

**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: Liane Allen
Title: Class Manager, EMBA Program
Phone: 519-661-3119
Email: lallen@ivey.ca
Department: Ivey EMBA Program

(B) Position Information:

Current Incumbent: Liane Allen
Current Classification: Salary Grade 10
Classification Being Appealed: Salary Grade 10
Date Evaluation Results Letter Received: August 28, 2006

(C) Information Required For Job Evaluation Appeals Committee

Reason for the appeal:

I feel that due consideration was not given to the following aspects of this position that set it apart from other Salary Grade 10 Positions:

When the new Program Services Director was hired in January of 2005, the Class Manager role was significantly restructured. The scope of responsibility and decision making has increased considerably.

Prior to January 2005 the Director, Program Services was responsible for much of the direct correspondence and class coordination and was available (on-site and present in the office) 90% of the time. The current Director has dedicated the majority of his time to marketing and recruitment and is regularly out of the office. This in turn moves the responsibility of participant communication and planning to the incumbent. The expectation now in place is that the incumbent makes most of the daily decisions and responds to participant concerns/complaints.

The incumbent is the primary liason between participants and the school and has the most significant responsibility and contribution in the overall program experience. Considering the number of enrollments is directly related to word -of -mouth recommendations, this is a very important role.

This position has had a significant increase of travel for monthly on-site coverage for class sessions; up to seven days at a time. This position has already experienced an increase in travel expectations with a move to a new facility in King City for residential sessions (since February 2006) and will have greater travel expectations once the entire program is re-located to downtown Toronto in the fall of 2006. With the addition of a custom EMBA program located out of province, comes further expectation of travel to the East Coast. Relocating class sessions and coordinating custom programs introduces new complexities to this position that did not previously exist.

The incumbent has also had increased responsibility with regards to arranging international study weeks – complete coordination of residence weeks for EMBA classes from Hong Kong and Mexico and is responsible for the entire session.

Supporting Information (Optional):

(Attach an additional page if more space is required)

(D) **Approvals:**

Signature of Person Appealing Lois Allen Date: Sept 1/06

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

2002/05/27



Richard Ivey School of Business
The University of Western Ontario

Subject: EMBA Program Coordinator/Class Manager **September 26, 2006**

The following is in response to the request you have received to reclassify the Salary Grade 10 - EMBA Program Coordinator position (also known as Class Manager).

It is our opinion that the current classification is consistent with the job functions, accountabilities, scope, and level of responsibility of other program services' SG 10 positions in the School, which include the Pre-Business Coordinators, the MBA and HBA Program Coordinators.

This position is similar to and no larger than the HBA Program Coordinator/Class Manager (SG 10) evaluated by your committee in May 2004 and the MBA Program Coordinator/Class Manager (SG 10) position evaluated by the JEAC committee in April 2005.

In considering this request, we prepared a brief summary of the HBA Program Coordinator, MBA Program Coordinator and the EMBA Program Coordinator (Class Manager) to compare the scope, duties, and levels of responsibility of these positions. It is our opinion that the core responsibilities for all of the Salary Grade 10 positions in the program services functions in this faculty are similar in accountability and responsibility. The differences in the volumes of work for the different programs are a function of the market demand for a particular program and may fluctuate with each program from year to year.

