

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: Wanda Woytaz
Title: Coordinator, Facilities & Services
Phone: # 82909
Email: wwoytaz@ivey.ca
Department: Richard Ivey School of Business

(B) Position Information:

Current Incumbent: Wanda Woytaz
Current Classification: Clerk 4
Classification Being Appealed: Clerk 4
Date Evaluation Results Letter Received: May 28, 2008

(C) Information Required For Job Evaluation Appeals Committee

Reason for the appeal: Please find attached.

Thank-you

Wanda Woytaz

Supporting Information (Optional):

(Attach an additional page if more space is required)

(D) Approvals:

Signature of Person Appealing: Wanda Woytaz Date: June 5, 2008

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

June 6th 2008

Job Evaluation Appeal Committee (JEAC) c/o Human Resources.

Job Evaluation Appeal for:

Wanda Woytaz

Coordinator, Facilities and Services Department

Richard Ivey School of Business

The reason for this appeal is due to the significant changes in my job responsibilities since last evaluated in 2006. As an equal team player of the Facilities and Services department, I feel that a Clerk 4 classification does not justify the level of my responsibilities. Please note, the team members of the Facilities and Services department equally share the responsibilities that are required to meet the needs of the Ivey Community.

The following description outlines the different types of categories that I coordinate and am responsible for:

Facilities and Services Coordinator:

Coordinating building maintenance requests for facilities services for faculty, staff and students; producing work order requests for the UWO Physical Plant Work Control Centre.

Maintaining records of outstanding maintenance and service requests and implementing follow-ups to ensure all requests are completed in a timely manner; communicating delays or changes to the parties involved.

Responsible for undertaking regular classroom and study room inspections to determine maintenance requirements and submitting such requests/work orders to the UWO Physical Plant Department.

Analysing office and furniture set-ups to ensure each faculty and staff member is provided with basic ergonomic furniture and office requirements.

Providing maintenance checks of all fax machines, and coordinating service order requests for all digital photocopiers with OE Digital Office Solutions for the following buildings: Ivey, Spencer Leadership Centre, Somerville House and the HSB.

Maintain and update the internal directory signage system which includes: all directory boards, directional signage and other information signage. Coordinating and ordering

changes with an outside supplier to produce updates for name tags for new faculty and staff.

Building Maintenance:

Act as a liaison with the UWO Physical Plant Department and off-campus agencies in managing internal building operating serviced and functions of the Ivey Building (HVAC, electrical, plumbing, painting, security and caretaking services). Inspects repair work in progress for quality of workmanship and compliance with specifications

Ensure that the design and maintenance of the Ivey building systems meets legislative and health and safety requirements.

Responsible for the ongoing building maintenance of checking classrooms and study rooms, reporting all items requiring repair (electrical, carpentry, furniture, paint). This is required three times annually to ensure classrooms and study rooms are in good presentation and condition for the upcoming class sessions. Daily operation, decisions and arrangements for maintenance and service requests are ongoing.

Maintenance Schedules:

Coordinates and plans the maintenance schedule for all caretakers within the Ivey building. To reduce the number of conflicts with students and other users, daily written reports are provided and communicated to all Ivey caretakers advising them when classrooms are available for maintenance.

Produce quarterly reports to the Facilities/Services Manager regarding the status of classroom and study rooms.

Room Reservations Coordinator:

Responsible for coordinating and processing room reservations for the Ivey Community including requests from the Dean's Office, Career Management Services, Advancement Department, HBA and the MBA Student Services located at the Speaker Leadership Centre.

Responsible for developing and implementing changes to the reservation and security system; ensuring system upgrades are conducted in order for the system to operate effectively and efficiently; coordinating on-going development and installation of the integrated card-access security system, which controls all building exterior and interior doors to classrooms, study rooms, the Dean's Suite, Internet Café, IT Centre, Advancement Office and internal traffic areas.

Provide effective management of the Ivey Room Reservations System to ensure continued authorized and accessible use of all building facilities.

Change system alarm codes for the Dean's Suite, the IT Department and Advancement Services; database/system programming for faculty, staff, students, visitors, and Campus Police Services.

Review classroom and other space reservations and program all door codes, adjusting if necessary to meet new reservations requirements.

