

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 on September 30, 2019, 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 Development & Public Works.

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.
- Volunteer responsibilities may include filing, scanning and general office support.

In the Southeast Quad specifically, administrative support volunteers will be utilized until the vacant positions are filled. Tasks will be limited to:

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

DATED this 22 day of September, 2022.

For the City:

Chaim Hertz

Chaim Hertz (Oct 6, 2022 13:26 PDT)

Human Resources Director

For the Union:



SEIU Executive Director

City of Springfield - Volunteers 10.6.22 Signed

Final Audit Report

2022-10-06

Created:	2022-10-06
By:	Evan Paster (pastere@seiu503.org)
Status:	Signed
Transaction ID:	CBJCHBCAABAAj3J04o6Hjmd7eBfYT-2Qa7PY5M5DK-63

"City of Springfield - Volunteers 10.6.22 Signed" History

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