

Memorandum of Understanding between

UW Medicine- Contact Center

And

SEIU Local 925

Compensation

1. All SEIU 925 covered Contact Center employees received a 2% wage increase effective 7/1/14.
2. All SEIU 925 covered Contact Center employees will be moved from Classified Non-Union wage tables to SEIU 925 wage tables at appropriate steps that will not reduce their wages. The classifications, tables, and ranges are outlined on the attached document. The classifications reflect the work performed in each position rather than their team designation alone.
3. All SEIU 925 covered Contact Center employees with a 0.5 or greater FTE will receive a lump sum payment of \$200 no later than the first pay period of December, 2014. Those with an FTE less than 0.5 will receive a lump sum payment of \$100 in the same pay period.

Policies and Practices

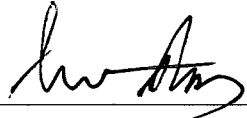
4. The SEIU 925 Master Agreement with the University of Washington will apply in its entirety to the Contact Center employees represented by SEIU 925 except in the areas specifically changed by this agreement.
5. Full-time SEIU 925 Contact Center employees who work beyond their scheduled eight-hour or ten-hour shift on a given day will receive overtime pay for the time worked in excess of their scheduled shift. Calls taken after work stoppage time without prior approval that put an employee into overtime may result in disciplinary action. The employer will educate employees about this expectation prior to implementation of this agreement and the accompanying expectations.
6. In addition to the agreed-upon schedules in the SEIU 925-UW Master Agreement, the Contact Center may schedule employees on a "banded" schedule with variable start times provided that the employer provides notice of start times at least two weeks in advance and days off at least four weeks in advance.

7. Management and union representatives will form a Labor Management Committee that will meet monthly to work collaboratively for fair and equitable work rules. The committee will continuously monitor performance metrics and any corrective action based on failure to meet performance standards. If less than 75% of employees meet any individual performance standard over a rolling three-month period, management and the union will discuss ways to improve the standard, performance, or both at the subsequent committee meeting. Standards not met by at least 75% of employees for a given three-month period will not automatically trigger corrective actions for employees who fail to meet those standards for that period, but they may still lead to corrective action if it meets the requirements of just cause after an examination of the circumstances. The committee will otherwise follow the agreement outlined in Article 28 of the SEIU 925-UW Master Agreement.


8. SEIU 925 will designate up to three (3) stewards at the Contact Center who will have the same rights as the stewards describe in Article 5 of the SEIU 925-UW Master Agreement.

9. The University will designate a layoff unit for the Contact Center that consists of the Contact Center itself.

10. Since the University does not operate its own parking facility at the Contact Center, it will not provide free parking to employees on inclement weather days.

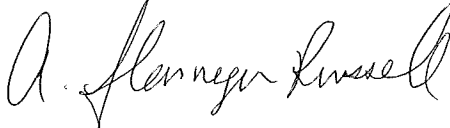


For UWMCC (date) 11/7/14



For SEIU 925 (date) 11/7/14


11/7/14


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SEIU Local 925 - Contact Center

Pay Range Overview

Time Frame	Representative Group	Job Code	Job Title	Pay Table	Pay Range	Pay Range Minimum	Pay Range Maximum	OT Eligible
During Election	Classified Non-Union	2256	PROGRAM COORDINATOR	C1	38	\$2,542	\$3,293	Y
PERC Decision	SEIU Local 925 Contact Center	8102	ADMIN COORDINATOR	B4	39	\$2,729	\$3,634	Y
During Election	Classified Non-Union	2222	OFFICE ASSISTANT 3	C1	31	\$2,161	\$2,789	Y
PERC Decision	SEIU Local 925 Contact Center	8100	DATA ENTRY OPERATOR	B4	33	\$2,382	\$3,145	Y
During Election	Classified Non-Union	2255	PROGRAM ASSISTANT	C1	33	\$2,266	\$2,920	Y
PERC Decision	SEIU Local 925 Contact Center	8101	PROGRAM ASSISTANT	B4	36	\$2,548	\$3,376	Y
During Election	Classified Non-Union	6108	PATIENT SERVICES SUPERVISOR	C1	54	\$3,726	\$4,888	N
PERC Decision	SEIU Local 925 Contact Center	8103	CONTACT CENTER SUPERVISOR	B4	53	\$3,815	\$5,136	N
During Election	Classified Non-Union	6079	PATIENT SERVICES LEAD	C1	46	\$3,063	\$4,014	Y
PERC Decision	SEIU Local 925 Contact Center	8099	CONTACT CENTER REPRESENTATIVE 3	B4	45	\$3,145	\$4,217	Y
During Election	Classified Non-Union	6077	PATIENT SERVICES REP	C1	43	\$2,855	\$3,726	Y
New	SEIU Local 925 Contact Center	8098	CONTACT CENTER REPRESENTATIVE 2	B4	43	\$3,000	\$4,012	Y
During Election	Classified Non-Union	6077	PATIENT SERVICES REP	C1	43	\$2,855	\$3,726	Y
PERC Decision	SEIU Local 925 Contact Center	8097	CONTACT CENTER REPRESENTATIVE 1	B4	42	\$2,929	\$3,915	Y
New	SEIU Local 925 Contact Center	8106	CONTACT CENTER QUALITY ASSURANCE COORD	B4	45	\$3,145	\$4,217	Y
New	SEIU Local 925 Contact Center	8105	PROCEDURE ANALYST 2 - CONTACT CENTER	B4	52	\$3,728	\$5,010	Y