

SEP 13 2001

**APPEAL OF POSITION CLASSIFICATION FOR EMPLOYEES COVERED
BY UWOSA COLLECTIVE AGREEMENT
(Reference Collective Agreement Article 44)**

(A) Contact Information (for Human Resources use only):

Name of person requesting appeal: MARC STEWART
Title: CUSTOMER SERVICE REP
Phone: 83304
Email: MSTEWART@UWO.CA
Department: PHYSICAL PLANT

(B) Position Information (for Human Resources use only):

Current Incumbent: MARC STEWART
Current Classification: _____
Classification Being Appealed: _____
Date Evaluation Results Letter Received: _____

(C) Information Required For Job Evaluation Appeals Committee

(Please note that this section may be used for clarification of the existing information on the Position Description Questionnaire (PDQ). The Job Evaluation Appeals Committee is unable to consider any new information that has not been included on the PDQ – if this is the case a new PDQ should be completed and forwarded to Human Resources for evaluation.)

Reason for the appeal: The PDQ DOES NOT FACTOR IN THE FREQUENCY AND URGENCY OF these calls. These calls are often very important and have to be delt with with SPEED AND WITH UPPERMOST CARE. WITH THE HIGH NUMBER OF CALLS, WE EXPERIENCE A GREAT DEAL OF WORK STRESS. SOMEDAYS WE HAVE MANY EMERGENCIES, CALLED IN AND THEY REQUIRE IMMEDIATE RESPONSE. WITH OUR LIMITED RESOURCES, WE STRUGGLE TO GET THESE MAJOR PROBLEMS RESOLVED. AGAIN I HAVE TO STRESS THE FREQUENCY IS QUITE HIGH, COMPARED TO OTHER POSITIONS WE HAVE A LOT MORE STRESS, URGENCY AND RESPONSIBILITY.

(Attach an additional page if more space is required)

Signature of Person Appealing: Marc Stewart Date: Sept 11 - 2001

Please forward form to Human Resources, Room 262, SLB

<input checked="" type="checkbox"/> Employee	<input type="checkbox"/> Supervisor
<input type="checkbox"/> Dean (or designate)	<input type="checkbox"/> Budget Unit Head (or designate)
	<input type="checkbox"/> UWOSA



Western

The University of Western Ontario
Physical Plant and Capital Planning Services

MEMORANDUM

DATE: 01 Nov 2001
TO: Job Evaluation Appeals Committee
SUBJECT: Customer Service Representative - 440110 SA4X18

Regarding the appeal of the recent classification of subject position I offer the following comments.

The appeal refers to emergencies and their frequency. Within the context of Physical Plant operations, emergency is a term that denotes a high priority, urgent matter of a **facilities nature**. Examples include situations such as water main breaks, power failures, stalled elevators that are occupied. In this context it differs from emergencies which require University Police and/or Emergency Response Team involvement. These types of emergencies are of a **personal health & safety nature** and include situations such as fire, personal injury, vehicle accidents, etc.

Physical Plant "emergencies" require having the appropriate personnel respond to the situation within a specified timeframe. It is the customer service representative's responsibility to identify and dispatch such personnel.

Given the nature of "emergencies" it is difficult to comment on the frequency of such occurrences in terms of volume over time. However, since two individuals cover the Customer Service Representative duties over the operational day (9.5 hours), no one person would receive all such calls.

Mark Denomy
Director, Administrative Services

UWOSA JOB EVALUATION RECORDING FORM

Office Support Plan

(APPEAL)

Dept: Physical Plant
Dept. Num. 440110
Incumbent: Mark Stewart
Citte Mem.Present: UWOSA: C. Bender, M. Broadfoot
 ADMIN: C. Bumbacco, V. Smith

Job Title: Customer Service Rep

Eval. Date: 30 08 2001

	FACTOR	COMMENTS	SUB FACT	DEGREE	PTS	Profile			
						-	=	+	
I	Job Knowledge	Secondary School. Generally related experience	Educ.	2					X
			Exper.		C	45			
II	Initiative	Following established methods		3	35				
III	Complexity/Judgement	Routine		3	25				
IV	Contacts	Routine. Provides information		2	20				
V	Errors	Errors not detected until outside		3	45				
VI	Supervision of Others	None	Char.	1					
			Scope		Any	5			
VII	Effort/Demands	Frequent, moderate physical fatigue. Considerable sensory attention, critical deadlines		3	60				
VIII	Physical Environment	Stressful. Juggling many balls, sitting for long periods. Normal office conditions. No outside work. No travel		1	10				

