



New York State
**PUBLIC EMPLOYEES
FEDERATION AFL-CIO**
1168-70 Troy-Schenectady Road
P.O. Box 12414
Albany, NY 12212-2414

(518) 785-1900
(800) 342-4306
Fax (518) 785-1814

OFFICERS:

Wayne Spence
President

Kay Alison Wilkie
Secretary-Treasurer

Adreina Adams
Sharon V. DeSilva
Randi DiAntonio
Vice Presidents

**REGIONAL
COORDINATORS:**

Michele Silsby
Region 1

Andrew Puleo
Region 2

Colleen Williams
Region 3

Roberta (Bobbi) Stafford
Region 4

David Dubofsky
Region 5

Jeanette St. Mary
Region 6

Virginia (Gini) Davey
Region 7

Michael Blue
Region 8

Diane Jaulus
Region 9

Darlene Williams
Region 10

Bernadette O'Connor
Region 11

Nora Higgins
Region 12

TRUSTEES:

Christopher Buman
Jeanette Santos
Maddie Shannon-Roberts

April 1, 2020

Commissioner Roberta Reardon
NYS Department of Labor
Harriman State Campus
Building 12
Albany, NY 12240

Re: Temporary Call Center

Dear Commissioner Reardon:

Thank you for your call about the DOL Call Center. I would like to follow up on some important items to the PEF membership.

As you know, we represent many permanent and long term hourly staff at the Department of Labor and we want to assure, as I am sure you do as well, that these dedicated employees are treated fairly and respectfully with regard to their role in the Call Center. To that end, I provide the following questions and requests. I am hopeful that this presents an opportunity for PEF and DOL to successfully work together to address mutual concerns in a prompt manner.

Labor/Management Issues/Requests:

1. Will existing permanent and hourly PS&T members be given priority for overtime opportunities at the Call Center? Will DOL commit to work with PEF in setting up parameters for overtime bidding?
2. Will existing permanent and hourly PS&T members be given priority in selecting Call Center shifts? Will DOL commit to work with PEF in setting up parameters for shift bidding?
3. Can DOL assure that schedules will not be changed to avoid payment of overtime except on two weeks' notice as required by the PEF/State Agreement?
4. To address longstanding concerns about PS&T hourly employees, will DOL advocate for an entry level T&E Civil Service exam going forward to allow long-term DOL hourly employees to obtain test credit for their years of DOL experience?



New York State
**PUBLIC EMPLOYEES
FEDERATION AFL-CIO**
1168-70 Troy-Schenectady Road
P.O. Box 12414
Albany, NY 12212-2414

(518) 785-1900
(800) 342-4306
Fax (518) 785-1814

OFFICERS:

Wayne Spence
President

Kay Alison Wilkie
Secretary-Treasurer

Adreina Adams
Sharon V. DeSilva
Randi DiAntonio
Vice Presidents

**REGIONAL
COORDINATORS:**

Michele Silsby
Region 1

Andrew Puleo
Region 2

Colleen Williams
Region 3

Roberta (Bobbi) Stafford
Region 4

David Dubofsky
Region 5

Jeanette St. Mary
Region 6

Virginia (Gini) Davey
Region 7

Michael Blue
Region 8

Diane Jaulus
Region 9

Darlene Williams
Region 10

Bernadette O'Connor
Region 11

Nora Higgins
Region 12

TRUSTEES:

Christopher Buman
Jeanette Santos
Maddie Shannon-Roberts

5. What is the expected organizational structure and function/purpose of the temporary Call Center? How long is it expected to function?

6. How is the Call Center going to be staffed?

7. What titles will be doing Level 1 work, Level 2, and other level work and will the workers be supplied through a vendor?

8. Where will the Call Center be located? Will the vendor's employees have to be located in NY?

9. What titles will be doing supervisory work? Will the supervisory level(s) be filled by existing DOL employees?

10. What promotional opportunities will be there for both PS&T hourly and permanent employees?

11. Is DOL expecting to be able to fill non-vendor positions through existing eligible lists or is it expected that provisional appointments will be made?

12. If temporary supervisory appointments will be made to staff the Call Center, will PS&T permanent and hourly employees be given a preference for these supervisory positions?

13. Are expected promotions going to be permanent or temporary?

14. As a result of promotions, will hourly long term employees be given a preference to backfill items?

Thank you in advance for your attention to this matter during these difficult times.

I look forward to successfully working on these matters with you.

Sincerely

Wayne Spence
President