	HBA Program Coordinator/CM 4 positions	MBA Program Coordinator/CM 2 positions	EMBA Program Coordinator (Class Manager) 3 positions
Scope:	<p>Each coordinator looks after 1 section on both, the 1st and 2nd year, a total of 140 students per coordinator.</p> <p>The incumbents must have strong organizational, coordination and computer skills</p> <p>Classes are Monday-Friday at RISB on campus</p>	<p>Each coordinator looks after 1 class of 65-70 students.</p> <p>The incumbents must have strong organizational, coordination and computer skills</p> <p>Classes are Monday-Friday, the program resides at Spencer Hall</p>	<p>Coordinators generally look after one class section at a time for a total of approx. 50 to 55 participants. Depending on departmental needs, a Class Manager may be assigned to look after an additional section of approx. 20 participants.</p> <p>The incumbents must have strong organizational, coordination and computer skills.</p> <p>Classes are scheduled 4 consecutive days per month at a Toronto location; each coordinator spends up to 4 days per month at the Toronto location to provide customer service and coordinate the administrative aspects of the class sessions.</p>
Duties:	<p><u>Course registration</u>, scheduling, timetables, grade administration, student relations, event coordination;</p> <p>admission inquiries and processing of HBA applications</p>	<p><u>Course registration</u>, scheduling, timetables, grade administration, student relations, event coordination;</p> <p><u>Admissions</u>: minimal involvement only as occasional back up.</p>	<p><u>Course registration</u>, scheduling, timetables, grade administration, student relations, event coordination;</p> <p><u>Admissions</u>: admission inquiries; represent Ivey at recruitment events.</p>
Level of Responsibility and Decision Making:	<p>The position consists of duties which are process oriented and involves making daily operational decision and dealing with day-to-day issues/problems; incumbents do not require close supervision; incumbent must be knowledgeable about the program/school to provide accurate information; incumbent deals with day to day issues/problems; more complex issues are referred to either the Academic Director or Administrative Director.</p>	<p>The position consists of duties which are process oriented and involves making daily operational decision and dealing with day-to-day issues/problems; incumbents must be knowledgeable about the program/school to provide accurate information; incumbent deals with day to day issues/problems; more complex issues are referred to either the Academic Director or Administrative Director.</p>	<p>The position consists of duties which are process oriented and involve making daily operational decisions and dealing with day to day issues/problems; more complex issues are referred to either the Academic Director or Administrative Director; incumbents must be knowledgeable about the program/school to provide accurate information</p>

HBA Program Coordinator/CM 4 positions	MBA Program Coordinator/CM 2 positions	EMBA Program Coordinator (Class Manager) 3 positions
Supervisor Availability: Either one or both Directors are available either in person or via phone/e-mail for consultation	Two Directors managing the department (Administrative and Academic) are available either in person or via e-mail/phone to deal with unusual or complex issues.	Two Directors (Administrative and Academic) are available either in person or via e-mail/phone to address unusual or complex issues. The directors are available either in person or via phone/e-mail during sessions in Toronto to handle unusual or difficult situations or to provide guidance.

The EMBA program Coordinator positions were previously evaluated in the spring of 2004.

EMBA Program Coordinator (Class manager) Duties in 2004	EMBA Program Coordinator (Class Manager) Duties in 2006
Relationship management (provide high level customer service to senior executives)	Relationship management (provide high level customer service to mid to senior level executives)
Pre-program preparation for class and residential sessions and on-site administration of the program	Pre-program preparation for class and residential sessions and on-site administration of the program
Coordination of teaching materials, monitor supplies related to program delivery	Coordination of teaching materials, monitor supplies related to program delivery
Course and student registration, recording of grades	Course and student registration, recording of grades
Technology/Data base management	Technology/Data base management
Event planning (Convocation, Sponsor Day)	Event planning (Convocation, Sponsor Day)
Marketing and Recruitment	Organize recruitment events and info sessions
Incumbents provide customer service to participants and carefully manage the relationships with them. They monitor the quality of services provided by facility staff and resolve problems efficiently. Incumbents resolve issues and problems within established guidelines and refer complex problems to the directors.	The distribution of tuition invoices and the collection of accounts receivable from the participants. Incumbents provide customer service to participants and carefully manage the relationships with them. They monitor the quality of services provided by facility staff and resolve problems efficiently. Incumbents make daily operation decisions and resolve problems within guidelines; refer complex problems to the program directors.

There has been no significant change in the class managers' duties, responsibilities and tasks as outlined in the 2004 and 2006 job descriptions.

