

**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: Robin Weichelt
Title: Administration Assistant (SSC 4)
Phone: 519-6614098 (Ext. 84098)
Email: robin.weichelt@schulich.uwo.ca
Department: Division of Orthodontics and Paediatric Dentistry, Schulich School of Medicine & Dentistry

(B) Position Information:

Current Incumbent: Robin Weichelt
Current Classification: SSC 4
Classification Being Appealed: SG10
Date Evaluation Results Letter Received: September 24, 2009

(C) Information Required For Job Evaluation Appeals Committee

I am appealing the decision of Human Resources (Appendix A), received by myself on September 24, 2009, regarding re-evaluation of my PDQ. As per my entitlement under Section 44.05 of the Collective Agreement between the University of Western Ontario and the University of Western Ontario Staff Association for the period July 1, 2006 – June 30, 2010, I make the following written submissions to JEAC in relation to this appeal.

Reasons for Appeal:

- I believe the evaluation of the position should be based on a comparison of the original PDQ (dated May 24, 2002 – Appendix B) and the new PDQ (dated August 2, 2007 – Appendix C) which has substantial increased duties and responsibilities, as indicated by highlight on the most recent PDQ.
- According to the The University of Western Ontario, Office Support Job Evaluation Plan (Appendix D), it states that under the process, the focus of the evaluation is on the purpose, function, duties and responsibilities of the JOB. According to the Plan Structure, I believe my position should be evaluated at 49/56. It is not clear if this Plan was used in determining the classification of this position. If it was, how would Human Resources be aware of most of the factors of the plan without speaking to myself, Dr. Hatibovic-Kofman or Dr. Banting (my supervisors as referenced in the email from our AO, Keith Pearce, dated March 29, 2006 [Appendix E]). According to the letter of decision from Human Resources, while acknowledging changes in the position description, "the magnitude of these changes is not sufficient to suggest a change in the current classification". It is my opinion that the changes in duties are not only substantial but have a major impact on the smooth operation of the divisions. This could be confirmed by my supervisors.

RECEIVED

OCT 06 2009
...continued/
HUMAN RESOURCES
UWO

History/Background:

- I originally submitted the request to our Administration Officer (AO), Sharon Rasul, on August 13, 2007.
- On August 20, 2007, Sharon Rasul requested the submission of the re-evaluation of the PDQ be postponed until the Spring as she was not familiar with the positions or job descriptions. As a gesture of good faith, I agreed. *I was told verbally by Sharon Rasul in 2009, that it was not her place to comment on whether she agreed or disagreed with the request, just to forward it. In that case I do not understand the delay in processing the submission – why would it matter if she was familiar with the positions or the job descriptions.*
- When I enquired on June 22, 2009 as to the status of this submission, I was advised by Sharon Rasul, by email dated June 23, 2009 (Appendix F), *“I believe that I did submit this in the Spring 2008 (I believe it was April)”* and as she had not heard, would look into it.
- According to Sharon Rasul, the Dean’s office did not acknowledge receiving the PDQ in April, 2008 and so she subsequently resubmitted it. It was forwarded to Connie Zrini on July 20, 2009. Sharon Rasul informed me she had discussed the situation with Connie Zrini and Connie had agreed the date of April 6, 2008 would be used if there was a reclassification (Appendix G).
- I have only once been asked about changes to my position in January, 2005. Attached is my response to our then AO, Keith Pearce (Appendix H). At no time was a review of the existing job description ever provided to me as per Article 44.02 of our Collective Agreement.

Clarifications:

- The submitted PDQ dated August 2, 2007 indicated that I post to the restricted website as requested by various divisions. It does not clarify that for the past 2 years, although I am a “division secretary” I have been the only person in dentistry that is able to post to the restricted website, so I have done this for all divisions in dentistry. The School of Dentistry is comprised of 9 different divisions as well as the basic sciences, with approximately 34 full-time faculty and over 100 part-time faculty which makes this a very time consuming part of my work.
- I have been the only person who is able to add “permission” (passwords) for persons to be able to access this website for that same time period which includes adding all 1st year dentistry students, transfer students and new faculty each year as well as deal with the issue when the permissions did not work.
- In submitting this appeal, I am acting in good faith that JEAC will re-assess this position. As I have not had a performance evaluation or job re-evaluation per se since 2002, I would have grounds to file a grievance but would prefer to go the route of JEAC.