Coordinate and process Room Reservations requests that are sent via email to my attention from members of the Ivey Community, such as Faculty assistants, Deans' Office, Career Management Services, Advancement, HBA / MBA program services as well as the HBA, MBA, and PhD students who request classroom space to practice presentations or prepare reports in evenings or weekends.

Atrium Logistics Coordinator:

Coordinate all Atrium reservations regularly to ensure every aspects of events run smoothly, avoiding any problems that may arise. A typical event will include the following logistics: coordinate and organize event description with the person hosting the event, furniture set-ups via external contractors, ensure audio visual requirements are covered, liaison with Great Hall Catering for food services and liquor requirements, and arrange maintenance services for each event. Examples of detailed events are: Deans' Office (Town Hall meetings) with faculty or students, Homecoming Weekend, departmental events such as Career Management Company Information Sessions, Student club events, CORS conference, The Energy Conference directed by the Deans' Office.

Health and Safety Coordinator:

Planning and providing a safe, healthy and functional physical environment within the Ivey building.

Ensuring compliance is met with various Health and Safety programs and/or regulations, i.e. staff certification of WHMIS, First Aid, Fire Prevention, Emergency Preparedness; building inspection, safety and maintenance.

Act as the Ivey representative for all OH&S building inspections, and maintain the Ivey OH&S bulletin board.

First Aid Coordinator for Ivey's Safety Program:

Act as the First Aid Coordinator for Ivey's Safety Program, and am the main contact for Preparation for the Workwell Audit. I provide ongoing updates for all First Aid Kits and post current first aid contact names throughout the building. I organize and set-up first aid course registration for all interested staff members through Occupational Health and Safety, and act as the Ivey liaison for the annual Building Inspections in cooperation with the representatives of the UWO Health and Safety Inspection Team, and following through with the compliance orders.

Responsible for coordinating and liaising with all seven in-house certified First-Aid Representative in Ivey; ensuring that all representatives are aware of their duties and responsibilities regarding the first-aid kits; provide on-going updates to all first aid kits and posting current first-aid conduct names throughout the building.

Ensuring first-aid representatives are current with their first-aid training through Western's Occupational Health and Safety Program; coordinating and communicating updates regarding health and safety within the Ivey community (i.e., Work Well and WHMIS training, etc.).

Coordinating WHMIS training for all new employees (IMS), and ensuring special login and password information is provided for the training program.

UWO Telecommunications Coordinator:

Coordinating and requisitioning all telecommunications installation, telephone relocates and removals for the Ivey building, Spencer Leadership Centre, Somerville House and the HSB building. Accountable for: submitting proper account information; submitting requests for long-distance calling cards for faculty and staff, and arranging all Meet-Me Conference calls. Receive and review monthly telephone statements for all faculty and staff within their departments.

UWO Directory Coordinator for the Ivey Building, Spencer Leadership Centre, Somerville House and HSB building: Update all data information for faculty, staff and departmental data information in the UWO website.

Coordinator, Annual Publication of the Ivey Who's Who Directory Book:

Responsible for all aspects of producing Ivey's Who's Who Directory Booklet. This includes liaising with faculty and staff to obtain updated titles, personal data and photos used for the booklet. Working with an outside/off-campus publisher to produce the booklet; proof-reading drafts and signing-off on final draft for the production of six-hundred copies for print.

Mail and Supplies:

Provide backup assistance in absences of two full-time staff and during peak periods, and holidays.

Provide timely mail delivery and pickup services to faculty and staff in Ivey, Lawrence Centre and coordinate pickup and drop off to Somerville and Spencer locations.

Process incoming and outgoing mail, use correct account numbers and select the most appropriate methods of sending mail.

Maintain adequate inventory of stationery and supplies, assist in annual supplies orders from faculty and staff.

Answer Ivey's main telephone number, provide appropriate information to callers or forward the calls to appropriate department. Keep abreast of upcoming events (i.e., conferences) and changes within the School and within the faculty and staff areas.

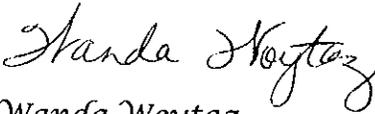
UWO Archives Research and Collections Centre:

Coordinating the materials distribution program for transfer and retrieval of collections and records for faculty and staff that archive and retrieve records from the UWO Archives and Research Collection Centre.

