

**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: Susan Di Trolio
Title: Clerk IV
Phone: 519-661-3206 ext 85249
Email: Sditrolio@ivey.uwo.ca
Department: Ivey mailroom

(B) Position Information:

Current Incumbent: Susan Di Trolio
Current Classification: Clerk IV
Classification Being Appealed: Clerk IV
Date Evaluation Results Letter Received: May 30/08

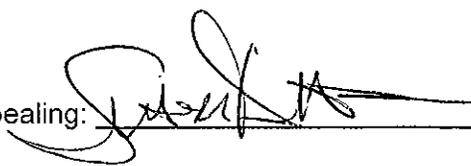
(C) Information Required For Job Evaluation Appeals Committee

Reason for the appeal: See attached letter.

Supporting Information (Optional):

(Attach an additional page if more space is required)

(D) Approvals:

Signature of Person Appealing:  Date: June 10/08

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

Appeal of Position Classification for Susan Di Trolio

I strongly believe that this position is unfortunately being under rated. The mail room, as currently termed, gives the impression that myself and coworker just post mail. However this position is unique to any clerk classification on campus because it encompasses at least four different positions that are currently held by one individual elsewhere on campus. I (and my co worker) manage a supply store, are responsible for all shipping and receiving for the school, sort and deliver mail, manage the schools paper supply, run the school's main fax line and switch board and are the information office/ desk for the Ivey community and its visitors. The Ivey community includes approximately 300 staff and faculty and encompasses our campuses located in Hong Kong, Spencer Hall, Sommerville House, Health Sciences Building and Toronto. This office is run jointly by 2 staff members including myself, with no daily supervision from a manager.

The sheer volume alone that this office receives, ships, moves, handles etc merits a classification upgrade. For example the supply store that we run (in a similar manner to which Western Office Supplies operates) has approximately 260 stock items that are constantly updated, revised and logged. Large orders are placed 3 times per week purchasing an average of approximately \$12000.00 monthly. The operation of the Ivey supply store is vital to Ivey's 300 plus staff members since we receive, prepare, monitor and distribute an average of 100 transactions per week in supply orders with a typical turn-around time of 24 hours after the request. Regarding the area of shipping/receiving (which encompasses the bulk of the position) again the volume and the complexity of this aspect of the job is worthwhile to consider. Currently, on average, 470 pieces per week are handled both incoming and outgoing. I have to go through the exact same process as what the UWO Customs and Traffics Office does. Individuals in this office occupy grade 11 and PMA salaries. Some of these processes involve composing detailed custom and trafficking documents and verifying and assigning Harmonized System codes that pertain to its category as classified by government standards. Many other examples of volume could be stated but these are some more pertinent examples.

Another reason for a request for upgrade is the people that I am involved with. As stated at the beginning of this appeal, Ivey consists of about 300 staff. This is not including the students with whom I also have contact with. While compiling a list of contacts I came up with approximately 46 different departments/business that I come into contact with everyday or at least on a weekly basis. This causes my work environment to be extremely interruptive and busy. As many people recognize within the school the "mailroom" is a busy place, often times there is almost a line of staff and faculty that I try and service while trying carrying out my other assigned tasks for the day. What I fear with this position is that currently my co-worker and myself have established an efficient way of operating and prioritizing our daily tasks and workload in such a manner that department heads, supervisor's even managers, don't recognize or know how much I (we) do. Things are just "taken care of" or just "show up" and the process and countless hours or emails that it took to happen go unnoticed. A frequent expression heard around Ivey is "just let the mail room handle it." Most people, again including supervisors, are not even aware that I also order and distribute paper for the entire school including the off- site facilities and I

maintain and am the contact for both Culligan Water and Nationwide Gourmet. While this is all well and good and I enjoy my job and the people I come into contact with I do believe that these minor details of my job which end up taking up time and energy should be compensated.

