

THE UNIVERSITY OF WESTERN ONTARIO

Office Support Job Evaluation Plan

JOB EVALUATION - THE PROCESS

Job evaluation is the name given to a process of determining the relative ranking of individual jobs to all other jobs within a group of positions. It involves obtaining job information in the form of an authorized job description. One or more persons then make a comparison between the job information contained in the job description and some other point of reference -- usually some type of pre-described measurement standard. In all cases, however, the focus of job evaluation is always on the purpose, function, duties, and responsibilities of the JOB, not on the skills or personal qualifications of an INDIVIDUAL who happens to hold it today.

THE PLAN STRUCTURE

<u>No.</u>	<u>Factor</u>	<u>No. Of Possible Ratings (choices)</u>
I	Job Knowledge	
	(a) Education	1-5
	(b) Experience	1-7
II	Initiative	1-6
III	Complexity/ Judgement	1-7
IV	Contacts	1-5
V	Errors	1-5
VI	Supervision	
	(a) Scope	1-5
	(b) Character	1-7
VII	Effort/Demand	1-4
VIII	Physical Environment	1-5

THE PLAN FACTORS

I JOB KNOWLEDGE

This factor measures the minimum knowledge required to permit an individual to learn and perform satisfactorily the work of a position. It consists of two Elements which must be considered together:

- A) EDUCATION: Measures the minimum level of preliminary formal education and/or specialized training considered necessary to do the work, and
- B) EXPERIENCE: Measures the total relevant work or career experience gained in previous working experience (including volunteer) in order to do the work, presuming the educational background identified under the first Element.

II INITIATIVE

This factor measures the extent to which the operational environment of the job requires and permits independent action and/or problem resolution, as governed by the proximity of any or all of direct personal supervision, control by the work flow sequence, or the existence of established methods, procedures, rules and/or practices.

III COMPLEXITY/JUDGEMENT

This factor measures the variety and difficulty of the duties performed in terms of both the number and diversity of the tasks, responsibilities, methods, procedures and/or techniques used and the nature of the obstacles encountered, and also assesses the extent to which acquired knowledge is used to resolve the likely problems encountered.

IV CONTACTS

This factor measures the relative importance, difficulty and sensitivity of personal contacts required by the job, as reflected by who is contacted, the purpose, frequency etc.

V ERRORS

This factor measures the extent or degree of responsibility for losses or damage that might reasonable occur as a result of an error, rather than through carelessness or a betrayal of trust. It considers the impact of errors which are probable despite due care, not ones which are only remotely possible.

VI SUPERVISION

This factor measures the job's responsibility, both directly and through subordinate supervisors, for the work done by other positions. It reflects both the type (ie. training and guidance for new staff, work distribution and/or verification of results, performance review and salary recommendations, involvement in hiring/firing, etc.) and scope (ie. total number of persons supervised directly and/or indirectly) of the supervision exercised.

VII EFFORT/DEMANDS

This factor measures the effort required in performing the work of the position during normal circumstances, and recognizes that the demands may take the form of physical effort, demanding motor skills, concentrate mental/visual attention, monotony or boredom in repetitive work, and/or frequent exposure to stress in jobs with large volumes and critical deadlines.

VII PHYSICAL ENVIRONMENT

This factor measures the degree to which the job is performed in a disagreeable or dangerous environment.