Supporting Information (Optional):

I am submitting the following:

- The original PDQ dated May 23, 2002 (Appendix B) as well as the PDQ dated August 2, 2007 (Appendix C) which was submitted to our Director’s Office with a request for reclassification August 13, 2007. I have indicated by highlight the changes to my job description.
- The original letter of reclassification request signed by Dr. Hatibovic-Kofman and Dr. Banting dated August 2, 2007, (Appendix I).

...continued/

- The following letters in support of my appeal, not regarding my personal performance, but in support of the importance of the Administrative Assistant position.
 - letter from Dr. Sahza Hatibovic-Kofman, Chair, Division of Orthodontics and Paediatric Dentistry (Appendix J).
 - letter from Dr. Karen Campbell, Director of The Children's Clinic (Appendix K)

I respectfully request that in order for JEAC to reach a fair decision following the UWO Office Support Plan, a comparison of both PDQ's be undertaken and other supporting documentation be considered.

I would be fully willing to meet with JEAC to answer any questions or clarify any issues as would my immediate supervisor, Dr. Hatibovic-Kofman.

Respectfully submitted

(D) Approvals:

Signature of Person Appealing: Robin Wardeh Date: Oct-5/09

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

2002/05/27

...continued/

UWOSA JOB EVALUATION RECORDING FORM

Office Support Plan

(APPEAL)

Dept: Dentistry
Dept. Num. 360100
Incumbent: Robin Weichelt
Citite Mem. Present: UWOSA: R. Fournier, L. Johnson, M. Parker,
 ADMIN: J. Asuncion, L. Brock, C. Bumbacco

Job Title: Admin. Asst

Eval. Date: November 25, 2009

I	FACTOR	COMMENTS	SUB FACT	DEGREE	PTS	Profile - = +
	Job Knowledge	Secondary school diploma with secretarial training 3 years plus of experience in an academic setting	Educ	3	105	
			Exper.	F		
II	Initiative	Generally regulated but handles many situations remote from supervisor - functional independence		3	35	
III	Complexity/Judgement	Varied - variety of activities. Judgement used in deviations from standard		4	35	
IV	Contacts	Regular contact with public, alumni, donors (Feasby lectures). Courtesy and tact important		2	20	
V	Errors	Plans and organizes Feasby lectures, seminars, etc. Errors would result in awkwardness noticed outside of until - e.g. students / instructors / guests		3	45	
VI	Supervision of Others	Supervises and trains bursary / work study students	Char.	2	10	
			Scope	A		
VII	Effort/Demands	Regular periods of high volume. Several "balls in the air"		2	30	
VIII	Physical Environment	Normal office environment		1	10	

CLASSIFICATION ASSIGNED

Total Pts: **290**

Group: Administrative Assistant

Level: Salary Grade 9

Co-Chair Signatures: UWOSA: Mike Parker

ADMIN: Chris Bumbacco

**POSITION DESCRIPTION
QUESTIONNAIRE**

**THE UNIVERSITY OF WESTERN ONTARIO
EMPLOYEE RELATIONS**

*Appendix C - PDDQ
Being Appealed*

UWO ID NUMBER _____ PRESENT INCUMBENT SURNAME WEICHEL INITIALS R POSITION IDENTIFICATION DEPT. NO 360100 P.S. JOB CODE SS4

BASIC POSITION INFORMATION

DEPT. NAME School of Dentistry

SECTION NAME Practice Administration & Orthodontics & Paediatric Dentistry

LOCATION DSB 1012

WORK WEEK HRS. 35

SUPERVISOR SURNAME Hatibovic-Kofman INITIAL S PHONE 86131 and Banting INITIAL D PHONE 86130

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

NATURE AND SCOPE:

The position, reporting jointly to the Chair of the Division of Orthodontics and Paediatric Dentistry and the Chair of the Division of Practice Administration provides services to 3 full-time faculty members, 2 major part-time faculty members and 21 part-time instructors. The operating budget for both divisions is in the neighbourhood of \$120,000.00 A very busy children's dental clinic operates under the auspices of the Division of Orthodontics and Paediatric Dentistry, which employs 3 full-time and 5 part-time employees.