One final reason (while many others could be complied) for a request for upgrade for this position is that I was recently able to convince my supervisor and human resources within Ivey that this position requires at least an individual with a college diploma and 3 years experience. (I do believe that high school was left on the job description but this was left on against my requests.) Previously this position had an education requirement of high school only. I have now been in this position for almost 2 years and I am adamant that no person with a high school diploma only would be able to fulfill this position. Not only does it require an extreme amount of people and communication skills but it also requires extreme organization skills and the ability to deal with pressure from competing deadlines from all of the schools departments. I strongly feel that this and all other reasons stated should warrant a review again of this jobs classification level. I respectfully hope that you will take into consideration the points that I have brought to the forefront and reconsider your decision for a salary upgrade.

Thank you,

Sincerely,

A handwritten signature in black ink, appearing to read 'Susan Di Trolio', with a long horizontal flourish extending to the right.

Susan Di Trolio

Subject: Mailroom Clerk (IV)

July 11, 2008

The following is in response to the request you have received to reclassify the Clerk 4 position in the Mailroom - Facilities Management Department. There are two Clerk 4 positions in the mailroom with identical responsibilities. One of the positions was reviewed by JEAC in February 2008. The JEAC confirmed that the classification level for this role was that of Clerk 4. There has been no change in duties and responsibilities in either position since the appeal in February 2008.

It is our opinion that the current classification accurately reflects the job functions, accountabilities, scope, and level of responsibility.

2008 job description	
Scope:	The Mailroom Clerk position is one of two clerk IV positions. Both clerks are responsible for the day-to-day operations of the mail room; coordination of mail delivery among 4 locations; timely mail pickup and delivery, couriers; special shipping arrangements; international shipping; order supplies – monitor cost efficiency, recommend product, maintain inventory; the Clerks report to Facilities Manager; consult Manager on system and policy/procedure issues.
Duties:	<ul style="list-style-type: none"> • Process couriers (domestic and international), ensure compliance with regulations; provide advice to customers on courier services, and delivery times, transportation and distribution requirements; keep accurate filing for manifests; • Receive courier packages and notify addressees • Sort internal mail and keep sorting system up to date; ensure daily mail delivery; send outgoing mail to Central UWO mailroom; advise customers on mailing, shipping, customs and packaging issues; • Responsible for office supply ordering and inventory maintenance; provide advice on supplies-recommend cost efficient suppliers; place orders to suppliers • Operate and update the automated attendant for Ivey's main telephone line; provide information to callers; operate main fax line • Other duties: Provide shuttle information, maintain records for off-site storage of supplies; order beverage and water supplies.
Level of Responsibility and Decision Making:	The incumbent completes assigned tasks as required; must be knowledgeable about processes, procedures and regulations and must follow them; the incumbent does not require close supervision but must maintain timely and complete communication with her manager and colleagues in the respective areas of the department; incumbent deals with day to day issues/problems and consults with the manager on more complex issues involving policies, processes and procedures. Assistance regarding complex or unusual shipping issues is available from the customs and traffic office at UWO.

2008 job description

Supervisor Availability:	The Facilities Manager is available on a daily basis for consultation and resolution of unusual or more complex issues. The Controller/Director of Facilities is also available.
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As evident from the attached organization chart, the Mailroom clerk position is one of two Mailroom clerk positions; it is one of four JWOSA positions in the Facilities Management Department headed by the Controller and Director of Facilities and directly supervised by the Facilities Manager (PMA positions).

Facilities Coordinator (SG 11)

The Coordinator is responsible to provide input into the development and implementation of the reservation and security system at Ivey; directly involved with system upgrades and responsible to run the system efficiently; he coordinates the ongoing development and installation of the integrated card-access security system; administers and maintains the software system in conjunction with the school's reservation system. Facilities Assistant provides assistance to the Facilities Coordinator who reports to Facilities Manager; consults Manager on system and policy/procedure issues.

