

**APPEAL OF POSITION CLASSIFICATION FOR EMPLOYEES COVERED
BY UWOSA COLLECTIVE AGREEMENT
(Reference Collective Agreement Article 44)
Attention: Job Evaluation Appeals Committee**

(A) Contact Information:

Name of person requesting appeal: Carol McGlynn
Title: Customer Service
Phone: 661-3520 - x 84573
Email: cmeglynn@uwo.ca
Department: Bookstore

(B) Position Information:

Current Incumbent: Customer Service
Current Classification: Clerk 3
Classification Being Appealed: Clerk 4
Date Evaluation Results Letter Received: Oct 2nd 2006

(C) Information Required For Job Evaluation Appeals Committee

Reason for the appeal: I feel that my duties at Customer Service have significantly changed over the last number of years. Most of my duties are definitely customer service orientated, eg. customers - students, faculty, staff, alumni, and the public. Customer Service is located immediately as you enter the bookstore, so we try to help as much as possible without passing them along. I believe it is a benefit to the University to have good Customer Service

Supporting Information (Optional):

(Attach an additional page if more space is required)

(D) Approvals:

Signature of Person Appealing:  Date: 14th October 2006

The appellant shall send one copy of the material to Human Resources and one copy to JEAC c/o UWOSA.

UWOSA JOB EVALUATION RECORDING FORM

Office Support Plan

(APPEAL)

Dept: Bookstore
Dept. Num.
Incumbent: Carol McGlynn
Citite Mem.Present: UWOSA: J. Millette, M. Parker,
 ADMIN: C. Bumbacco, V. Smith,

Job Title: Clerk 3

Eval. Date: 2006/11/14

	FACTOR	COMMENTS	SUB FACT	DEGREE	PTS	Profile		
						-	=	+
I	Job Knowledge	Secondary education. 3-6 months on the job	Educ	2				
			Exper.		C	45		
II	Initiative	Standard practice and established procedures						
III	Complexity/Judgement	Work mostly standardized but involves some variety		2		20		
				3		25		
IV	Contacts	Routine contacts with students and public						
V	Errors	Minor errors, probably detected within department		2		20		
				2		20		
VI	Supervision of Others	Incidental	Char.	1				
			Scope		A	5		
VII	Effort/Demands	Moderate - some physical effort						
VIII	Physical Environment	Inside work - agreeable		2		30		
				1		10		

CLASSIFICATION ASSIGNED

Total Pts: **175**

Group: _____ Clerk _____

Level: _____ 3 _____

Co-Chair Signatures: UWOSA: M. Parker _____

ADMIN: C. Bumbacco _____

**POSITION DESCRIPTION
QUESTIONNAIRE**

**THE UNIVERSITY OF WESTERN ONTARIO
EMPLOYEE RELATIONS**

U.W.O. ID NUMBER

PRESENT INCUMBENT

POSITION IDENTIFICATION

0036903

SURNAME
McGlynn

INITIALS
Carol

DEPT. NO 510100
P.S. JOB CODE SC3

BASIC POSITION INFORMATION

FOR SALARY ADMINISTRATION USE	
CLASS'N	<u>Clerk 3</u>
CLASS'D	<u>5-27-06</u> EFFECT <u>N.C.</u>
	Date Date
ANALYST	<u>JCD</u>

DEPT. NAME *The Book Store at Western*

SECTION NAME *Customer Service*

LOCATION *Room 7, UCC*

WORK WEEK HRS. *35.0*

SUPERVISOR SURNAME *Cribar* INITIAL *Stephen* PHONE *Ext. 4035*

1) PLEASE LIST AND DESCRIBE YOUR MAJOR DUTIES WITH AN APPROXIMATE ANNUAL PERCENTAGE OF TIME SPENT ON EACH. USE SPECIFIC TERMINOLOGY PERTINENT TO THIS POSITION; PROVIDE EXAMPLES (E.G. TESTS, PROCEDURES, ETC.) AND CLARIFY YOUR INVOLVEMENT IN EACH DUTY (RE. SUPERVISE IT, DO IT, PARTICIPATE IN IT, ETC.)

NO.	MAJOR DUTIES	%
1.	<i>Process sales and refunds, web orders and exchanges, deposits for Book Store, Computer Store and Custom Course Books office</i>	55
2.	<i>Invoice departmental, faculty, Vocational Rehabilitation, Workmen's Compensation, Financial Aid, Indian Affairs, Ministry and University departments making sure clients Do not exceed their budgetary allowances, if allowance exceeded to notify proper personnel.</i>	20
3.	<i>Receives and reconciles vouchers on a daily basis, ensures pick-up procedures are followed.</i>	15

NO.	OTHER DUTIES (less than 10%)
1.	<i>Assists in training and guidance of customer service staff (including new employees)</i>
2.	<i>Invoice and closing Special Orders</i>
3.	<i>Refund mail orders</i>
4.	<i>Filing for different departments</i>
5.	<i>General Merchandise pricing</i>
6.	<i>Phone calls for Special Events</i>
7.	<i>Ensuring pick-up of General Merchandise special orders</i>

2) PLEASE COMPLETE THE FOLLOWING TABLE CONCERNING STAFF MEMBERS WHO REPORT **DIRECTLY AND FORMALLY** TO YOU.

Classification/Rank (eg. Clerk I)	RF/RP Pos'n No.	For CW or TM Staff-employed		Responsible for (eg. Filing records...)
		From (month)	To (month)	

3) PLEASE CHECK THE SUPERVISORY DUTIES WHICH YOU PERFORM **REGULARLY**.