Communicate and coordinate with the head of the UWO Archives the details involved for storing historical items from the Deans' office, Human Resource Office, Advancement, and MBA/HBA program.

Thank you in advance for taking the time to review this appeal, your consideration with this matter is greatly appreciated.

Regards,


Wanda Woytaz

Coordinator, Facilities and Services

Richard Ivey School of Business

The University of Western Ontario

1151 Richmond Street, N.

London, ON N6A 3K7

Tel: 519-661-2111, Ext. 82909

E-mail: wwoytaz@ivey.ca

July 7, 2008

Subject: Facilities Assistant

The following is in response to the request you have received to reclassify the Clerk 4 position in the Facilities Management Department.

It is our opinion that the current classification accurately reflects the job functions, accountabilities, scope, and level of responsibility. The position, originally evaluated in 2004 at the Clerk 3 level, was upgraded to Clerk 4 following a JEAC appeal in 2006. Below is a summary of the position's major responsibilities as they were in 2006 and as they are listed in the most recent update:

	2006 job description	2008 job description
Scope:	The incumbent provides support for the Manager, Facilities; the room reservation, security system and the mail room functions.	The incumbent provides support for the Manager, Facilities; the room reservation, security system and the mail room functions.
Duties:	<p>Total Time: 45%</p> <ul style="list-style-type: none"> Room reservations – provide daily assistance to the Facilities Coordinator and provide coverage in his absence (make room reservations, update Chubb-card-access security system; change alarm codes; add and/or disable access cards) <p>Total Time: 40%</p> <ul style="list-style-type: none"> Facilities/Building Maintenance - gather requests for facilities services; submit orders to Physical Plant; maintains log of outstanding requests; conduct classroom and study room inspections for maintenance purposes; process requests for telecommunication services; update Ivey internal phone list; submit requests to UWUO ITS; maintain internal signage system; coordinate office equipment maintenance and cleaning schedules with maintenance staff; coordinates off site storage of documents at Weldon Archives; acts as a liaison for OH&S annual inspections 	<p>Total Time: 45%</p> <ul style="list-style-type: none"> Building Maintenance – process requests for maintenance summarize classroom and study room reservations for the maintenance staff; undertake class and study room inspections to determine maintenance needs (3x/yearly); participate in OH&S inspections; maintain internal signage system; coordinate spring cleaning of Ivey facilities; process requests for telecommunication services; review monthly phone statements for accuracy; update on-line directory; update Ivey database for the internal phone directory; coordinate first aid program; coordinate archiving of items with Western Libraries Archives; coordinate annual production of Who's Who <p>Total Time: 40%</p> <ul style="list-style-type: none"> Room Reservations: coordinate request for Atrium reservations and provide daily assistance to the Facilities & Reservations Coordinator (process

	2006 job description	2008 job description
	<p>Total Time: 15%</p> <ul style="list-style-type: none"> Provide back up assistance for the mail room (Mail pick up and delivery, courier services, provide supplies as requested; maintain inventory of supplies and stationery; answer Ivey main phone line) 	<p>room reservations, update Chubb-card-access security system, change alarm codes, add or delete access cards)</p> <p>Total time: 15%</p> <ul style="list-style-type: none"> Provide back up assistance for the mail room (Mail pick up and delivery, courier services, provide supplies as requested maintain inventory of supplies and stationery; answer Ivey main phone line)
<p>Level of Responsibility and Decision Making:</p>	<p>The incumbent completes assigned tasks and provides daily assistance to the Facilities Manager. The incumbent serves as a back up person for room reservation and mail room and supplies areas. The incumbent must be knowledgeable about the required processes and procedures 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.</p>	<p>The incumbent completes assigned tasks and provides daily assistance to the Facilities Manager. The incumbent coordinates requests for Atrium reservations and serves as a back up person for room reservation and mail room and supplies areas. The incumbent must be knowledgeable about the required processes and procedures 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.</p>
<p>Supervisor Availability:</p>	<p>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.</p>	<p>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.</p>

There has been no significant change in the Facilities Assistant's duties, responsibilities and tasks as outlined in the 2006 and 2008 job descriptions.