Mailroom Clerk IV (2 positions)

Both clerks are responsible for the day-to-day operations of the mail room; coordination of mail delivery among 4 locations; timely mail pick up and delivery, couriers; special shipping arrangements; international shipping; order supplies – monitor cost efficiency, recommend product, maintain inventory. The Clerks report to Facilities Manager; consult Manager on system and policy/procedure issues.

Facilities Assistant – Clerk IV

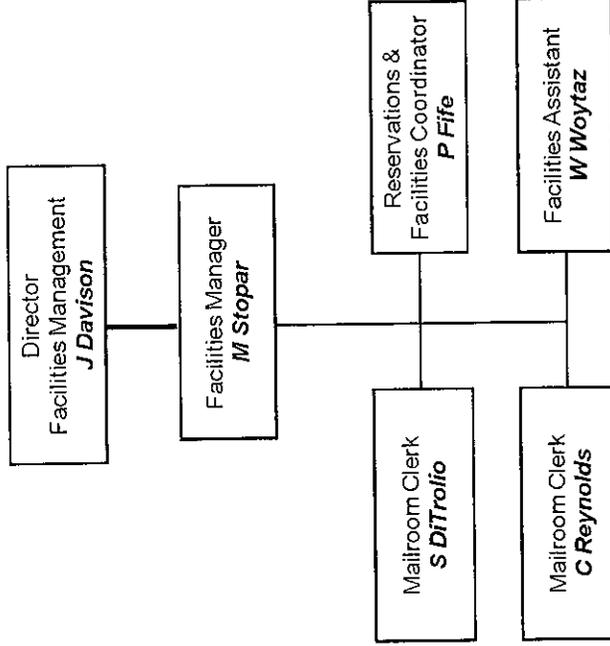
Completes duties/assignments as required. Provides assistance to Facilities Manager; provides back up for Facilities Coordinator and Mailroom Clerks. The incumbent consults Manager on unusual or more complex issues. In 2006, this position was evaluated by JEAC as Clerk IV. This position is responsible for facilities/room reservation and mail room back up.

Thank you for taking the time to review this information. Please contact me if you require further information.

Mary Stopar.

Mary Stopar
Manager, Facilities Department
Richard Ivey School of Business

FACILITIES MANAGEMENT



UWOSA JOB EVALUATION RECORDING FORM

Office Support Plan

(APPEAL)

Dept: Ivey School of Business
Dept. Num. 240100
Incumbent: Susan DiTrolio
Citite Mem.Present: UWOSA: K. Foullong, R. Fournier, J. Millette
 ADMIN: J. Asuncion, L. Brock, V. Smith

Job Title: Mailroom Clerk

Eval. Date: 7/28/2008

	FACTOR	COMMENTS	SUB FACT	DEGREE	PTS	Profile		
						-	=	+
I	Job Knowledge	Some post secondary 2 or more years of experience	Educ	2				
			Exper.		E	65		
II	Initiative	Generally regulated - most activities have prescribed guidelines		3	35			
III	Complexity/Judgement	Standardized - variety but lots of standard practices		3	35			
IV	Contacts	Contact with personnel from other faculties		3	45			
V	Errors	Average of \$100 per order		3	45			
VI	Supervision of Others		Char.	1				
			Scope	Any	5			
VII	Effort/Demands	50 lbs, frequent walking, stacking of boxes		3	60			
VIII	Physical Environment	Agreeable mailroom environment		1	10			

CLASSIFICATION ASSIGNED

Total Pts: **300**

Group: _____ Clerk _____

Level: _____ 4 _____

Co-Chair Signatures: UWOSA: Jan Millette _____

ADMIN: Valerie Smith _____

**POSITION DESCRIPTION
QUESTIONNAIRE**

**THE UNIVERSITY OF WESTERN ONTARIO
EMPLOYEE RELATIONS**

U.W.O. ID NUMBER 0200040525 PRESENT INCUMBENT SURNAME Di Trolio INITIALS S. C. POSITION IDENTIFICATION DEPT. NO 240100 P.S. JOB CODE 5041 SC4
020B

