

**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: FRANCES HARDMAN
Title: CLERK
Phone: 519-661-3520 x 84566
Email: fhardman@uwo.ca
Department: BOOK STORE (HOUSING/FOOD SERVICES)

(B) Position Information:

Current Incumbent: FRANCES HARDMAN
Current Classification: CLERK IV
Classification Being Appealed: CLERK IV
Date Evaluation Results Letter Received: DEC. 14, 2010

(C) Information Required For Job Evaluation Appeals Committee

Reason for the appeal: The position of Clerk IV has become demanding with the increased volume of course materials new and used. With the takeover of the used Book store, this positions responsibility has increased with promotion and marketing of buy back to students and faculty through facebook, email and websites. Determining quantities to buy back from students, creating and maintaining a buyback list.

with these increased demands, I'm still responsible for maintaining and researching 7000 plus course materials, input of faculty orders, placing, tracing outstanding orders with suppliers. Alleviating potential problems answering questions from staff and providing backup to various departments.

Supporting Information (Optional):

(Attach an additional page if more space is required)

(D) Approvals:

Signature of Person Appealing: Frances Hardman Date: Jan 3, 2011

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: The Book Store
Dept. Num. 510100
Incumbent: Frances Hardman
Citite Mem. Present: UWOSA: K. Foullong, L. Johnson, J. Millette
 ADMIN: J. Asuncion, L. Brock, C. Zrini

Course
 Books
Job Title: Coordinator
Eval. Date: Jan-11

I	FACTOR	COMMENTS	SUB FACT	DEGREE	PTS	Profile		
						.	=	+
I	Job Knowledge	1-2 years work experience. 6 months to one year learning cycle	Educ	2	55			
			Exper.	D				
II	Initiative	Finds suppliers - functional independence		3	35			
III	Complexity/Judgement	Prescribed procedures, variety of tasks		3	25			
IV	Contacts	Interpretative, gets information, provides options to faculty		3	45			
V	Errors	Visible disruption to work of others		3	45			
VI	Supervision of Others	Incidental	Char.	1	5			
			Scope	A				
VII	Effort/Demands	Variety, volume, deadlines		2	30			
VIII	Physical Environment			1	10			

CLASSIFICATION ASSIGNED

Total Pts: 250

Group: _____ Salary Grade _____

Level: _____ 9 _____

Co-Chair Signatures: UWOSA: Karen Foullong

ADMIN: Joanna Asuncion

**POSITION DESCRIPTION
QUESTIONNAIRE**

**THE UNIVERSITY OF WESTERN ONTARIO
COMPENSATION DEPARTMENT**

UWO ID Number	PRESENT INCUMBENT SURNAME	INITIALS	POSITION IDENTIFICATION	
	Hardman	Fran	DEPT. NO	POS'N NO
			510100	SA4X12

BASIC POSITION INFORMATION

DEPT. NAME The Book Store at Western
 SECTION NAME Acquisitions
 LOCATION UCC
 WORK WEEK HRS. 35 hrs /week

FOR SALARY ADMINISTRATION USE	
CLASS'N	<u>Course Materials Asst SG 9</u>
CLASS'D	<u>Jan/10</u> EFFECT <u>Nov 10</u>
Date	Date
ANALYST	<u>JEAC</u>

SUPERVISOR SURNAME Murray, Gail INITIAL PHONE 83667

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	%
-----	--------------	---

Under the direction of the Course Materials Manager the Incumbent is responsible for the following duties:

Acquisitions:

Research approx. 7,000 plus course book titles per year. This involves extracting book information through correspondence with publishers/suppliers, Books in Print, publisher web sites and catalogues, library information systems to ascertain edition, availability, price, new, used. 65%

Handle faculty orders and inquiries regarding course book orders; on-line, in person, by phone, or email. Create Item Master and Course Planning screens in preparation of course book ordering in the Workware system. Maintain Workware system database, which includes: screening, adding, and deleting info relevant to text book ordering. Balancing inquiries and office duties to instill a calm work environment during extremely busy times.

Phone or fax course orders for new and used textbooks and trace or cancel outstanding purchase orders with suppliers and distributors. Negotiate alternative delivery methods on foreign orders, express or complex orders. Relay order status/ shipping information to departments and buyers to alleviate potential problems

Buy Back:

Coordinate the operations of student used book buyback. Work with wholesale company representative to organize dates/times marketing/advertising co-op and setup. Create and maintain a used book want list that is accurate and complete for distribution to wholesalers to fill used book requirements. Perform buyback transaction by paying students for appropriate books based on current demand, for resale of books in the bookstore, other college stores and wholesale companies. 25%
 Accountable for opening and closing bins and the printing of invoices for books purchased through the buyback module.

CCB:

Maintain the inventory database by inputting and modifying information regarding Custom Course packages. Responsible for printing, collating front and back covers, and generating purchase orders for Custom Course Books. 10%

NO. OTHER DUTIES (less than 10%)

Sort invoices and maintain the invoice file in the stock room in preparation for receiving merchandise.

Prepay pro-forma purchase orders by credit card or requisition a release of a cheque. Credit card purchases are frequently made via publisher/retailers ecommerce web sites.

Serve as backup in other areas of acquisitions, buyback, web orders, Custom Course Book office and sales floor during short-term absences, breaks and rush. Expected to acquire knowledge of on-going routines to be able to handle phone calls and inquiries relating to records at these positions.

Print orders and tracers for support staff in the absence of the Course Materials Manager and Buyer.

Train and assist acquisitions staff in performing duties.

