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OFFICE OF COLLECTIVE BARGAINING  
BOARD OF CERTIFICATION

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In the Matter of

LOCAL 1180, COMMUNICATIONS  
WORKERS OF AMERICA, AFL-CIO,

Petitioner,

Decision No. 3-2004  
Docket No. AC-5-03

-and-

THE CITY OF NEW YORK and  
THE DEPARTMENT OF INFORMATION,  
TECHNOLOGY AND TELECOMMUNICATION,

Respondents.

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ORDER AMENDING CERTIFICATION

On February 4, 2003, Local 1180, Communications Workers of America (“CWA”), filed a petition pursuant to § 1-02(u) of the Rules of the Office of Collective Bargaining (Rules of the City of New York, Title 61, Chapter 1) requesting that the title Call Center Representative, Levels I, II, and III (Title Code 10260), be accreted to Certification No. 41-73, a bargaining unit that includes such titles as: Principal Telephone Operator (Title Code 10825), Principal Police Communications Technician (Title Code 71014), and Legal Secretarial Assistant (Title Code 10229). On May 15, 2003, CWA amended its petition to include the title Associate Call Center Representative, Levels I and II (Title Code 10271). On October 24, 2003, CWA notified the Director of Representation that it no longer sought to accrete the title Call Center Representative.<sup>1</sup>

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<sup>1</sup> The title Call Center Representative was subsequently added to a bargaining unit represented by Local 1549, District Council 37. See *Local 1549, District Council 37*, Decision

The Organization of Staff Analysts (“OSA”) had previously filed a petition, docketed as AC-4-03, seeking to accrete the title Associate Call Center Representative, Levels I and II, to Certification No. 3-88. On April 19, 2004, OSA requested withdrawal of its petition. The Director of Representation granted OSA’s request for withdrawal on April 20, 2004. As a result, CWA remains the only union interested in representing Associate Call Center Representatives, Levels I and II.

The City of New York raised no objection to the inclusion of these employees in CWA’s bargaining unit pursuant to Certification No. 41-73. The Board of Certification is satisfied that no evidence was presented to rebut CWA’s assertion that Associate Call Center Representatives, Levels I and II, have a sufficient community of interest with the members of the certified bargaining unit.

NOW, THEREFORE, pursuant to the powers vested in the Board of Certification by the New York City Collective Bargaining Law (New York City Administrative Code, Title 12, Chapter 3), it is hereby

ORDERED that Certification No. 41-73 (as previously amended) be, and the same hereby is, further amended to add the title: Associate Call Center Representative, Levels I and II (Title Code 10271), subject to existing contracts, if any.

Dated: April 29, 2004  
New York, New York

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MARLENE A. GOLD  
CHAIR

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CAROL A. WITTENBERG  
MEMBER

### **NOTICE OF AMENDED CERTIFICATION**

This notice is to acknowledge that the Board of Certification has issued an Order amending certification as follows:

**DATE:** April 29, 2004

**DOCKET #:** AC-5-03

**DECISION NUMBER:** 3-2004

**EMPLOYER:** The City of New York and the New York City Department of Information, Technology and Telecommunication, represented by the Office of Labor Relations, 40 Rector Street, New York, New York 10006.

#### **CERTIFIED/RECOGNIZED BARGAINING**

**REPRESENTATIVE:** Local 1180, Communications Workers of America, AFL-CIO  
6 Harrison Street, New York, NY 10013

**AMENDMENT:** Certification No. 41-73 has been amended to add the following Title(s)/Codes:

**Added:** Associate Call Center Representative, Levels I and II  
(Title Code 10271)