BASIC POSITION INFORMATION

DEPT. NAME Mail and Supplies

SECTION NAME Facilities and Services

EFFECTIVE DATE January 1, 2008

LOCATION Richard Ivey School of Business

WORK WEEK HRS. 35

SUPERVISOR SURNAME Stopar INITIAL M. PHONE 83873

FOR SALARY ADMINISTRATION USE	
CLASS'N	<u>Clerk 4</u>
CLASS'D	<u>M. / 08</u> EFFECT <u>NC</u>
Date	Date
ANALYST	<u>JCD</u>

- 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	%
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The Mail and Supplies Office has two full time staff members who report to the Manager of Facilities and Services. The Facilities Coordinator provides backup support in the absence of the full time staff. The Mail and Supplies staff provide services to the Ivey Community, 300+ individuals who are located on the main campus in the Ivey Building, Somerville House, the Health Sciences Building, Spencer Leadership Centre, the ING Leadership Centre in Toronto and Hong Kong.

COURIERS - 44%

The incumbent inspects and evaluates each box, package and envelope that arrives in the Mailroom and determines the mode of transportation to be used (i.e. Fed-Ex, Purolator, Helix, Air Mail, Surface Mail, Go Labels, IUTS, Intercampus Mail or Fax). On average, 470 pieces per week are handled (incoming and outgoing).

Custom and Processing Requirements for Couriers:

- Provide high quality service to customers, advising them on all aspects regarding couriers. Ensure address information, phone numbers and any other necessary information has been supplied by customers. Coordinate the export of international shipments in compliance with all domestic and foreign customs laws and regulations. Incumbent is responsible for verifying that all required information is provided, the contents are properly identified and disclosed. The Incumbent compiles the information given, then composes a detailed form that is accepted worldwide for customs verification. In addition, the Incumbent determines the nature of goods, value, cost and country of origin for each shipment and prepares customs and trafficking documents. All goods for international export must be assigned a HS (Harmonized System) code pertaining to its category as classified by government standards. Detailed information is obtained by accessing a recent tariff lexicon.
- Provide documentation to the Federal Communications Commission (for computer hardware), Toxic Substance Forms for any item carrying liquid (pens/highlighters) and give manufacturer's name, address and phone number for all clothing items being shipped to the USA, and include whether fabrics are knit or woven. The incumbent must be aware that any misrepresentation of goods could result in substantial fines under AMPS (Administrative Monetary Penalty System) for the Richard Ivey School of Business or Ivey Management Services.
- Prioritize competing deadlines from departments.

General Shipping

- Provide knowledgeable guidance and information in response to customer questions regarding couriers vs. mailing which involves forecasting costs and delivery timeframes.
- Determine transportation and distribution requirements (where is it going, what is required to get it there, will someone be at receiving end, is the loading dock appropriate and meets unloading requirements).
- Monitor service rates and select the most cost effective and efficient service to minimize transit times and reduce transportation costs, loss in transit and damage. This includes acquiring rates for specific periods of time with individual courier companies.
- Search and find all waybill and tracking numbers for customers when required. Investigate and trace lost shipments by computer and follow-up with courier company via phone. Responsible for finding lost shipments and recouping costs for lost and damaged goods.
- Receiver for all incoming courier packages, an average of 150 per week. Responsible for notifying recipients via email or phone when courier packages have arrived and for making arrangements to hold or deliver these shipments. The Incumbent is cognizant of the effect that lost or misplaced packages may have on staff, faculty and departments, and potentially on classes, deadlines, meetings and travel plans.
- Implement new procedures and processes when needed to ensure compliance with modes of transportation, customs and other government agencies, laws and regulations. Keep abreast of changes in government shipping regulations and policies.
- Coordinate Ivey Publishing outgoing sales couriers and coordinate the Ivey Publishing print job deliveries to the Mailroom from the Business School Copy Centre.
- Maintain files of daily manifests of outgoing shipments for several different companies. Generate month end reports with detailed allocations and reconcile courier invoices for the Finance Department. Incumbent has access to all Richard Ivey Business School speed codes and Ivey Management Services account numbers. Ivey and IMS manifests are filed separately for billing purposes.
- Prioritize competing deadlines from various departments.