- Training and guidance for new employees
- Work distribution and/or verification of results
- Performance review and salary recommendations
- Hiring and firing; please describe the degree of your involvement:

4. IF YOU **COMPOSE** (originate) WRITTEN MATERIAL, PLEASE COMPLETE THE FOLLOWING TABLE:

Type of Composition	Method of Composition	Brief Description of Content
Corres- pondence: <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Complete Composition <input checked="" type="checkbox"/> Partial composition with general direction (verbal or written) <input type="checkbox"/> Prescribed format	- <i>replies to customer inquiries from phone, e-mail & regular mail</i>
Reports: <input checked="" type="checkbox"/>	<input type="checkbox"/> Complete composition <input checked="" type="checkbox"/> Partial composition ... <input type="checkbox"/> Prescribed format	- <i>Custom Course Book voucher report</i>
Other: <input type="checkbox"/>	<input type="checkbox"/> Complete composition <input type="checkbox"/> Partial composition ... <input type="checkbox"/> Prescribed format	

5) WHAT ARE THE **MINIMUM** SKILLS, EDUCATION, SPECIAL TRAINING AND/OR EXPERIENCE **REQUIRED** TO PERFORM SUCCESSFULLY THE DUTIES OF THIS POSITION?

- *Secondary School Diploma*
- *Must have exceptional interpersonal skills and ability to relate and communicate effectively with customers.*
- *Must be able to problem solve in difficult situations, strong organizational skills.*
- *Must have thorough knowledge & understanding of accounts receivable invoicing principles & record keeping.*
- *Must have excellent money handling skills in a computerized environment.*
- *Must assess condition of books and merchandise presented for return and refund.*
- *Ability to file and sort papers are required.*
- *Knowledge of Book Store policies and procedures.*

6) PLEASE DESCRIBE THE **NATURE AND FREQUENCY** OF THE SUPERVISION YOU RECEIVE.

Incumbent is expected to perform duties independently with minimum supervision and consult with the Sales Manager as required.

7) WHAT TYPES OF PROBLEMS OR INQUIRIES ARE YOU EXPECTED TO DEAL WITH ON YOUR OWN?

- *Assess the condition of books, supplies and General Merchandise to be returned for refund.*
- *Deal with problems of dissatisfied customers.*
- *Look up course books and customer course materials.*

8) WHAT TYPES OF PROBLEMS OR INQUIRIES MUST BE REFERRED TO ANOTHER SOURCE FOR SOLUTION?

- *Customers' concerns over incumbent's decision on refund being refused referred to Manager for final decision.*
- *Issues with other staff working at the Customer Service Desk referred to Manager.*

9) WHAT ACTIVITIES DO YOU PLAN OR ORGANIZE? PLEASE INDICATE THE LENGTH OF TIME INVOLVED (e.g. daily planning of assigned work, monthly ...)

10) PLEASE COMPLETE THE FOLLOWING TABLE CONCERNING YOUR **MOST IMPORTANT** CONTACTS (in person, by telephone, or in writing). PLEASE EXCLUDE CONTACTS WITH YOUR SUPERVISOR AND YOUR SUBORDINATES. INCLUDE GROUPS AS WELL AS INDIVIDUALS.

CONTACT'S TITLE (e.g. Purchasing Agents)	LOCATION (inside outside) dept dept	FREQUENCY (dly wkly mthly)	PURPOSE OF THE COMMUNICATION (e.g. to provide information concerning...)
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*Students, Faculty, Staff,
General Public*

X X

Daily

Provide prompt, courteous service in dealing with refunds, exchanges, etc.

THIS COMPLETED QUESTIONNAIRE IS AN ACCURATE DESCRIPTION OF THE WORK BEING PERFORMED.

Staff Member:

Present Classification Clerk 3 Signature  Date 11 July 2006

Supervisor:
Signature

 Date July 12/06

**POSITION DESCRIPTION
QUESTIONNAIRE**

**THE UNIVERSITY OF WESTERN ONTARIO
EMPLOYEE RELATIONS DEPARTMENT**

For: Carol McGlynn

The Book Store at Western

PURPOSE

University Personnel Policy requires the maintenance of up-to-date job information on all staff positions for use in job evaluation and other programs (e.g. staffing, orientation, etc.) This form is designed to encourage direct participation by the staff member in providing information about the position. Your co-operation in completing the attached questionnaire is appreciated.

USE

This Questionnaire **must be used** to describe all staff positions covered under the U.W.O. Staff Association. Should you require assistance in completing this form, contact Salary Administration at extension 82198.

INSTRUCTIONS

- 1. The information must be authorized (signed & dated) by both the staff member, the immediate supervisor, and the Dean or Director before it is forwarded to the Salary Administration in Employee Relations Department.
- 2. The following table may be helpful in determining annual time percentages:

1 hr/day (14%)	1 day/week (20%)	1 day/year (0.4%)
1 hr/week (3%)	1 day/month (4.5%)	1 week/year (2%)
- 3. If necessary, please attach an extra page for additional information which you feel is required to provide a complete understanding of your position.

NOTES

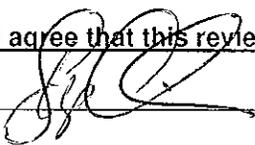
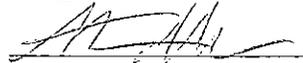
- 1. A change in duties and/or responsibilities does not automatically imply a change in classification and salary.
- 2. A job description is not intended to measure an increase in the volume of work; rather it should only reflect the areas of responsibilities and the nature of duties.

Please complete below and forward with the Questionnaire.

Reason(s) for requested review

- Classify new position
- Change in responsibilities
- Check current classification
- Update your records

Routing approvals: I agree that this review is required

- Immediate supervisor 
- Department Head 
- Dean's Office _____
- Date July 12/06