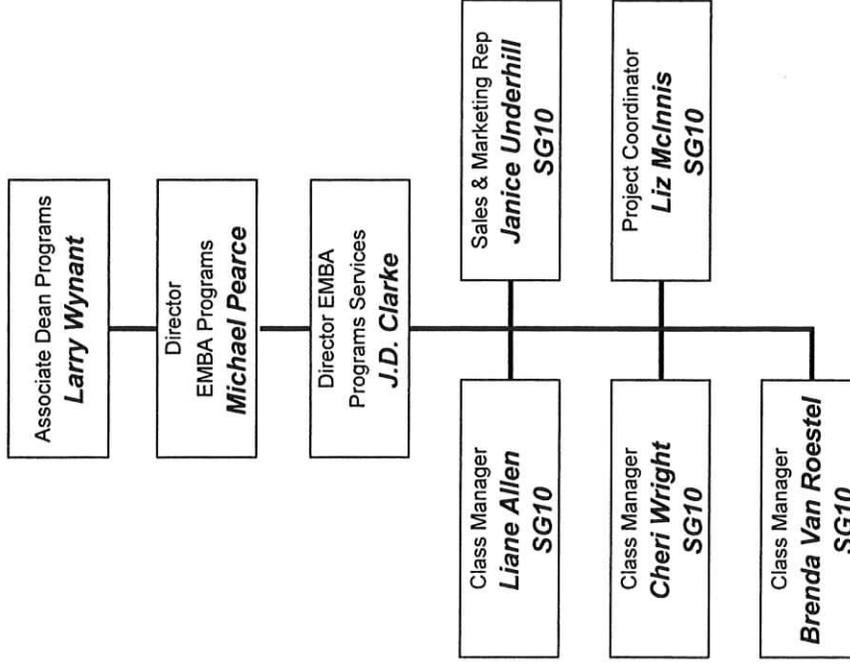
As evident from the attached organization chart, this position is one of 5 (five) SG 10 positions in the EMBA program office headed by two directors. The Academic Director is a faculty member; the other Director is a PMA level staff member responsible for management level decisions and resolution of complex issues related to all aspects of the EMBA program.

Thank you for reviewing this information. Please contact me if you require further information.

Julie Doran
Director, Human Resources
Richard Ivey School of Business

J. Doran 4/10/06

EXECUTIVE MBA PROGRAMS



UWOSA JOB EVALUATION RECORDING FORM

Office Support Plan

(APPEAL)

Dept: Ivey School of Business
Dept. Num.:
Incumbent: Liane Allen
Citite Mem.Present: UWOSA: L. Munn, M. Parker,
 ADMIN: P. Grant, C. Zrini

Job Title: EMBA Program Class Manager

Eval. Date: 2006/10/17

	FACTOR	COMMENTS	SUB FACT	DEGREE	PTS	Profile		
						-	=	+
I	Job Knowledge	Combined experience with education and year of experience	Educ	3				
			Exper.	F	105			
II	Initiative	Some problem solving. Set schedule around academic year		4	55			
III	Complexity/Judgement	Diversified and varied judgements. Set protocols		4	35			
IV	Contacts	Future students, coworkers inside, some external		3	45			
V	Errors	Web page maintenance. External work -not visible internally		3	45			
VI	Supervision of Others	No direct reports	Char.	1				
			Scope	A	5			
VII	Effort/Demands	Medium to high work volume. Several balls in air at same time. Some multi-tasking		2	30			
VIII	Physical Environment	Normal office. Some travel		2	20			

CLASSIFICATION ASSIGNED

Total Pts: **340**

Group: _____ Salary Grade _____

Level: _____ 10 _____

Co-Chair Signatures: UWOSA: M. Parker _____

ADMIN: P. Grant _____

POSITION DESCRIPTION QUESTIONNAIRE

THE UNIVERSITY OF WESTERN ONTARIO EMPLOYEE RELATIONS

U.W.O. ID NUMBER _____ PRESENT INCUMBENT _____ POSITION _____
IDENTIFICATION _____ SURNAME _____ INITIALS _____ DEPT. NO. 240100 P.S. SASX11
JOB CODE _____ _____ Allen L Class Manager - EMBA