2. SUPPLIES – 23%

- Formulate and maintain a precise inventory of over 260 standard stationary supplies.
- Investigate, analyze and suggest products that may be less costly and of comparable quality (i.e. encourage customers to use other products and not order expensive or unnecessary supplies). Gauge future requirements and assess potential cost savings. Maintain good working relationships with several external suppliers in order to achieve the best available prices for special orders. Place large orders with WOS (Western Office Supplies) 3 times weekly, purchasing average of \$12,000 monthly.
- Examine and organize existing inventory on a regular basis and determine which stock items are no longer necessary and should be discontinued. Items that are frequently being special ordered are to be added as a regular stock item in order to reduce waiting periods. Incumbent follows established purchasing practices to maintain inventory.
- Responsible for mass paper order (approximately 35 boxes each week) to ensure each department has sufficient paper for the week. This involves inspecting all paper copier rooms (approximately 11 rooms on campus), contacting the 3 offsite locations, ordering and coordinating the delivery of the paper.
- Record daily log of generated sales with corresponding internal department speed codes for billing purposes.
- Receive, process and distribute supply orders within one day after the request is received (an average of 100 transactions per week).
- Distribute and store all exam materials (booklets, CD's) in a secure environment while keeping a running inventory of outgoing and returned/unused materials.
- Organize inventory of generic Ivey logo letterhead folders, #10, 9x12 and 10x13 envelopes, ensuring stationary is kept in a secure environment internally and at offsite storage (Carters Printing).
- Share responsibility to update the Supplies Access System Database with co-worker, and ensure expenses are recovered by providing month-end reports to the Finance Office. Account, product and price information are to be updated in database as required.
- Incumbent and co-worker share responsibility to coordinate annual supplies inventory and submit it to the Finance Office for review by external auditors.
- Incumbent possesses the VISA information for both UWO & IMS and has authorization for its use for supply orders from external sources.
- Complete purchase orders and sign off on all invoices. Keep accurate account information for all UWO speed codes and IMS accounts.
- Sell an average of \$10,000 standard stationary supplies monthly. Research products and provide customers with costs and time frames for delivery.
- Organize a large inventory with minimal storage space.

3. MAIL – 14%

- Communicate changes in postal and shipping regulations, delivery timeframes and rates to customers. Provide information and assistance with packaging and cost effectiveness issues regarding mail.
- Sort and process mail and select the most suitable method for it to be sent. Update, organize and adjust the internal mail board sorting system as needed to incorporate changes in personnel in the Ivey community.
- Outsource mail to SLB Mailroom using the appropriate number sequence given, which corresponds with Ivey departmental speed codes and accounts
- Arrange to deliver mail on a daily basis to staff and faculty on main campus (35 internal locations) and to four external locations.
- Coordinate distribution and delivery of Copy Centre orders (exams, teaching materials, Ivey Publishing Sales, updates etc.) within Ivey and four external locations, within specific timeframes.
- Retain open lines of communication with Central Mailroom at UWO to ensure that changes in delivery and policies are known in advance.
- As needed, search Canada Post website and speak with Canada Post representative regarding policy, rate and requirement changes.

4. MAIN SWITCHBOARD – 14%

- Operate and update the automated attendant for Ivey's main telephone number and provide personal, efficient and knowledgeable service to callers who have not utilized the attendant. Prioritize calls between the two line phone system. Voicemail messages that have been left after hours should be responded to as soon as possible.
- The Incumbent is to be aware of the school's programs, conferences, activities and changes in faculty/staff to provide customers with accurate information.
- Oversee Ivey's main fax line; notify staff/faculty/students of the fax arrival, hold or deliver to recipient.

