RCW 50.76.010 Definitions. The definitions in this section apply throughout this chapter unless the context clearly requires otherwise.

(1) "Call center" means a facility or other operation in which the primary activity is workers making or receiving phone calls or other electronic communication for the purpose of providing customer assistance or other service.

(2) "Employer" means any employer as defined in RCW 50.04.080 that employs, for purposes of a call center: (a) 50 or more workers, excluding part-time workers; or (b) 50 or more workers who in the aggregate work at least 1,500 hours per week, excluding overtime.

(3) "Part-time worker" means an individual who works for an average of fewer than 20 hours per week or who has worked for fewer than six of the 12 months preceding the date on which notice is required under RCW 50.76.020.

(4) "State agency" means any state department, office, division, board, commission, or higher education institution.

(5) "Work" means personal service performed by an employee or contractor for a wage or under any contract calling for the performance of written or oral personal services, express or implied. [2025 c 114 s 1.]