BASIC POSITION INFORMATION

DEPT. NAME Ivey School of Business
SECTION NAME EMBA Program Office
LOCATION Ivey Business School

FOR SALARY ADMINISTRATION USE	
CLASS'N	Class Manager S.G 10
CLASS'D	Aug/06 EFFECT N.C
Date	Date
ANALYST	DCD

JEAC Oct/06

WORK WEEK HRS. 35 hours

SUPERVISOR SURNAME Clarke INITIAL J.D. PHONE 661.3887

Updated: 27 February 2006

- 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.)

DIMENSIONS

The Richard Ivey School of Business is Canada's premier business school, recognized worldwide for the quality of its management programs. To be successful in a highly competitive environment, it is essential that staff provide outstanding customer service and are committed to excellence in all activities.

The Executive MBA Program is a main business unit within the Ivey Business School that makes a significant financial contribution to the School's operating budget, and has been identified strategically as an area for growth and investment within the School.

This position involves responsibility for the management of all administrative aspects of the Executive MBA Program for an assigned group of participants at a level of excellence necessary to facilitate the successful delivery of the Executive MBA program offered by the Ivey School of Business. This includes the overall planning, organization and implementation of the Executive MBA program offered by the Ivey School of Business. This position is also expected to provide back-up support for any member of that team during times of vacation and absence from the office and contribute to the recruitment of students. This position involves personal judgment and discretion to shape the incumbent's duties on a day-to-day basis as need and departmental priorities dictate.

The objective of all positions in the Executive MBA Program Office is to surpass the expectations of our clients by providing superior customer service for the Executive MBA program participants by assisting potential applicants, current participants and faculty with all program related activities.

Annual Program Activities

Inquires:	1,000
# of Preliminary Assessments	300
# of Applicants	175
# of Information Sessions:	70 in the Greater Toronto Area and Southwestern Ontario
# of class visitors:	80
# of program intakes	2 (February and September)
Total # of EMBA Students:	100
Class Session Days:	132
International Trips:	10 days (plus one 5 day Mexico optional trip)
Annual program revenue:	\$7.5 million

MAJOR DUTIES

95%

(functions that make the most positive impact on the success of the Ivey School of Business)

1. Relationship Management: 40%

- Careful and professional management of the relationship between program participants (very busy middle to senior level corporate managers, and professionals located in the greater Toronto area).
- Act as the main liaison and department contact for program participants and alumni. This involves acting as a departmental contact and resource person while keeping program directors advised and aware of important matters. This includes, but not limited to, liaising with others within the department, within the university, program faculty, and with outside agencies; serving as contact for questions, comments or concerns; and resolving problems where possible and answer questions as they rise and redirecting only highly unusual problems to more senior staff.
- Advice, assist and provide guidance to others. This includes providing professional guidance with a strong customer-focused mindset to program inquiries, applicants, participants and alumni.
- Respond to customer enquiries by phone and in writing, providing detailed information on all aspects of the program including: admission criteria, costs, schedule and delivery format. Inform candidates of the Ivey program's superiority relative to the alternatives.
- Provide excellent customer service to sustain Ivey's reputation, in a highly competitive market place, as the provider of Canada's premier Executive MBA Program by responding in a professional, helpful and knowledgeable manner to all clients and individuals involved in the Executive MBA program.
- Advocate for students by implementing new and different approaches and tactics to improving program experience and services with regards to the administrative aspects of the class and residential sessions as well as special events.