CLASSIFICATION ASSIGNED

Total Pts: **245**

Group: _____ Customer Service Representative

Level: _____ Salary Grade 9

Eval. Date: 27 02 2002

Co-Chair Signatures: UWOSA: C. Bender

ADMIN: V. Smith

**POSITION DESCRIPTION
QUESTIONNAIRE**

**THE UNIVERSITY OF WESTERN ONTARIO
EMPLOYEE RELATIONS**

PRESENT INCUMBENT		INITIALS	POSITION IDENTIFICATION	
EMPLOYEE ID NO.	SURNAME		DEPT. NO	P.S. JOB CODE
<u>010029460</u>	<u>Novakowski</u>	<u>D</u>	<u>440110</u>	<u>SA4X18</u>
<u>010134062</u>	<u>Stewart</u>	<u>M</u>	<u>440110</u>	<u>SA4X18</u>
_____	_____	_____	<u>440110</u>	<u>SA4X18</u>

BASIC POSITION INFORMATION

DEPT. NAME Physical Plant

SECTION NAME Service Centre

LOCATION Services Building

WORK WEEK HRS. 35

SUPERVISOR SURNAME Knox INITIAL M PHONE 88739

FOR SALARY ADMINISTRATION USE (SG)	
CLASS'N	<u>Custom Service Rep.</u>
CLASS'D	<u>09/01</u> EFFECT <u>M/C</u>
Date	Date
ANALYST	<u>[Signature]</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	%
-----	--------------	---

This multi-incumbent position is responsible for the Division's call centre operations and key control operations. Incumbents are assigned an area of responsibility on a rotational basis with the duties dependent upon the assignment. Incumbents will also act as backup to each other to ensure services are provided in each area continuously throughout the work day.

A. Duties associated with the call centre (Service Centre) operations include:

1. Receive and respond to service requests and inquiries from the University community, visitors, Divisional staff, and the general public by telephone, in person, e-mail, or written communication. 15%
2. Prioritize service requests quickly, analyze situation and immediately dispatch appropriate people required to resolve emergency/major breakdown situations or, if routine request, plan work order and prepare for scheduling (assign supervisor, trade, priority, estimated time required, etc.). 50%
3. Provide central dispatch services for Division trades and caretaking staff using radio and pager communications to direct resources appropriately. 10%
4. Act as resource person for Division by maintaining and/or providing information on Divisional Policies and Procedures, Service Interruption Notices, UWO Building Miniatures, UWO Asbestos Manual, status of work orders, and staff phone/pager numbers. Also takes phone messages for Division trades and caretaking staff and prepares weekly work orders for Residence caretaking manager. 5%

- | | | |
|----|--|----|
| 5. | Control and distribute/collect building master and mechanical keys, High Voltage room keys, service vehicle keys, radios and pagers, Contractor and Visitor badges, and Secured Area access cards (e.g. Animal Quarters). Maintain record of key holders and produce overdue key reports using automated database application. | 5% |
| 6. | Monitor operations/tasks per Health & Safety or other legislation and provide information.
Examples include: | 5% |
| | <ul style="list-style-type: none"> • fire alarm systems (who, location) • confined space (who, location, time in/out) • open flame procedures/work (who, location) | |

B. Duties associated with the Key control/distribution (Keys Office) operations include:

- | | | |
|----|---|-----|
| 1. | Maintain keys inventory and issue keys to authorized faculty, staff, students, visitors, and Contractors after verifying information on request forms (authorization, dates, key/building, etc), obtaining appropriate signatures, and collecting deposits as required. Contact appropriate department/authority to resolve problem situations. | 50% |
| 2. | Receive/collect keys and return funds deposited as appropriate. Refunds may be in the form of cash or cheque depending upon circumstances. | 5% |
| 3. | Maintain cash float and balance daily cash transactions. Prepare and action bank deposits as required. Prepare cheque requisitions for refunds when cash refunds inappropriate. Prepare journal entries for all departments key charges/refunds using corporate accounting system. | 10% |
| 4. | Maintain Keys records using automated database application. Run reports and distribute as appropriate . Database records include: | 15% |
| | <ul style="list-style-type: none"> • individual keyholder records • lock keycodes and lock changes • University rooms inventory • departmental authorizations • overdue keys | |
| 5. | Liaise with Faculty/Department administrative staffs involved with control of keys for their respective areas, e.g. new employees, terminations, students, visitors | 10% |

NO. OTHER DUTIES (less than 10%)

As assigned (e.g. backup to Administrative staff such as Payroll Clerk).

