

Customer Connect telecon protocol



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M-1742 mandates that quarterly district telecons be held to share Customer Connect program updates and strategy support. Telecons should include district sales and marketing managers, national business agents and station management coordinators. During this month's national Customer Connect teleconference, national business agents discussed best practices concerning NALC attendance at quarterly district teleconferences. Those include:

- Invite branch presidents.
- Create an e-mail address for each NALC station coordinator.
- Schedule the telecon early to allow ample time for the NALC station coordinator to be aware of the meeting.
- Manager of post office operations (MPOO) sends a prompt to all offices.
- Take attendance through MPOO groups.
- Take roll call at meeting.
- Send a hard-copy invite to each coordinator.
- Send a signoff sheet to the district, from the office.
- Send an e-mail blast to all participants.
- Send an e-mail to unit manager about attendance at meeting and makeup for absentees.

Biweekly work floor program talks are most productive when conducted together, by the USPS and NALC coordinator, reporting on success stories since the last floor talk, referring to the station report and encouraging a work floor dialogue. Enforcement of these protocols has sometimes been lax.

The mechanism we have to challenge management's failure to adhere to these memos is the same we have for any other contract violation—we have the grievance procedure. Article 15 of the National Agreement should be utilized and a grievance filed in those occurrences where management refuses to follow the Customer Connect rules.

Usually, when a shop steward is preparing a grievance, a request for information made through Articles 17 and 31 of our National Agreement should suffice. Too often, though, management does not provide the requested information promptly, if at all, generating more grievances. As of this writing, there are 83 such cases pending regional arbitration. Another avenue the union has is to file charges against the employer with the National Labor Relations Board (NLRB), using NLRB Form 501. In the "Basis of the Charge"

section, the following six issues should be included:

- Date of request for information
- Identity of requester
- The person to whom the request was directed
- Whether the request was oral or in writing
- A description of the requested information sought that was not provided
- A general proffered reason for the request (e.g., contract administration, grievance processing or collective bargaining)

The NLRB has 28 regional offices throughout the country. A union complaint should be mailed or delivered to the appropriate regional office within the geographic area of the worksite where the unfair labor practice occurred. It is the responsibility of the individual or union filing the charge to serve/mail a copy to the employer about whom such a charge is made. By statute, only charges filed and served within six months of the date of event or conduct, which is the subject of that charge, will be processed by the NLRB.

Here are phone numbers for the NLRB regional offices:

1. Boston (617) 565-6700
2. New York (212) 264-0300
3. Buffalo (518) 431-4155
4. Philadelphia (215) 597-7601
5. Baltimore (410) 962-2822
6. Pittsburgh (412) 395-4400
7. Detroit (313) 226-3200
8. Cleveland (216) 522-3715
9. Cincinnati (513) 684-3686
10. Atlanta (404) 331-2896
11. XX
12. Tampa (813) 228-2641
13. Chicago (312) 353-7570
14. St Louis (314) 539-7770
15. New Orleans (504) 589-6361
16. Ft Worth (817) 978-2921
17. XX
18. Minneapolis (612) 284-4391
19. Seattle (206) 220-6300
20. San Francisco (415) 356-5130
21. Los Angeles (213) 894-5200
22. Newark (973) 645-2100
23. XX
24. San Juan (787) 766-5347
25. Indianapolis (317) 226-7381
26. XX
27. Denver (303) 844-3551
28. Phoenix (602) 640-2160
29. Brooklyn (718) 330-7713
30. Milwaukee (414) 297-3861
31. Los Angeles (310) 235-7352
32. Oakland (510) 637-3300