The Facilities Assistant position is one of four UWOSA 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.

Facilities Assistant – Clerk 4

Completes duties/assignments as described above. Incumbent processes request for building maintenance and Atrium reservations, provides daily assistance to Facilities Manager; provides back up for Facilities Coordinator and Mailroom Clerks. The incumbent consults Manager on unusual or more complex issues.

Mailroom Clerk IV (2 positions)

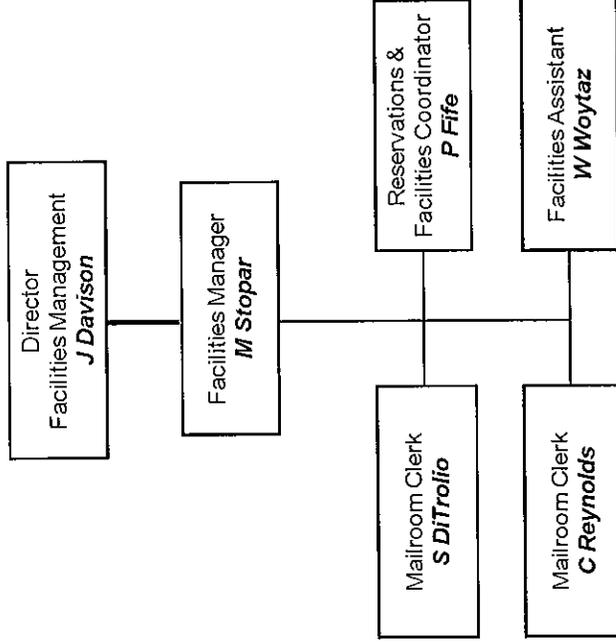
Both clerks are responsible for the day-to-day operations of the mail room; coordination of mail delivery among 3 locations; timely mail pick up and delivery, couriers; special shipping arrangements; international shipping; order supplies – monitor cost efficiency, recommend product, maintain inventory. Provide back up for Facilities Coordinator if needed. The Clerks report to Facilities Manager; consult Manager on system and policy/procedure issues.

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



Mary Stopar
Manager, Facilities Department
Richard Ivey School of Business

FACILITIES MANAGEMENT



UWOSA JOB EVALUATION RECORDING FORM

**Office Support Plan
(APPEAL)**

Dept: Ivey Business School
Dept. Num. 240100
Incumbent: Wanda Woytaz
Citite Mem.Present: UWOSA: L. Johnson, J. Millette, M. Parker,
 ADMIN: C. Bumbacco, V. Smith, C. Zrini

Job Title: Coordinator of Facilities

Eval. Date: July 28, 2008

	FACTOR	COMMENTS	SUB FACT	DEGREE	PTS	Profile		
						-	=	+
I	Job Knowledge	Post secondary with 3 to 5 years experience	Educ	3				
			Exper.	E	85			
II	Initiative	Accountability using awareness of Western's policies and procedures						
III	Complexity/Judgement	Variety of work, work is standardized		4	55			
				3	25			
IV	Contacts	Routine and internal						
V	Errors	Awkward errors that may impact workflow for others		2	20			
				3	45			
VI	Supervision of Others	No direct supervision of others	Char.	1				
			Scope	Any	5			
VII	Effort/Demands	Frequent walking						
VIII	Physical Environment	Not always just in mailroom		2	30			
				2	20			

CLASSIFICATION ASSIGNED

Total Pts: 285

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	PRESENT INCUMBENT	POSITION IDENTIFICATION		
020029973	SURNAME Woytaz	INITIALS W. C.	DEPT. NO 020B	P.S. JOB CODE S516

BASIC POSITION INFORMATION

DEPT. NAME Richard Ivey School of Business

SECTION NAME Facilities & Services

LOCATION Richard Ivey School of Business

WORK WEEK HRS. 35

SUPERVISOR SURNAME Stopar **INITIAL** Mary **PHONE** 83873

FOR SALARY ADMINISTRATION USE	
CLASS'N	_____
CLASS'D	_____ EFFECT _____
	Date Date
ANALYST	_____

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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1. FACILITIES: 45%

