

**MEMORANDUM OF UNDERSTANDING**  
**City of Springfield and SEIU Local 503, OPEU Local 995**

**PARAMETERS FOR USE OF VOLUNTEERS IN DEVELOPMENT & PUBLIC WORKS**

This Memorandum of Understanding is entered into between the City of Springfield, hereinafter referred to as the "City", and SEIU Local 503, OPEU, hereinafter referred to as the "Union". The purpose of this Memorandum of Understanding is to establish the parameters for utilization of volunteers in the Development & Public Works Department.

The parties agree to the following guidelines:

- The use of volunteers will in no way replace, displace, deskill, or otherwise compromise the current or future Union represented employee's tasks and/or positions.
- No one Volunteer will be scheduled for more than 19 hours per week in any department or combination of departments represented by SEIU.
- Volunteers are expected to abide by City and Department policies and procedures.
- Volunteers may be used to provide administrative support to both the Southeast and Northwest Quads of the Department.

In the Southeast Quad, administrative support volunteers may be utilized to provide staff support in performing the following tasks:

- Filing, scanning, and general office support primarily for the Code Enforcement Division;
- Taking phone messages for Code Enforcement staff;
- Directing citizens and patrons to other City Offices, departments, personnel or community services;
- And other customer service oriented tasks as needed.

In the Northwest Quad, administrative support volunteers may be utilized to provide occasional staff support in performing the following tasks:

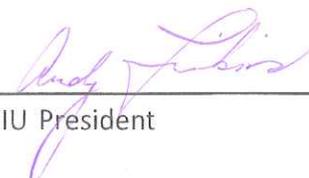
- Greeting customers at the front counter during meal and rest breaks;
- Taking phone messages for technical staff;
- Directing citizens and patrons to other City Offices, departments, personnel or community services;
- Filing, scanning, and general office support;
- And other customer service oriented tasks as needed.

DATED this 30th day of September, 2016.

For the City of Springfield

  
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HR Director

For the Union

  
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SEIU President