OTHER DUTIES (less than 10%)

5. OTHER DUTIES – 5%

Substantial self direction and initiative required to:

- Inform the Ivey community of policies and procedures in place or changes via detailed emails.
- Communicate service requests to caretakers on a daily basis.
- Provide assistance to students and visitors who may arrive in the Mailroom seeking information.
- Give information to individuals about the Ivey shuttle and communicate requests to shuttle driver.
- Maintain records of off-site storage of supplies at Carter's Printing and supply storage within the school.
- Order, replenish and deliver beverage supplies for PhD students from an outside supplier.
- Coordinate water delivery in Ivey building and other external locations using current contract with Culligan
- Other duties as required.

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

- Training and guidance for new employees (temporary/casual Mailroom staff)
- 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 type="checkbox"/>	<input checked="" type="checkbox"/> Complete Composition <input type="checkbox"/> Partial composition with general direction (verbal or written) <input type="checkbox"/> Prescribed format	Email to transmit or gather information regarding mail/courier and supplies services to/from customers; to communicate changes in services; to prepare customs, brokerage and government documentation for imports/exports.
Reports: <input type="checkbox"/>	<input checked="" type="checkbox"/> Complete composition <input type="checkbox"/> Partial composition ... <input type="checkbox"/> Prescribed format	Month-end reports for Finance office. Year-end reports for Finance office
Other: <input type="checkbox"/>	<input checked="" type="checkbox"/> Complete composition <input type="checkbox"/> Partial composition ... <input type="checkbox"/> Prescribed format	Letters to suppliers for formal complaints, reimbursement purposes, problems and concerns

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

- College diploma or secondary school diploma with completion of some post secondary education, two or more years of experience working in a service-oriented environment, preferably in a business or educational setting.
- Superior organizational and planning skills in order to co-ordinate multiple demands while maintaining a commitment to exceptional customer service.
- Effective time management and organizational skills are required to efficiently and accurately process an estimated \$2,500 per week in outgoing shipments and approximately \$12,000 in monthly supplies sales.
- Attention to detail is critical when completing export documentation and completing other tasks.
- Excellent interpersonal, oral and written communications skills.
- Ability to maintain flexibility and handle multiple demands in a fast-paced, busy and interruptive environment. Willing to go above and beyond for customers.
- Ability to work independently, with minimal supervision and a high degree of initiative, while functioning as a member of a cohesive team.
- Due to frequent competing demands, the Incumbent must demonstrate a positive, constructive approach to dealing with workplace challenges through excellent judgment and logical thinking.
- Knowledge of Canada Post regulations (guides), automated shipping programs and Canadian customs regulations is an asset.
- Ability to lift, stack and move heavy boxes (up to 50 lbs.) and stand for the majority of the workday; ability to push service carts up and down the ramps within building (some are carpeted, others are not).
- Working knowledge of computers and software (Microsoft Office, Access, Outlook). Ability to adapt to new technology requirements in order to keep systems current and flexible.

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

The functions in the Mailroom are performed by two Mailroom Clerks with no direct supervision for daily tasks. Clerks are equally knowledgeable in all aspects of their jobs. Daily tasks are completed independently or jointly by requesting the assistance of the other person. The Manager of Facilities & Services is contacted as required to discuss workload issues, policy or service changes, personnel issues and overtime requirements.

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

- Daily operations, decisions in all couriers, mail and supplies services.
- Negotiation of rates for all courier companies.
- Maintenance of current account list for Mailroom at SLB.

- Advise customers on all aspects of services to meet individual needs at lowest cost possible.
- Communicate any changes in postal and shipping regulations to customers.
- Reconcile monthly expenses (couriers, supplies etc.)
- Take initiative to keep abreast of changes to postal, shipping and customs regulations.
- Inventory process.