A personal work ethic based on initiative, independence and sound judgement is essential. Carrying divisional projects forward with minimal direction, while at the same time maintaining the divisions' communications network necessitates a high level of organization skills. Poise and self confidence are essential. The level of interpersonal skills demanded by this office is very high. Familiarity with a number of computer program is essential.

MAJOR DUTIES:

Using Microsoft Office XP (Word, PowerPoint, Excel, Access), Peoplesoft, JMP, HP Scanjet, Nero StartSmart. Marks Management, ScanExam II, Macromedia Dreamweaver, Reference Manager, Adobe Acrobat, Novell and Internet Explorer as well as other appropriate equipment/software as necessary:

SECRETARIAL RESPONSIBILITIES:

35%

- posts to and maintains the websites for both divisions (restricted, unrestricted and Web CTOWL)
- creates correspondence, memos, briefs, reports
- transcribes correspondence from notes
- creates and completes correspondence and reports relating to faculty activity
- screens telephone calls for divisional faculty; locates faculty member in case of emergency calls
- answers questions from corporate, professional and public inquires
- books appointments for students to meet with faculty
- schedules appointments and sets up meetings between dental representatives and faculty members as required
- contacts dental suppliers locally, nationally and internationally for information

- provides authoritative information to Chairs, faculty, students and the public regarding to university policies, procedures and services provided by the school and the respective divisions
- maintains office inventory
- arranges purchase, maintenance and service of office equipment and divisional audio visual equipment
- prepares agenda and takes minutes as required, ie) official divisional meetings/retreats, committees, special task forces within the divisions
- ensures all faculty, full and part time, are provided with proper professional identification and required clinic/laboratory attire and parking passes
- supervises work study students (clerical) from time to time as need arises
- maintains general and divisional office files and divisional library of abstracts
- collects and distributes mail
- prepares work study advertisements, accepts applications and sets up interviews including those for the positions in the summer clinic in SPEC (6-3rd year students and 8-2nd year students)
- ensures all part time instructors have active contracts
- participates in Operation Bosnia Committee as Project Co-ordinator (International Agreement s of Collaboration between The University of Western Ontario and the University of Sarajevo AND The University of Western Ontario and the University of Zenica)
- makes travel arrangements, hotels etc. for the Chair of Orthodontics and Paediatric Dentistry for conferences/lectures and attending Toronto University as External Examiner for Master's Thesis, etc.
- using HP Scanjet 4850 scans x-rays, photos, slides, etc. and creates Powerpoint Presentations for lectures, continuing education or conventions/conferences
- prepares FAR's for new faculty members
- orders business cards for faculty members as required
- prepares draft reference letters regarding students/staff for faculty members
- types/updates/creates forms, letters, memos etc. for the SPEC Clinic

BUDGETARY ITEMS:

8%

- utilizing PeopleSoft, reconciles divisional operating budget states (consists of salary and nonsalary expenditures) and research reports
- prints off PeopleSoft statements monthly for both divisions
- tracks and submits payroll weekly for all part time instructors to Director's Office
- prepares purchase requisitions, faculty expense claims, travel expenses, asset disposal, petty cash forms
- submits and tracks payroll for work study students including those in the summer clinic in SPEC
- correlates divisional telephone and fax charges with computer printouts and collects remittance for personal charges
- maintains ledger for Feasby Account Funds and Operation Belarus Account Funds
- prepares schedules and submits information to the Director's Office for contracts for GTA's (grad ortho students)

