, 5,6,7,8,10,11,and 12 of the Local Memorandum of Understanding (LMOU). The attached letter of intent will replace item 9 for Providence Post Office Operations. The language change to the sections concerning vacation slots, duty assignments and principal assignment area is the nexus to the item 4 changes. Upon completion of this agreement old references to changes made will be deleted from this LMOU and changes made in toto added to item 14 section 12 B.

It is further understood that as a result of this agreement Incidental Leave (outside of item 12 section 7) to be guaranteed up to these slots daily leave request must be submitted forty eight hours (48) prior to requested date. If not submitted timely it will be at the discretion of the unit manager.



For Providence Post Office Operations



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029 PROVIDENCE RI CUSTOMER SERVICE SECTIONS

ITEM 14 SECTION 12 B.

WINDOW AND DISTRIBUTION TO BE SEPARATE SECTIONS WITHIN A
DEFINED SECTION. PRIMARY DAY TO DAY WORK ASSIGNMENT WILL
DETERMINE WHERE EMPLOYEE IS ASSIGNED.

02903	02903 ANNEX AND WEYBOSETT HILL SECTION 1 DISTRIBUTION SECTION 2 WINDOW
02904/02906/02911	55 CORLISS PARK DISTRIBUTION
02904	SECTION 1 MAIN OFFICE WINDOW UNIT (ONE TOUR) SECTION 2 FLEXIBLE POOL AND RELIEF
02905/02907/02910	ELMWOOD STATION SECTION 1 DISTRIBUTION SECTION 2 WINDOWS 02905 WASHINGTON PARK FINANCE 02907 ELMWOOD STATION 02910 CRANSTON FINANCE

029 PROVIDENCE POST OFFICE OPERATIONS SECTIONS CONTINUED

02908/02918	NORTH STATION	
02906/02912	SECTION 1	02908 (only) DISTRIBUTION
	SECTION 2	WINDOW
	02908 NORTH STATION FINANCE	
	02918 FRIAR STATION PROVIDENCE COLLEGE	
	02906 EAST SIDE FINANCE	
	02912 BROWN UNIVIRESITY POST OFFICE	
	SECTION 3	CFS
02909	02909 OLNEYVILLE POST OFFICE	
	ONE SECTION	
02917/02911	02917 ESMOND POST OFFICE	
	SECTION 1	02917 ESMOND STATION
	SECTION2	02911 CENTERDALE FINANCE
02914/02915/02916	EAST BAY DELIVERY UNIT	
	SECTION 1	DISTRIBUTION
	SECTION 2	WINDOW
	02914 EAST PROVIDENCE FINANCE UNIT	
	02915 RIVERSIDE FINANCE UNIT	
	02916 RUMFORD FINANCE UNIT	
02919/02921	JOHNSTON POST OFFICE	
	SECTION1	DISTRIBUTION
		02919/02921
	SECTION 2	WINDOW
02920	GARDEN CITY POST OFFICE	
	SECTION 1	DISTRIBUTION
	SECTION 2	WINDOW



For Providence Post Office Operations



For APWU Providence RI Area Local