

CUSTOMER SERVICE REPORT DECEMBER 08 AND ON TO YEAR NEW

Greetings to all it's been a while since my last update on what's happening in Customer Service end of the Post Office. By the time you read this the current changes in some part-time regular jobs should have taken place. Basically management has shifted PTR's from one area to another. As management likes to call it shifting workload to where work is. In reality management has used the WOS (workstation operational survey) to justify moving PTR's from one station to another. This was done by the abolishment of PTR position and creating other positions within the newly established sections. To view sectional and vacation changes see this website under **Customer Service Sections**. These abolishments were based on WOS reports for the affected stations and branches and the jobs were reposted for the PTR's that were abolished. This was not a change sought by the Union but a change management was going to make. It was the decision of this Union to be part of the process as to minimize the impact of the affected employees.

The changes to how vacations are selected is upon us. The Union designee probably me will be sitting down with the manager of Customer Gary Neirinckx to determine how many slots are available for customer service and the distribution of. This process is described in above-mentioned **Customer Service Sections** on this website.

Nobody likes changes but we have to be realistic about our jobs, our union, the economy and life in general. We are facing hard economic times and the Postal Service does not operate in a vacuum. We are effected as all the other industries in this country and the world. With the proposal and eventual restructuring of The Providence Plant and it's operational employee shifts and moves everyone is unsure and uneasy as to the impending changes.

But one thing for sure in Customer Service you have TOUR 2 DAY JOBS. No matter about how much I Bitch, Piss and Moan about having to have to work at the Main Office Window Saturday, sometimes Sunday and from 12:00-8:30 PM. It's still a day job. We should be thankful that we have the job and benefits that go along with it. I'm not saying everything is perfect but to quote Super Bowl Champion Coach Bill Bellechick "it is what it is".

The one thing I can ensure you is that our Union is here for you the membership. I encourage each and every union member to come to a union meeting. It won't kill you and you might even learn something and maybe enjoy the company of your Union Brothers and Sisters.

I have to thank President Ron Mathieu, Vice President Ray Kearns and Clerk Craft Director Steve Poole without their guidance, leadership, experience, and knowledge I would not be sitting here today doing what I do as a steward. Also I have to thank my right hand Steward Ken Card who makes my job much easier. Thanks to Steward Tom Westgate and Rick Brown for handling all the grievances and issues that we have to deal with in Customer service on a daily basis.

Merry Christmas and a Happy, Healthy and Prosperous New Year.

Yours In Union Solidarity
Mark A. Streeter Steward