2. Program Planning and Execution: 30%

- Develop, implement and coordinate all non-academic and the administrative aspects of the class and residential sessions as well as special events while ensuring a high quality service level to faculty and program participants and that the sessions are executed within budget.
- Managing pre-session preparation and on-site support and administration during the class and residential sessions, including the coordination of services provided by the facilities.
- Monitoring the quality of services provided by facility staff and pro-actively avoiding or resolving problems while redirecting only highly unusual problems to more senior staff.
- Review, and confirm accuracy, of invoices for program-related expenses.

- Coordinate travel and course information for international students attending the joint residence sessions from IPADE and Ivey Hong Kong Executive MBA.
- Train and provide guidance for new employees (occasional). Provide some guidance and training to part-time assistants.
- Participate in the formal UWO Convocation ceremony activities in April and October.
- In consultation with the Program Director and Program Services Director, contribute to the ongoing refinement of processes and procedures related to the successful delivery of the EMBA program based on program evaluations and personal experience. Provide feedback to the Directors on issues of service delivery.
- Develop, maintain and update as necessary the project plans and outlines to ensure execution of the various activities related to program delivery. These activities include, but not limited to: pre-program preparation, class sessions, residential sessions, alumni events, and special events.
- Provide on-site management and administration at the Mississauga and/or Toronto campus and the Kingbridge Centre as required. This includes making regular announcements to communicate program updates to participants. Also involves making presentations on program administration issues (technology tools, library services) from time-to-time. These presentations are approximately ½ hour in length.

3. Program Administration: 20%

Program Materials

- Coordinate the provision of teaching materials required for delivery of the Executive EMBA program through liaison with teaching faculty, Ivey Publishing, Graphic Services and IT department.

Participant Registration, File Management and Grades

- Coordinate the registration procedures in IRIS for incoming participants and maintaining the database for current participants and graduates. This involves ensuring that course requirements and grades are recorded accurately; and informing the Program Director when a participant is in violation of academic regulations related to course grades. This includes:
 - Input grades into IRIS
 - Write up Grade Revision Forms for incompletes and track with faculty
 - Generate and distribute grade memos to students
 - Review, update, print and distribute end of year transcripts and accompanying letter
 - Establish dates with Program Director for Grades Meetings and inform faculty
 - Prepare reports for Grades Meeting
 - Maintain in-office record keeping
 - Responsible for the maintenance and integrity of participant files, both hard copy and electronic form.

Course Registration

- Coordinate the registration of courses with a program. This includes:
 - Input course data into IRIS
 - Attach student information to course
 - Input course session dates into calendar
 - Update IRIS for schedule changes

Technology Management

- Coordinate and develop the various technology tools used to assist in communication amongst participants, staff and faculty. These tools are to help facilitate and enhance the student experience. This includes:
 - Create and maintain an intelligent file management (class website) to facilitate effective content delivery and information management system for group communication amongst faculty, staff and participants.
 - Responsible for being informed about technological developments that might provide competitive edge to the Executive MBA program and increase organizational effectiveness with respect to program administration.
 - Undertake training, as required, in order to be fully competent in the use of all software utilized by the EMBA team.

Financial Administration

- Manage the distribution of tuition invoices and the collection of accounts receivable from the participants. This includes:
 - Request tuition invoices and tax receipts from Finance and distribute to students
 - Track incoming tuition payments
 - Monitor outstanding tuition and inform the Director of Program Services of any delinquent accounts.

4. Marketing and Recruitment: 5%

- Assist in the execution of the programs marketing strategy, this may include, but not limited to:
 - Recruiting alumni and current participants to assist at recruitment events
 - Planning and executing recruitment events
 - Represent the Ivey at information sessions and special events as an information resource.

OTHER DUTIES (less than 10%)

1. Administrative Support 5%

- Provide support to the EMBA Program team during times of vacation or absence. Tasks might include, but not be limited to: generating reports, processing of applications, reviewing reports, communications and materials for accuracy, inquires and other duties or special projects as required in support of the department.

