



UNITED STATES POSTAL SERVICE
475 L'Enfant Plaza, SW
Washington, DC 20260

April 26, 1983

Mr. Gerald Anderson
Assistant Director
Clerk Division
American Postal Workers
Union, AFL-CIO
817 - 14th Street, N.W.
Washington, D.C. 20005-3399

ARTICLE	7
SECTION	2
SUBJECT	CFS CLERK AS TELEPHONE OPER.

Re: T. Wilkin
Macon, GA 31201
H1C-3D-C 4603

Dear Mr. Anderson:

On April 5, 1983, we met to discuss the above-captioned grievance at the fourth step of our contractual grievance procedure.

The matters presented by you as well as the applicable contractual provisions have been reviewed and given careful consideration.

The question in this grievance is whether or not management violated the 1981 National Agreement by requiring PTF mark-up clerks to serve in relief of telephone operators.

According to the file, a Mark-up Clerk-Automated, Level 4, may on occasion be used to relieve the customer service Telephone Operator, level 4. This usually occurs due to vacations or unscheduled absences. The union feels that this creates undue hardship and unnecessary overtime in the mark-up unit. Additionally, they contend that mark-up clerks may not receive proper evaluation during their probationary period if they are constantly being used elsewhere.

Management states that the PTF mark-up clerks that have been used as telephone operators are exceptional employees and have performed in an excellent manner in the CFS unit. They state that if any PTF mark-up clerk was having problems during the probationary period, the employee would not be used unless it was an emergency. The record reveals that PTF mark-up clerks receive most of their scheduled days off and overtime is not excessive.