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
- 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
Correspondence	<input checked="" type="checkbox"/> Complete Composition	Usually e-mail in response to queries about work orders, procedures, etc. or e-mail correspondence with key holders, faculties, departments
	<input checked="" type="checkbox"/> Partial composition with general direction (verbal or written)	
	<input checked="" type="checkbox"/> Prescribed format	
Reports	<input checked="" type="checkbox"/> Complete composition	Reports run from Keys database such as Outstanding Keys, Keyholders, etc.
	<input type="checkbox"/> Partial composition	
	<input checked="" type="checkbox"/> Prescribed format	
Other:	<input type="checkbox"/> Complete composition	Shutdown and service interruption notices, cheque requisitions, bank deposits, keys forms, etc.
	<input type="checkbox"/> Partial composition	
	<input checked="" 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?

- minimum secondary school graduation
- excellent communication skills, both oral and written
- excellent interpersonal skills
- excellent organizational skills and ability to multi-task in a hectic environment
- demonstrated analytic and problem solving skills
- demonstrated computer skills using wordprocessing and database applications such as WordPerfect and Access
- knowledge of university organizational structure (Faculties/Departments) and buildings
- knowledge of facilities operations

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

Moderate supervision. Service centre operations require incumbents to work from a given procedure to gather appropriate information, analyze and prioritize a situation, and develop a solution to satisfy the client's needs. The supervisor will provide guidance when new and/or different situations or problems arise. Key control operations require incumbents to operate from established procedures. The supervisor will provide guidance when problems arise.

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

For Service Centre operations:

- general inquiries from University community or general public regarding University or Division
- inquiries regarding status of work orders
- prioritize routine service requests and assign to trades and/or caretaking staff
- emergency/major breakdown service request to extent possible

For Key control operations:

- general inquiries regarding key control policy
 - problems associated with incomplete or inaccurate information on request form
 - lack of proper identification to issue keys
 - key reports
-

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

For Service Centre operations:

- service requests which require involvement of multiple trades, such as major renovations
- service requests which present a major safety or security issue
- service requests for work which requires the approval of a Director or Associate Vice President, PPD
- unresolved customer service issues

For Key control operations:

- problems associated with incomplete or inaccurate information on request form which require input/clarification from requesting faculty/department authority
 - key code conflicts/discrepancies require involvement of Lock Shop
 - unresolved customer service issues
-

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

For Service Centre operations:

- daily, prioritize service requests and prepare work orders for scheduling
- daily, coordinate/schedule transportation for trades and/or caretaking staff

For Key control operations:

- daily, respond to all e-mail requests for key issue
- daily, organize and respond to building access requests (issue keys)
- daily, organize and conduct all cash transactions
- daily, organize key
- monthly, plan/prepare journal entries
- monthly, plan/prepare cheque requisitions

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...)
UWO Community	X	X	X	Receive and respond to service requests and inquiries, issue/return keys, keys policy/procedures
Division staff	X		X	Service request/work order information, work assignment, have new keys cut, key code clarification
Contractors/visitors		X	X	Issue keys/contractor badges, respond to inquiries
Public		X	X	Respond to general inquiries

POSITION DESCRIPTION QUESTIONNAIRE

THE UNIVERSITY OF WESTERN ONTARIO EMPLOYEE RELATIONS DEPARTMENT

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

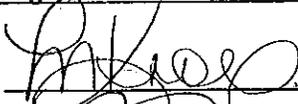
Classify new position

Change in responsibilities

Check current classification

Update your records

Routing approvals: I agree that this review is required

Immediate supervisor 

Department Head 

Dean's Office 

Date

30 Aug 2001

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

Staff Members:

Present Classification

Signature

Date

Present Classification

Signature

Date

Marc Stewart

Aug 30 - 2001

Present Classification

Signature

Date

Deb Nowakowski

Aug 30/01

Supervisor:

Signature

Date

[Signature]

Aug 30/01