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)	

Not Applicable

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

- Training and guidance for new employees (**occasional**)
– no regular supervision; provide some guidance and training to part-time assistants
- 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	√ Complete composition	Composition of email messages and letters with faculty, and external contacts related to duties and responsibilities Individual correspondence with program participants. Create and maintain web-based online class community Notices to program participants Preparation of agendas and other materials as required Class Mailings (i.e., accept packages and pre-term readings)
Reports	√ Prescribed format	Grade Reports Grade Memos
Other	√ Prescribed format	Schedules Project Outlines

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

The Richard Ivey School of Business is Canada's premier business school, recognized worldwide for the quality of its management degree programs. To be successful in a highly competitive environment, it is essential that staff provide outstanding customer service and are committed to excellence in all activities. The EMBA Program Office is a fast-paced, high volume environment, dealing with a demanding client base and is best suited to individuals who take a calm and methodical approach to their work. The ability and aptitude to grow within the Executive MBA program office and/or other Ivey School departments are desirable.

Quality and customer service: To put the customer first in all activities and to anticipate and exceed customer expectations. The incumbent must be committed to and excel in quality and customer service in all internal and external contacts on the telephone, by email and in person. Must actively promote the common goal of providing the best possible experience for EMBA participants, faculty and alumni. The incumbent must also have a strong knowledge of the programs and services offered by the Business School and the University.

Team player: To contribute to the overall effectiveness of the Executive MBA Program Office. Staff effectively handle all activities as they pertain to the programs. Work cooperatively in a team by assisting all co-workers with any task as required. Team atmosphere is developed by every staff member being aware of the deadlines of others and by being sensitive to times when help is needed. The incumbent must be must professional, positive, enthusiastic and flexible.

Interpersonal and communication skills: Communication (both verbal and written), listening, and interpersonal skills are critical qualities to possess in order to perform the many duties of the position which require interaction and communication with others both internal and external to the department. Able to deal knowledgeable and effectively when dealing with the public, potential candidates and current participants and faculty of the Executive MBA programs. Exhibit a pleasant and professional manner, maturity, tact and diplomacy in all internal and external contacts. Able to maintain strict confidentiality concerning applicant, participant and faculty records.

Time management skills: Be extremely well organized to anticipate, plan and balance multiple priorities with many interruptions; able to meet and to cope with the stress of deadlines. Timeliness in completing all activities is also critical to maintaining superior customer service. Must be flexible to adapt to last minute changes, i.e. changes in details and deadlines.

Adaptability: Exhibit flexibility to adapt responsibilities and take on new assignments to meet the changing priorities of the Executive MBA programs.

Planning and problem-solving skills: Be results oriented; plan and implement the various procedures; anticipate potential problems and take appropriate measures to solve them. Ability to use good judgement, and to take the initiative to resolve problems with minimal direction.

Computer skills: Need strong Microsoft Office (i.e. Outlook, Publisher, Frontpage, Word, Excel, PowerPoint) skills; database management (i.e. Maximizer); have the desire and ability to thoroughly learn, understand and apply web-based applications as used in Ivey (IRIS, Applicant Viewer, eZone, etc.) and UWO. Must be technically strong to maintain and to problem solve using large databases, to create and modify own reports, and to work with on-line processes. Ability to adapt to and implement emerging technology. Also have a flair for creative and professional presentation on letters, reports and forms.

Attention to accuracy and detail: Accuracy and consistent attention to detail are essential to ensure that the correct information is conveyed to the applicants, participants, faculty and internal departments and external agencies via email, in writing, in person and on the telephone and that this information is consistent with Business School, Senate and University policies. The incumbent must also be committed to keeping informed of new procedures within the department, Ivey and UWO.

This position requires a university or community college graduate, or an equivalent combination of education and work experience; at least five years related experience in a service and team-oriented environment. The candidate must be prepared to work additional hours during peak periods and with restrictions on vacations at certain times of the year.

