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**GOVERNMENT OF THE DISTRICT OF COLUMBIA
PUBLIC EMPLOYEE RELATIONS BOARD**

In the Matter of:

American Federation of Government
Employees,

Petitioner,

and

Office of the City Administrator,
Mayor's City Wide Call Center,

Agency.

PERB Case No. 02-RC-03
Opinion No. 708

CORRECTED COPY

**DECISION ON UNIT DETERMINATION AND
DIRECTION OF ELECTION**

On April 17, 2002, the American Federation of Government Employees ("AFGE" or "Petitioner"), filed a Recognition Petition ("Petition") in the above-captioned proceeding. AFGE seeks to represent, for purposes of collective bargaining, a unit of unrepresented employees employed by the Office of the City Administrator, Mayor's City Wide Call Center.¹ The Petition was accompanied by a showing of interest meeting the requirements of Board Rule 502.2, and a Roster of Petitioner's Officers and a copy of the Petitioner's Constitution, as required by Board 502.1(d).

Notices concerning the Petition were issued on March 4, 2003, for conspicuous posting where Notices to employees are normally located at the Office of the City Administrator, Mayor's City Wide Call Center ("Mayor's City Wide Call Center"). The Notices indicated that requests to intervene and/or comments should be filed in the Board's Office no later than March 19, 2003. The Mayor's City Wide Call Center, confirmed in writing that the Notices were posted. Also, the Mayor's City Wide Call Center does not dispute the appropriateness of the proposed bargaining unit pursuant to the criteria set forth under the Comprehensive Merit Personnel Act (CMPA) as codified under D.C. Code § 1-617.09(a) (2001 ed.).

¹The parties requested that this matter be held in abeyance until a planned reorganization was implemented. However, the reorganization was not implemented. As a result, in January 2003, AFGE requested that the Petition be processed.

The unit sought by AFGE is as follows:

All customer service specialists employed by the Office of the City Administrator, Mayor's City Wide Call Center, excluding managers, confidential employees, supervisors, employees engaged in personnel work in other than a purely clerical capacity and employees engaged in administering the provisions of Title XVII of the District of Columbia Comprehensive Merit Personnel Act of 1978, D.C. Law 2-139.²

D.C. Code § 1-617.09(a) (2001 ed.), requires that a community of interest exist among employees in order for a unit to be found appropriate by the Board for collective bargaining over terms and conditions of employment. An appropriate unit must also promote effective labor relations and efficiency of agency operations.

Our review of the Petition and attached exhibits reveals that the proposed unit consists of all "customer service specialists" employed by the Mayor's City Wide Call Center. The "customer service specialists" are all assigned to the Mayor's City Wide Call Center and share a common mission. In addition, all of the customer service specialists are covered by the same pay schedule and are subject to the same rules and regulations.

In view of the above, we believe that sufficient factors exist for the Board to find that these employees share a community of interest. Such a unit of employees sharing a common mission, would in our view, promote effective labor relations and efficiency of agency operations, and thereby constitute an appropriate unit under the Comprehensive Merit Personnel Act.

Regarding the question of representation, the Board finds that an election should be held to determine the will of the eligible employees (in the unit described above), regarding their desire to be represented by AFGE for purposes of collective bargaining with the Mayor's City Wide Call Center. Also, due to the size of the proposed unit and the nature of the work performed by the individuals in the proposed unit, we believe a mail ballot election is appropriate in this case.

²AFGE's Petition did not contain the phrase "all customer service specialists." Instead, it contained the phrase "all employees." However, the Office of Labor Relations and Collective Bargaining (OLRCB), submitted a comment on behalf of the agency. In their comment, OLRCB noted that the agency does not oppose the Recognition Petition. Also, OLRCB indicated that all of the individuals in the proposed unit are "customer service specialists." Therefore, OLRCB requested that the unit description contain the specific job title of "customer service specialists." AFGE did not oppose OLRCB's request. As a result, the parties agreed that the specific job title of "customer service specialist" should be included in the unit description. There were no other comments received.

ORDER

IT IS HEREBY ORDERED THAT:

1. The Following unit is an appropriate unit for collective bargaining over terms and conditions of employment:

All customer service specialists employed by the Office of the City Administrator, Mayor's City Wide Call Center; excluding managers, confidential employees, supervisors, employees engaged in personnel work in other than a purely clerical capacity and employees engaged in administering the provisions of Title XVII of the District of Columbia Comprehensive Merit Personnel Act of 1978, D.C. Law 2-139.

2. A mail ballot election shall be held in accordance with the provisions of D.C. Code § 1-617.10 (2001 ed.) and Board Rules 510-515, in order to determine whether or not all eligible employees desire to be represented for propose of collective bargaining on compensation and terms and conditions of employment, by either the American Federation of Government Employees, AFL-CIO or No Union.

3. Pursuant to Board Rule 559.1, this Decision and Order is final upon issuance.

BY ORDER OF THE PUBLIC EMPLOYEE RELATIONS BOARD
Washington, D.C.

May 16, 2003