

With CWA, Representatives Have Real Job Security

Job Security Protection	US Airways	American Airlines
Reservations Representatives	<p>Reservation work that may not be contracted out: Booking and confirming flight reservations, issuing seat assignments, soliciting and providing ticketing options when applicable, providing required and/or requested information to callers; internet travel services sales and reservations calls.</p> <p>Specialty functions that may not be contracted out: Customer Service Desks, Queues, Air Sea, Conventions and Groups, Rates, Flight Advisory, Ticketing Service (excluding internet reservations or other new technology), International Reservations, Frequent Traveler Award reservations, Reissue, TLC, Chairman's Preferred, Central SABRE Services.</p>	Reservation work can be contracted out or off-shored.
New American Airlines	The existing CWA contract will remain in effect after the merger until a new agreement is completed or there is a change in the status of the bargaining unit.	Agents are at-will employees. ²
Call Monitoring	Contract says supervisors must give feedback immediately, and except in cases of gross misconduct employees cannot be disciplined for mistakes on monitored calls.	Management reviews calls whenever they want, even if so long ago representatives don't remember the call. Management can discipline employees based on calls.
Discipline and Discharge	Just cause standard for discipline and discharge. Right to CWA representative at any meeting, right to neutral arbitration. ⁴	No just cause standard, peer witnesses ⁵ allowed, no neutral arbitration

1. Limited work may be done by a contractor in addition to agents

2. As part of the bankruptcy process, American converted airports and airport jobs to American Eagle and also reduced agent work by transferring work to contractors. Once the new American is in place, ARP work not covered by the US Airways contract would be at the sole discretion of management.

4. Wikipedia.org/wiki/just_cause: "Just cause provides protections against arbitrary or unfair termination and other forms of inappropriate workplace discipline.

5. Peer witness: Must be silent attendee with the same job title and performs the same job function as grievant.

Learn more about the difference representation with CWA can make:
American-Agents.org