

## **SUPPLEMENTAL AGREEMENT**

**BETWEEN**

**THE CITY OF WINNIPEG  
311 CONTACT CENTRE**

**AND**

**THE CANADIAN UNION OF PUBLIC EMPLOYEES  
LOCAL 500**

### **ARTICLE 1 – PREAMBLE**

This Agreement may be amended at any time by mutual consent of the parties and shall remain in full force and effect during negotiations of any revisions or amendments.

### **ARTICLE 2 – HOURS OF WORK**

- 2.1 The basic work week for **full-time** Customer Service Representatives I, Customer Service Representatives II, and Customer Service Specialists I (Team Lead) will be five (5) eight (8) hour shifts consisting of seven and one-half (7 1/2 ) hours of work and a one-half (1/2) hour paid scheduled lunch.
- 2.2 Shifts for **part-time** Customer Service Representatives will vary in duration from four (4) hours to eight (8) hours per day. Bi-weekly hours may range from eight (8) to eighty (80).
- 2.3 Over night shifts will be as per the Letter of Understanding Re: Compressed Work Week for Over Night Shift (Appendix 1).
- 2.4 Employees will select their shifts based on seniority within their respective job classifications as outlined in the CUPE Collective agreement.

### **ARTICLE 3 – SHIFT PREMIUMS AND OVERTIME**

- 3.1 Shift premiums shall be paid in accordance with the Collective Agreement. Shift premiums may not be accrued as banked time.
- 3.2 Any overtime worked shall be paid at the applicable overtime rates.



#### **ARTICLE 4 – PUBLIC HOLIDAYS**

- 4.1 For all employees working on public holidays, the additional time will be paid at the applicable rate and may be accumulated to a maximum of 40 hrs.
- 4.2 When shift schedules requiring employees to work on a public holiday are posted, the City agrees to the dividing of the hours of statutory time, where practical, among employees who normally perform the available work.
- 4.3 When a Public Holiday falls on an employee's day off they will be assigned a day off in lieu during the week immediately following the Public Holiday

#### **ARTICLE 5 – FILLING OF VACANCIES**

- 6.1 The lines of progression within the 311 Contact Centre will be as follows, subject to the ability provisions of Article 12 of the General Agreement:
  - Customer Service Representative I to
  - Customer Service Representative II
- 6.2 When a full-time permanent Customer Service Representative I vacancy arises, full-time temporary and part-time Customer Service Representatives I will be canvassed in order of seniority.
- 6.3 When a full-time temporary Customer Service Representative I vacancy arises, part-time Customer Service Representative I's will be canvassed in order of seniority.

#### **ARTICLE 6 – SENIORITY**

- 7.1 After an initial one (1) year period in the 311 Contact Centre, all employees in Customer Service Representative I positions will be eligible to apply for Permanent Clerk A positions. All such applicants will be ranked by bargaining unit seniority as per Article 12-2(d) of the Collective Agreement (Appendix 2). This will include permanent Clerk A positions that are posted on a temporary basis, as long as the posting contains the following note: "If and when this temporary appointment becomes permanent, the successful applicant to this bulletin will automatically receive the position and a further bulletin will not be necessary."



DATED this 7<sup>th</sup> day of March, 2014.

FOR 311 CONTACT CENTRE

FOR CUPE 500