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

- Requests for non-standard services or supplies.
- Personnel and customer issues that can't be resolved.
- Vacation and overtime requests.

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

Daily:

- Select the most appropriate courier company in accordance with customer needs, the costs involved, the service levels provided; prepare documentation, meeting daily deadlines.
- Provide advice and options regarding requests for stationery and supplies. Suggest products that may be less costly and of comparable quality.
- Maintain adequate inventory of stationery and supplies, update database as required, estimate future requirements and assess potential cost savings if bulk orders are made.
- Main switchboard – answer enquiries or forward to appropriate department or person
- Receive and sort incoming mail, faxes, teaching materials, sort and apply account numbers to mail being sent to SLB mailroom, open and redirect mail as may be appropriate, always maintaining confidentiality
- Prioritize tasks and provide backup support to co-worker as necessary
- Customer service inquiries from staff, faculty, students regarding mailroom procedures and assistance.

Weekly:

- Reconcile courier billing for Finance department and authorize with signature

Monthly:

- Prepare month-end reports for shipping, courier, supplies expenses incurred for Ivey Finance Office

Annual:

- Coordinate annual supplies inventory

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.

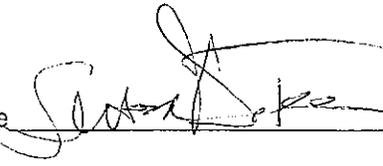
CONTACT'S TITLE (e.g. Purchasing Agents)	LOCATION (inside outside) dept dept	FREQUENCY (dly wkly mthly)	PURPOSE OF THE COMMUNICATION (e.g. to provide information concerning...)
Staff of departments (Deans, HBA, MBA, EMBA, PHD, Advancement, IT, Library, Learning Technology Resources, Career Management, Finance, Marketing & Comm.)	Ivey/Spencer	daily	courier, supplies, mail services
Faculty	Ivey/Spencer	daily	courier, supplies, mail services
Faculty Assistants	Ivey/Spencer	daily	couriers, supplies, mail services
Students (PHD, MBA, HBA, EMBA)	Ivey/Spencer	daily	couriers, supplies, mail services
Ivey Publishing	Ivey	daily	couriers, mail services, supplies

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...)
Business School Copy Centre	Ivey	daily	deliveries, couriers, requests
Central Stores	UWO	daily	supply orders
Federal Express	External	daily	international couriers
Purolator	External	daily	various courier locations
Helix	External	daily	local couriers
Caretakers	Internal	daily	requests & deliveries
Shuttle Bus Driver	Internal	daily	requests & deliveries
SLB Mailroom	Internal	daily	mail services
UPS	External	daily	deliveries
Canpar	External	daily	deliveries
DHL	External	daily	deliveries
Carters Printing	External	weekly	stationery
Purchasing	UWO	weekly	couriers
Canadian Tire	External	weekly	supplies
Canada Post	External	weekly	deliveries & services
Carlson Wagonlit	External	weekly	couriers
Dolce International (Spencer)	Internal	weekly	requests & services
Nationwide Gourmet	External	weekly	supplies & delivery
UTI Custom Brokers	External	as required	customs
Avenue Industrial Supply	External	as required	supplies
Robert Q	External	as required	couriers
Rapid	External	as required	shipping large items
Culligan	External	as required	contract & deliveries
Central Sorting Mailroom	UWO	as required	campus mail
OE Canada (Toshiba)	External	as required	services
Truce Edmeades	External	as required	supplies

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

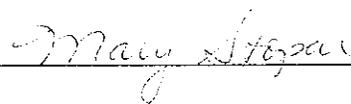
Staff Member:

Susan Di Trolio

Present Classification Clerk IV Signature  Date Feb 11/08

Supervisor:

Mary Stopar

Signature  Date Feb 11/08