

PAY DIFFERENTIAL 249
DEPARTMENT OF HUMAN RESOURCES AND CALIFORNIA HEALTH BENEFITS
EXCHANGE CALL CENTER DIFFERENTIAL PAY – BARGAINING UNIT 04 AND
EXCLUDED EMPLOYEES

Established: 01/01/02

Revised: 11/01/17, 10/31/19

CLASS TITLE	CLASS CODE	CB/ID	RATE	EARNINGS ID	DEPARTMENT
Program Technician	9927	R04	\$150 Per Pay Period	8CC	A
Program Technician II	9928				A
Program Technician III	9929				A
Supervising Program Technician I	9924	S04			A
Supervising Program Technician II	9925				A
Supervising Program Technician III	9926				A
Office Technician (Typing)	1139	E97			B
Personnel Technician I	5160				B
Personnel Technician II	5161				B

DEPARTMENT

A	California Health Benefits Exchange
B	California Department of Human Resources

CRITERIA

In recognition of the call/service center as the central point of contact, and the increased complexities and level of skills/knowledge required as such, employees in the above classes who perform at least fifty percent (50%) of their normal duties responding to inquiries from the public and/or customer client contacts from an automated call distribution (ACD) system shall receive Pay Differential 249.

- Part-time and intermittent employees performing the duties described above shall receive the differential on a pro-rata basis.

IF APPLICABLE, SHOULD PAY DIFFERENTIAL BE:

PRO RATED	Yes
SUBJECT TO QUALIFYING PAY PERIOD	No
ALL TIME BASES AND TENURES ARE ELIGIBLE	Yes/No*
SUBJECT TO PERS DEDUCTION	Yes

INCLUSION IN RATE TO CALCULATE THE FOLLOWING BENEFIT PAY

OVERTIME	Yes
IDL	Yes
EIDL	Yes
NDI	Yes
LUMP SUM VACATION	Yes
LUMP SUM SICK	Yes
LUMP SUM EXTRA	Yes

*Retired Annuitants are not eligible unless appointed under Government Code section 21232.