



Representing the bargaining unit employees of Passport Services, a division of the Department of State's Bureau of Consular Affairs

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The Duty Officer Schedule and rotation is negotiated in accordance with Article 12 and Article 30 of the Master Agreement between Passport Services and NFFE Local 1998, effective July 20, 2009.

This local agreement is subject to change to comply with any future national agreement between Passport Services and NFFE, National Union Management Committee agreements, and/or directives by Passport Services in conformity with Master Agreement Articles 4, 12, and 30.

1. PARTICIPATION and SCHEDULING

Participation of Bargaining Unit Employees (BUEs) in New Orleans' Duty Officer Program is voluntary. Participation is shared between BUEs (Grades 9 and 11) and PPT/NO management. BUEs are encouraged, but not mandated to sign up semi-annually for Duty Officer Tours as either a primary or a secondary Duty Officer. (Any BUE signing up for Duty Officer may opt out the following rotation.) The secondary Duty Officer shares the same responsibilities if and when called in for duty. The secondary Duty Officer may be called in to accompany the primary Duty Officer for safety concerns, or if the primary duty officer is unable to perform his or her duties. The volunteers will be added to the schedule and management will perform the remaining weeks of Duty Officer Tours.

The semi-annual schedule will be routed around the adjudication section beginning November 1st for the January-June period, and again beginning May 1st for the July-December period, starting with the most senior BUE. For purposes of this agreement, seniority is based on one's service time in passport service. Once the schedule has been passed to all adjudicators, the schedule will then be passed around the management team. The schedule is due to management after three weeks by November 22nd and May 22nd. The Duty Officer schedule will be updated as necessary and an electronic copy will be available in the Duty Officer folder, within the Adjudication folder, on the Shared hard drive for all to access.

2. TRAINING

To conform to Article 30, section 9, refresher training will be provided to duty officer volunteers on an annual basis, if requested, to ensure successful performance of the duty officer function.

3. EXCUSAL FROM DUTY

Per Article 30, Section 3, a BUE may be excused from his or her Duty Officer tour for legitimate medical, religious, and personal emergency reasons. If a BUE needs to be excused from duty, he or she must email the Adjudication Managers and the secondary Duty Officer. The secondary will then become the primary.

Trading Duty Officer Tours are permitted as long as the BUE can find his/her own coverage and both parties give written notice to the Adjudication Managers a minimum of two weeks prior to the scheduled tour.

4. SAFETY

Duty Officers will not normally be called in to the office during nighttime hours. However, if called in outside of daylight hours, and safety concerns are an issue, the secondary may be called in to assist the primary. Upon arrival, the customer will remain in the lobby with the building Security Guard on duty.

Implementation and Effective Date

5/2/2013

For Management:

Carol Keff

Nancy B. Parker

Yolanda Sirceno

Signed: May 2, 2013

For the Union:

Walter Rossi - Jolly

[Signature]

Brian Lujan