SERVICES RELATED TO FACULTY SCHOLARLY ACTIVITY

8%

- generates presentations including statistical data, graphs, charts speakers notes
- prepares and types Annual Performance Appraisal Reports
- records Royal College of Dental Surgeons of Ontario (RSDCO) continuing education points
- ensures that research manuscripts for submission to journals are formatted in accordance with the journal guidelines for authors
- prepares draft grant applications
- maintains and updates full time faculty curriculum vitae
- completes membership applications to affiliated organizations ie) Internal Association of Dental Research, CDA, etc.

CURRICULUM RELATED SERVICES:

35%

Undergraduate:

- exercising a high degree of accuracy and confidentiality, electronically calculates and keeps a current record of clinical and didactic grades, including tests, assignments and exams for posting, determining awards and submitting final grades for the four dental years including the Internationally Trained Dentists, to the Director's office
- prepares examination drafts; assembles examination supplies and acts as assistant proctor
- posts to restricted dentistry website as required by other divisions
- updates, organizes and prepares major course manuals and printed lecture series, including co-ordination of

- photographic and illustrated material
- prepares course outlines and class hand-outs
- burns disks for 2nd year/ ITD I students on Cephalometrics
- maintains and updates exam question library
- posts to and maintains the website for both divisions including removal of colour from powerpoint presentations if required and/or converting to .pdf files
- prepares all curriculum schedules for the Division of Orthodontics and Paediatric Dentistry for all years for approval and implementation including contacting all instructors regarding doing the lectures and finding replacements as necessary and ensuring that required equipment and handouts etc. are in working order and ready including such things as booking and picking up light boxes from dental stores for seminars/labs
- ensures room bookings are sufficient for the lecture/lab and, if not, arranges appropriate rooms
- proctors all tests/exams with faculty member
- schedules and co-ordinates out-of-clinic assignments for 3rd and 4th year students
- troubleshoots students problems/concerns
- monitors completion of reports/assignments/case presentations by students
- accesses classlists and student photos for both divisions using HE/Extranet

Continuing Education:

- produces visual and graphic materials
- prepares, organizes, updates and maintains course hand-out materials
- co-ordinates divisional continuing education offerings with Continuing Dental Education Office
- organizes hospitality, hotel and transportation arrangement for visiting speakers and chairs lecturing or attending conferences abroad

RESEARCH:

10%

- submits abstracts on-line for faculty and students – ie) to the IADR for the General Meetings
- types research manuscripts, papers and abstracts, all of which contain complex medical/dental terminology, for submission to journals including creating graphics
- submits manuscripts on-line for faculty ensuring that the Guidelines to Authors are followed for each journal
- initiates electronic library searches and PubMed searches
- liaison with dental suppliers who fund up-to-date research
- assist students with membership in research organizations
- tracks status of submitted manuscripts through the Internet

NO. OTHER DUTIES (less than 10%)

4%

- organizes annual events for the divisions ie) Feasby lecture, special topics, divisional meetings/retreats, appreciation lunches for summer clinic workers and student volunteers, retirement functions within the division
- arranges rooms, catering, invitations etc.
- purchases flowers and gifts on behalf of the divisions
- requests donations of textbooks from publishers
- initiates thank-you letters for guest speakers, donations etc.

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)	
Work Bursary Students	RP	June	August	light duties as assigned in various positions

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"/>	<input checked="" type="checkbox"/> Complete Composition <input checked="" type="checkbox"/> Partial composition with general direction (verbal or written) <input checked="" type="checkbox"/> Prescribed format	letters, memos, requests, forms etc.
Reports: <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Complete composition <input checked="" type="checkbox"/> Partial composition ... <input checked="" type="checkbox"/> Prescribed format	CV, APE, curriculum stats, FARs, Strategic Plan stats
Other: <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Complete composition <input checked="" type="checkbox"/> Partial composition ... <input checked="" type="checkbox"/> Prescribed format	grants, requests for information, stats,

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

Secondary school graduate with training in secretarial/business courses. At least 3-5 years of secretarial experience, preferably in an academic department of the University, is required. High level of computing skills. Familiarity with Peoplesoft, Marks Management, Scan Exam II expected. Excellent people skills, maturity, sound judgement, ability to take initiative, work independently and prioritize conflicting job demands essential.