Responsible for creating an invoice to accurately transfer inventory and arrange for shipment from the Book Store to Books Plus and other University departments.

Design and create power point presentations promoting course materials events for faculty, students, publishers and staff.

Receive and distribute incoming mail and faxes.

Ensure vouchers are printed for CDrom, ebook access code products.

Administrator on Facebook and Online Course Materials Adoptions

Compile materials from faculty to build a custom course package. Input data in the CCB and Access Royalty data base, creating a course package for class use.

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)	

none

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

Training and guidance for new employees Guiding new acquisitions staff in performing duties

Work distribution and/or verification of results Distribute course material requisitions for research and purchase orders for ordering and tracing.

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
Correspondence:	<input type="checkbox"/> Complete Composition	Compose documents corresponding information from the Book Store to faculty, departments and suppliers
	<input checked="" type="checkbox"/> Partial composition with general direction (verbal or written)	
	<input type="checkbox"/>	
	<input type="checkbox"/> Prescribed format	
Reports	<input type="checkbox"/> Complete composition	Course Planning, Item Master, Order Entry ICBB Buyback reports
	<input type="checkbox"/> Partial composition	
	<input checked="" type="checkbox"/> Prescribed Format	
	<input type="checkbox"/>	
Other:	<input checked="" type="checkbox"/> Complete composition	Compose buyback literature to be distributed to faculty and students through e-mail
	<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?

Advanced computer skills, must be a good typist/keyboarder, fast and accurate. Workware POS, Excel, Word and Power Point skills an asset in composing documents pertaining to the course materials department

Excellent clerical skills to ensure fast accurate handling of a very large volume of complex papers many of which have to be analyzed carefully to determine proper disposition.

Must have a good understanding of the procedures used in the Book Store for the acquisition of books and the files maintained at the position.

Must have knowledge of Publisher and Supplier Distribution patterns. Observe publishers policies as inventory control is based on individual policies. Investigate and determine correct supplier or distributor to acquire new or used books.

Incumbent must have the ability to handle relationships effectively because the position interacts with several Book Store divisions, faculty, and suppliers.

Excellent organization skills required

Complete understanding of internal forms and procedures

Must be flexible and able to change duties as required by incidence of the flow of work in acquisitions.

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

Expected to work with very little supervision, but frequently meets with Course Materials Manager

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

Independently resolve problems or conflicts to satisfy the needs of faculty during complex times.

Satisfy student requests regarding the buyback value of individual titles, specifically justification of quantities and prices on buyback lists, which are created by campus demand, are often questioned by students and faculty.

Analyze and make appropriate decisions on problems identified during the placing of purchase orders with suppliers. This includes title substitutions, out of stocks, shipping methods and all other issues to ensure purchase orders reflect correct invoice information to streamline the receiving of all course material orders. Corresponds all updates and changes to the buyers, faculty and special shipping arrangements to the receiving and shipping department.

Inquiries on all files allocated to the position. I.e. course book requisitions, publisher catalogues and policy file, and text list web maintenance

Identify availability of individual components sold separately vs. sold as a package/bundle

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

Any questions outside prescribed procedures and routines that cannot be resolved.

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

Coordinate and plan the operation of "Used book buyback" Ongoing

Daily planning of assigned duties. Daily

Create and co-ordinate an email mailing of early order reminders to faculty and departments. Timely orders enable course book acquisitions to provide textbooks to students for the start of class. Approximately 10,000 orders. Quarterly.

- 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 COMMUNICATION (e.g. Purchasing Agents)	LOCATION (inside outside) dept dept	FREQUENCY (dly wkly mthly)	PURPOSE OF THE (e.g. to provide information concerning...)
Suppliers: orders	outside/inside	daily	researching, tracing, placing and canceling
	outside	daily	prepaying supplier purchase orders by charge card/cheque
	outside/inside	monthly	communication with publisher sales representatives regarding course adoption information and company incentive programs
Faculty & staff textbook	outside	daily	faculty regarding Course material adoptions- and CCB inquiries
	outside	weekly course	Ivey School of Business: communication on all
	outside	daily current course	required materials, departmental liaison – correspondence of information, on-going Book Store promotions
	inside	and events daily	Bookstore accounts payable- supplier invoice discrepancy Bookstore shipping and receiving – incoming and outgoing shipments of books Floor staff - communicate current course material information, backorders, delivery timelines, any information to better serve our customers BooksPlus – transferring texts for various courses and special customer requests. Handles sales staff inquiries about faculty adoptions. CCB- communication on course related materials Web orders- delivery inquiries
Students:	outside students	weekly	Used book buyback- provide information to regarding prices, textbook listings and the BookStores web site, which offers students additional buyback options.
	outside	daily	Assisting off campus students with their course materials on-line or mail orders.

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

Staff Member

Present Classification SC4 Signature Francis Nardone Date Oct 15, 2010

Supervisor

Signature Gail Murray Date Oct 15, 2010

**POSITION DESCRIPTION
QUESTIONNAIRE**

**THE UNIVERSITY OF WESTERN ONTARIO
COMPENSATION DEPARTMENT**

FRAN HARDMAN - BOOK STORE

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 should be used to describe all staff positions covered under the U.W.O. Staff Association. Should you require assistance in completing this form, contact the Salary Administration Section at extension 2193.

C. INSTRUCTIONS

1. The information must be authorized (signed & dated) by the staff member, the immediate supervisor, and the Dean or Director before it is forwarded to the Salary Administration Section, Compensation 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 Paul Murray

Department Head AM

Dean's Office _____

Date OCT 25 2010