

ATTACHMENT L

to

Agreement between

BOARD OF WATER AND LIGHT

Lansing, Michigan

and

LOCAL UNION NO. 352, IBEW, AFL-CIO

**CUSTOMER SERVICE SUBPROCESS
PROGRESSION SYSTEM**

Effective **XX-01-08**

Recommended by:

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REMITTANCE PROCESSING

The Remittance Processing section of the Customer Service Subprocess is structured to include the following classifications:

Remittance Processing Representative (RPR 1-3)
Remittance Processing Specialist (RPS)

POSTING - The RPR-1 will be an entrance level classifications. RPR2 and RPR3 are progressive and will not be posted. The RPS will be a Subprocess only posting.

SELECTION -

RPR-1: Qualified applicants who meet the pre-selection criteria as measured through an assessment process will be chosen for the RPR positions.

RPS: Applicants for this position will be considered on the basis of performance, ability, demonstrated RPR level 3 skills, results of the pre-selection leadership assessment center and seniority.

PROGRESSION -

<u>Classification</u>	<u>Progression</u>
RPR	
Level 1	1 Year
Level 2	2 Years
Level 3	2 Years
RPS	1 Year

Employees may progress, based upon performance and appropriate skills demonstrated, at a faster pace than prescribed above presuming training is available. All RPR's are expected to progress to the top of level 3. If Management has acted in good faith and sufficient training has been made available but it is taking longer than the prescribed time for

an employee to progress, a decision will be made whether or not the employee should remain in the position and appropriate action will be taken. If it has been determined that Management has not acted in good faith to make sufficient training available in the prescribed time, the employee will progress to the highest rate of their current classification.

Training and re-training will be offered on an as-needed and as-available basis taking seniority into consideration.

RATES OF PAY - See Attachment A and A-1.

CUSTOMER ACCOUNTING

The Customer Accounting section of the Customer Service Subprocess is to be structured to include the following classifications:

1. Customer Billing Representative (CBR 1-3)
2. Customer Account Specialist (CAS)

POSTING - The CBR position will be an entrance level classification. The CAS will be a Subprocess-only posting.

SELECTION -

CBR: Qualified applicants who meet the pre-selection criteria as measured through an assessment process will be chosen for the CBR position.

CAS: Applicants will be considered on the basis of performance, ability, demonstrated CBR level 3 skills & results of the pre-selection leadership assessment center and seniority.

PROGRESSION -

<u>CBR:</u>	<u>Skill Groups</u>	<u>Progression</u>
	CBR 1	1 Year
	CBR 2	2 Years
	CBR 3	2 Years
<u>CAS:</u>		1 Year

Employees may progress, based upon performance and appropriate skills have been demonstrated, at a faster pace than prescribed above presuming training is available. Evaluations will be available upon request at least every six months. If Management has acted in good faith and sufficient training has been made available but is taking longer than the prescribed time for an employee to progress, a decision will be made whether or not the employee should remain in the position and appropriate action will be taken. If it has been determined that Management has not acted in good faith to make sufficient training available in the prescribed time, the employee will progress to the highest rate of their current classification.

All new CBR's are expected to progress to the top of level 3. Training and re-training will be offered on an as-needed and as-available basis taking seniority into consideration.

RATES OF PAY - See Attachment A.

CALL CENTER

The Call Center Section of the Customer Service Subprocess is to be structured to include the following classifications:

1. Customer Service Representative 1 (CSR1)
Customer Service Representative 2 (CSR2)
Customer Service Representative 3 (CSR3)
2. Customer Service Specialist (CSS)

POSTING - The CSR1 position will be an entrance level classification. The CSS will be a Subprocess-only posting.

SELECTION -

CSR1: Qualified applicants who meet the pre-selection criteria as measured through an assessment process will be chosen for the CSR1 position.

CSS: Applicants will be considered on the basis of performance, ability, demonstrated CSR level 3 skills & results of the pre-selection leadership assessment center and seniority.

PROGRESSION -

<u>Skill Group</u>	<u>Progression</u>
CSR level 1	1 Year
CSR level 2	2 Years
CSR level 3	2 Years
CSS	1 Year

Employees may progress, based upon performance, ability, and demonstrated skills at a faster pace than prescribed above, except for the CSS position. Experience in the position is an important factor for the CSS position, so strict adherence to by the prescribed timetable is required. Evaluations will be available upon request at least every six months. If Management has acted in good faith and sufficient training has been made available but is taking longer than the prescribed time for an employee to progress, a decision will be made whether or not the employee should remain in the position and appropriate action will be taken. If it has been determined that Management has not acted in good faith to make sufficient training available in the prescribed time, the employee will progress to the highest rate of their current classification.

All employees are expected to progress to the top level 3. Training and re-training will be offered on an as-needed and as-available basis taking seniority into consideration.

RATES OF PAY - See Attachment A.