

Consultation Minutes

Canada Post Corporation
And
The Association of Postal Officials of Canada

Sales, Serve and Marketing

October 15, 2010

APOC

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CPC

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Agenda Items

Dave Montgomery and Lisa Cairns teams are missing. Dave was not on the invite that will be corrected on the next Consultation Invitation.

Review of Minutes

5. Organizational charts were distributed to APOC.

SL3 will be covered on the Agenda Items

Attendance

The invitation will be sent out as soon as possible, for Friday January 28 and there will be quarterly consultations thereafter, and the invitation will be sent, after each consultation for the next date.

Terms

Part of the agenda for this consultation.

NEW BUSINESS

a) Minutes

No issues.

b) Staffing

APOC: The terms are still a concern.

Management: There are two left. They are backfilling, and we are in the process of hiring more terms to cover the positions of those who have retired. Until there is a change up the ladder, our hands are tied.

APOC: You don't know if there are going to be any new positions?

Management: We would like to have something to offer them, but we just don't have anything.

APOC: Are they renewed?

Management: Just till the end of the year.

APOC: So they don't know their fate.

Management: The people that are acting, they were S2's, and they were surpluses, so they are acting in S1's. They were red circled and they are on the priority list for S2's.

APOC: Contractually there should be relief; Article 43.54 We would like a list of the absences, and the reasons for the absences.

Management: We will provide a list.

Annual Leave

Management: We usually have discussions in December. The SL3 positions issue needs to be resolved before we move forward with that. We'll get back to you on that. We'll follow the same process as last year.

APOC: Are the blocks going to be the same? Is this going to be National or Regionally?

Management: It will be Regional, and we will review the needs and requirements and consult with you on this in January. What was the feedback from last year?

APOC: Everything went smoothly.

Seniority List

Resolved

SL3 Key Accounts

Management: What have you heard from your National office?

APOC: We heard there have been some discussions at the Director level.

Management: There are negotiations ongoing and if we can't find a common ground then we will change the job description back.

APOC: We heard that the qualifications are an issue.

Management: We are being told that we would have to run a competition. We have changed only 2 competencies, but the basic qualifications are the same. We've been told that some people won't apply if there is a competition. We feel that we are doing the right thing here, to protect our customers, and our employees. Discussions are ongoing; we should have an update next week. Do you have any feedback?

APOC: We believe that an expression of interest should be enough. If it's not going to go by criteria that can be manipulated, then we are ok.

Management: Our Director sent out an email to everyone and asked if anyone was interested. There was no manipulation as to how this was done. We went to National before we sent this out. We are going to follow the process, but if we are not successful, then we will revert back to the original qualifications.

APOC: The team feels that this is unfair to have to reapply for these positions. The Key accounts are a very stressful job, and this just adds to the difficulty of our jobs. We are not happy that this is being asked of us.

Management: If there is a competition there will be very few participants.

SL5 Changes

Resolved

Any Changes for 2011.

Management: There will be new Director, our current Director is moving on. Another Manager of Key Accounts is retiring. Everything else is status quo.

New Business

APOC: What is CRM 5.0? We've heard that it's labour intensive.

Management: It is a significant change, and we applied a lot of training resources. There have been hiccups. We are in the stabilization stage now. Novo post is working 24/7 on the ongoing changes and fixes to the soft ware. The impact on KP1's is starting to stabilize as well.

APOC: How is that going to affect your assessments at the end of the year? There have been a lot of changes to what they are being assessed on.

Management: That's a great point. We are going to take a look at the time up to Nov 8, and then at the time since then. We talked about the fact that they were taken off their jobs, and we understand that it takes longer to create a ticket. On record we do have 10 months to score, and that is a good historical period to measure. Also, the impact has been the same for everyone. Those who are performing well will still be performing well.

APOC: From what I understand, some of the calls that were deemed to be poor quality are now considered acceptable.

Management: That's a CDM, in Sales. It's still considered rejected, but it's a different approach to how we're fixing it. It is being resubmitted, but the scoring of the fact that it's rejected is the same. If something has been rejected then the rep has done something wrong in the completion of the form. It's better for the reps with this new system.

APOC: These new processes should be taken into account when you are doing assessments.

Management: These expectations are the same. This has freed up more time for the reps.

Next Consultation: Friday, January 28, 2011 in the Nahanni Room at 10am