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

Very minimal supervision provided jointly by the two Division Chairs.

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

- requests for information from part-time/full time faculty, Division Chairs and students regarding the academic schedules
- requests for general information from students
- requests regarding parking and general information regarding the university
- tracking missing courier items/office supplies
- finding a replacement for any part-time faculty/clinician who cannot attend their scheduled session
- budgetary items or replacement of budgetary items that would be covered under the Director's Office (fax machine, office furniture, computer, etc.)
- arranging repair or maintenance of equipment
- (Basically, anything that I am able to problem-solve on my own)

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

- expenditures over and above our divisional budget
- specific student issues ie) problems with a faculty member
- questions regarding paycheques for the divisions
- questions/problems relating to clinic staff

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

- **all scheduling** including lectures, seminars, clinical instructors in SPEC, labs, etc. [The scheduling is mainly two-phased – once in the summer for the Fall Semester and again in September/October for the Spring Semester. These sessions take approximately 3 weeks **condensed** work to set once the information is received ie) confirmation from lecturers/instructors/rooms.] However, there are always changes and glitches that involve rearranging these schedules once they are set at least once or twice a week.
- all social events, thank-you lunches, flowers, divisional meetings, staff meetings, retreats etc. [Perhaps once/twice a month]
- **student scheduling of assignments not included in out-of-clinic assignments, ie) Cleft Palate Clinic, Southwestern Regional Centre and the Operating Room [approximately 1-1.5 hour/week]**
- all travel arrangements for guest speakers coming here or faculty going to conferences/conventions. [Three to four times a year, generally.]
- The Feasby Lecture including location, invitations, travel expenses and accommodation for guest speaker, contacting faculty, alumni, the Feasby family, arranging for a thank-you plaque on behalf of the Feasby family, luncheon etc. [Held once a year for all 3rd/4th year students, faculty, staff]
- Daily schedule of the Chair. [Daily]

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		FREQUENCY			PURPOSE OF THE COMMUNICATION (e.g. to provide information concerning...)
	(inside dept	(outside dept	(dly	wkly	mtly)	
SPEC staff	X	X	X			disseminate information
Medical Dental Offices		X		X		share information/contact part-time fac.
Part-time Faculty	X	X	X	X	X	changes to scheduling, meetings etc.
Dental Stores	X		X			mail, packages, supplies (light boxes)
Central Supplies		X		X	X	order office supplies
Purchasing Department		X			X	re enquiries of purchase orders
Cashiers Office		X			(as necessary)	remittance of cash/cheques for
Affiliated organizations		X		X		telephone calls/photocopy/fax charges
Journals/publishers		X				requests for material, memberships, information, conference
Other universities		X			X	requests for textbooks, submission and tracking of manuscripts
Dental Supply companies		X			(as necessary)	requests for information, guest speakers requests for donations, support for research projects

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

Staff Member: Robin Weichelt

Present Classification Secretary 4 Signature _____ Date Aug. 2, 2007

Supervisors:

Signature _____ Date Aug 2, 2007
Sahza Hatibovic-Kofman, Chair, Orthodontics and Paediatric Dentistry

Signature _____ Date August 2, 2007
David Banting, Chair, Practice Administration

**POSITION DESCRIPTION
QUESTIONNAIRE**

**The UNIVERSITY of WESTERN ONTARIO
EMPLOYEE RELATIONS DEPARTMENT**

APPENDIX C

2007

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 Human Resources at extension 82194.

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 the Human Resources 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 [Signature]
- Department Head [Signature]
- Dean's Office _____
- Date April 4, 2008
~~Aug. 13, 2007~~