Building Maintenance

- Process requests for building maintenance from faculty, staff and students, forward to UWO Physical Plant Dispatch via email (urgent matters are called in). Incumbent maintains log of outstanding maintenance and service requests and follows up to ensure all work is completed in timely manner, communicating any delays or changes to customers.
- Summarize daily classroom and study room reservations (3:00 p.m. – 10:00 p.m.) for the maintenance staff on the afternoon shift so that they can coordinate their schedules to accommodate the School's requirements. Incumbent ensures any issues regarding availability of the classrooms are communicated with the staff.
- Undertake routine classroom and study room inspections to determine maintenance requirements and submit orders to Physical Plant (this should be undertaken minimally three times/year, during reading week, and after exams are completed in April and December).
- Participate in annual OH&S building inspections and maintain the OH&S informational bulletin board.
- Maintain and annually update Ivey's internal directory signage system which includes directory boards, directional signage and other informational signage
- Coordinate scheduling of spring-cleaning of Ivey facilities with UWO Physical Plant Caretaking staff.

Telecommunications

- Coordinate all Meet-Me-Conference calls for faculty and staff.
- Gather and evaluate requests for telecommunications services, submit requests and changes to UWO Information Technology Services - Telecommunications with proper account information.
- Review monthly telephone statements received from UWO ITS to ensure proper accounts are being charged for new services and that cancelled services have been removed from the statements.
- Update Ivey faculty, staff and departmental data in the UWO on-line directory as required.
- Update the Ivey database for the internal directory printed annually.

Other

- Coordinate First Aid Program. Post current first-aid contact names on first-aid posters within the building. Ensure there is a certified first-aid representative assigned to each kit and that all representatives are aware of their duties and responsibilities. Ensure first-aid representatives are current with their first-aid training through Western's Occupational Health and Safety Program; coordinate and communicate updates regarding health and safety within the Ivey community (i.e. WorkWell and WHMIS training). Coordinate WHMIS training for IMS employees, and ensure special login and password information is provided for the training program.
- Ensure key operator for each copier is replaced when staff depart, inform service provider to update their records, coordinate training sessions for key operators as required.
- Coordinate archiving and retrieval of items of historical or other value with Western Libraries' Archives and Research Collections Centre.
- Coordinate the annual production of Ivey's Who's Who Directory booklet. Includes liaising with faculty and staff to obtain updated titles, personal data and photos used for the booklet. Coordinate printing with off-campus publisher, proof-read drafts and sign-off on final draft for the production of 600 copies.
- Provide assistance to Manager – Facilities & Services as may be required.

2. ROOM RESERVATIONS:

40%

- Coordinate all requests for Atrium reservations. Responsible for coordinating logistics with host of each event (set up requirements for caterers, maintenance services, furniture setups are arranged via internal or external contractors). Ensure internal and UWO policies (i.e. UWO Alcohol Policy) are followed for all events. Examples of functions held in the Ivey Atrium would be: Deans' Office Town Hall meetings for faculty and students, Homecoming, weekly events such as Career Management company information sessions and student club events.
- Provide daily assistance as required to the Facilities & Reservations Coordinator; provide coverage in absences:
 - process room reservations for the Ivey Community, including the Deans' Office, Career Management, Advancement, HBA Program Services and MBA Program Services (located in the Spencer Leadership Centre), HBA and MBA students. Faculty, staff and students may contact Incumbent directly, in person or via email, to request room reservations.
 - update integrated Chubb card-access security system (controls several exterior and interior doors, all classrooms and study rooms, Deans' suite, Internet Café and internal traffic area control points) as required, in conjunction with the reservations system, to ensure authorized and accessible use of the facilities. Change alarm codes for the Deans' suite, IT and Advancement Departments as required. Enter and delete student, faculty, staff, visitor, Police access cards as required. The Reservations Coordinator sets the door schedules weekly based on the reservations. If reservations are added or changed during the week, the door schedules have to be checked and possibly updated. Alarm code and card changes are typically made when someone starts or ends employment with the University.

