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FOR PSA MEMBERS: **SOUTH AFRICAN PHARMACY COUNCIL (SAPC)**

10-07-2024

## Update: Dispute - Call Centre Agents

The SA Pharmacy Council conducted a benchmarking exercise on all occupational categories. However, it came to the PSA's attention that the employer used the 2017-job descriptions for Call Centre Agents that was forwarded for benchmarking. Certain functions that they are performing were omitted from the job descriptions that were forwarded for the benchmarking exercise.

Following numerous enquiries to the employer, the PSA declared a dispute at the Commission for Conciliation, Mediation, and Arbitration. At the conciliation, which took place on 27 June 2024, it was agreed that a meeting would be held with the employer with a view to including the omitted functions.

The said meeting took place on 8 July 2024. The employer agreed that the omitted functions that are being performed will be included in the job descriptions. This revised job description will now be forwarded to *Emergence Group* for review. Once the result is received, the employer will inform the PSA accordingly. It therefore closed the dispute for Call Centre Agents as the omitted functions are now included in the job descriptions and the job evaluation will take these functions into account during the evaluation process.

Employees who want to join the PSA can contact Perma Thobela on 082 880 8929 / [perma.thobela@psa.co.za](mailto:perma.thobela@psa.co.za) or contact the PSA Provincial Office in Pretoria.

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