3. MAIL & SUPPLIES:

15%

- Provide backup assistance in absences of two full-time staff and during peak periods:
 - provide high quality service to customers, advising on all aspects of mailing, shipping, courier, customs, packaging and delivery timeframes to meet individual needs at lowest cost possible.
 - provide timely mail delivery and pickup services to faculty and staff in Ivey and Lawrence Centre and coordinate pickup and drop off deliveries to faculty located in LHSB, Somerville House and Spencer.
 - process incoming and outgoing mail and couriers, use correct account numbers and select the most appropriate methods of sending.
 - maintain adequate inventory of stationery and supplies; provide advice regarding requests for stationary and supplies orders from faculty and staff, assist in annual supplies inventory for review by external auditors.
 - answer Ivey's main telephone number, provide accurate information to callers or forward the calls to appropriate department/person. Keep abreast of upcoming events (i.e. conferences) and changes within the School and within the faculty and staff areas.
-

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)	

n/a

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

- Training and guidance for new employees (casual assistance in Mailroom only)
- 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 type="checkbox"/> Partial composition with general direction (verbal or written) <input type="checkbox"/> Prescribed format	Emails to transmit or gather information.
Reports: <input type="checkbox"/>	<input type="checkbox"/> Complete composition <input type="checkbox"/> Partial composition ... <input type="checkbox"/> Prescribed format	
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?

- Post-secondary education, 3 – 5 years of administrative experience working in a service-oriented environment.
- Strong interpersonal and communications skills to relate effectively with a wide variety of contacts.
- Ability to be flexible and deliver high quality customer service in a demanding, fast-paced and constantly changing environment.
- Excellent planning and organizational skills to manage multiple demands and highly coordinative aspects of job, strong analytical skills, proven attention to detail, aptitude for accuracy and thoroughness.
- With minimal supervision, ability to work independently with a high degree of initiative and accuracy, while functioning as a member of a cohesive team.
- Knowledge of postal and courier systems 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 a full mail cart, including up and down ramps within the building.
- Working knowledge of computers and software (Windows, Word, general knowledge of database systems). 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.

Reports to Manager, Facilities & Services. Works independently to complete daily tasks, providing updates to Manager as required regarding outstanding facilities or service issues. The Manager is contacted as required to discuss workload issues, policy queries, and personnel issues such as time off and overtime requirements.

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

- Daily workload priorities
- Daily operations decisions and arrangements for general maintenance and service requests to Physical Plant staff or contracted service providers.
- Assess telephone requests, problem solve and place work order requests to Telecommunications with proper account information.
- Authorize the use of the School's facilities in accordance with current policies. Ensure facility's integrated card-access security system is coordinated in conjunction with the reservation system to ensure authorized and accessible use of the facilities.

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

- Investigating, selecting and purchasing office equipment, furnishings and requests for alterations.
- Changes in services.

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

- organize and prioritize daily facilities and services requests
- when providing coverage in another area, plan day based on requirements/work load
- coordinate logistics for all Ivey Atrium events
- annual production of Ivey's Who's Who directory booklet
- coordinate Ivey's safety program as changes occur

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...)
Faculty and Staff – RISB	inside	daily	collect and process service requests, communicate information
Physical Plant	outside	daily	service requests and exchange of information re trades, custodial services
Telecommunications	outside	daily-weekly	service requests
Babinsky & Associates	outside	weekly	liaise with faculty/staff provide access

Occupational Health & Safety	outside	annually	annual safety inspection; first aid coordination
Chubb Security	outside	as required	problem resolution
Sterling Marking Products	outside	annually or as required	directional signage/directory boards
LaVoie Engraving	outside	as required	ordering nametags for faculty/staff
Carter's Printing	outside	annually as required	annual production of Ivey's Who's Who directory booklet
UWO Archives Research Collection	outside	as required	archiving and retrieval of items of historical or other value
OE Canada Inc.	outside	as required	service requests for copiers/update records
Plants & Company	outside	as required	maintenance of plants in building

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

Staff Member: Shanda Hoytaz

Present Classification SK + Signature Shanda Hoytaz Date Jan. 9, 2008

Supervisor:

Signature M. Lopez Date Jan. 9, 2008

**POSITION DESCRIPTION
QUESTIONNAIRE**

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

FACILITIES & SERVICES COORDINATOR

A. 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.

B. 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.

C. 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.

D. 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 *M. McQueen*

Department Head _____

Dean's Office _____

Date *Jan 9, 2008*