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

All staff are expected to carry out their assignments at a high level of efficiency and with minimal supervision in the office as well during class and residential sessions since the Executive MBA Program Services Director and Executive MBA Program Director are often unavailable due to appointments, teaching, meetings, or recruiting sessions. Supervision consists of setting goals and objectives and the review and referral of unusual and complex issues to the Program Director.

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

Problems:

- Independently identify and solve a variety of administrative and service issues including but not limited to: liaise with faculty, participants, all departments within Ivey and the University, outside agencies and facilities for the purpose of obtaining and exchanging information and responding to problems.
- Apply knowledge to effectively provide quality administrative support and service to our clients. Knowledge of course registration, academic and administrative policies and procedures, degree requirements, and technical equipment operations.
- Determine how, when and to whom information should be distributed.
- Controlling daily expenditures.
- Make daily operation decisions and resolve administrative problems within guidelines. Answer queries and produce and distribute information material. Refer more complex problems to the program directors.

Inquiries:

- Straightforward questions pertaining to the Executive MBA programs
- Questions from participants with regard to but not limited to the class sessions, program administration, and program policies and procedures.

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

- Complex issues pertaining to any of the above activities are referred to the Executive MBA Program Services Director or Program Director.
- Recommend new procedures and changes to existing procedures in order to positively impact the department to avoid future difficulties
- Technical questions outside the realm of permission that directly affect participants, faculty, etc. are referred to the IT Department.
- Detailed questions by inquires or applicants are referred to the appropriate MBA team member.

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

Note: Activities undertaken vary monthly and are dependent on the academic cycle. Percentages given are approximate only and may vary considerably each month.

- Inquires – 50 to 100 per day (email, phone and in-person)
- Program Planning - daily through-out the year
- Relationship Management - daily through-out the year
- Program Administration– daily through-out the year
- Program Execution - monthly throughout the year
- Marketing and Recruitment – monthly throughout the year

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...)
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CONTACT	LOCATION	FREQUENCY	PURPOSE
Potential Executive MBA candidates; middle to senior corporate managers and professionals	External	Daily	Provide information.
Executive MBA participants; middle to senior corporate managers and professionals	Internal	Daily	Communicate information, answer questions, etc. Relationship Management
Other Executive MBA Class Managers (2)	Internal	Daily	Common duties and responsibilities, consultation and provide support for one another.
All administrative departments at Ivey	Internal	Daily	Obtain and share information to enhance efficiency of the Executive MBA programs
Faculty	Internal	Daily	Course issues
Facilities and Hotels – Residence and Class Sessions	External	Weekly	Distribution of student material; provide information on class visits/hosts; admin updates - schedules, lists. Scheduling Plan residence sessions Coordination of residential, facilities and meal requirements. Address and resolve issues
Suppliers of program materials and activities	External	Weekly	Coordinating arrangements, research products, quotes. Maintain supplies.
EMBA Admissions Coordinator	Internal	Weekly	Co-ordination of class visits and student hosts
Ivey Financial Services	Bi-weekly	Monthly	Tuition accounts receivables and invoices

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

Staff Member:

Signature Lucine Allen

Date March 16, 2006

Supervisor: John-Derek Clarke

Signature [Signature]

Date March 16, 2006

POSITION DESCRIPTION QUESTIONNAIRE

THE UNIVERSITY OF WESTERN ONTARIO EMPLOYEE RELATIONS DEPARTMENT

MAR 22 2006

17/5/06 update

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 2198.

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

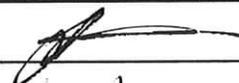
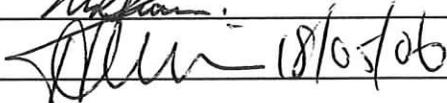
1. A change in duties and/or responsibilities does not automatically imply a change in classification and salary.
2. A job description is not intended to measure an increase in the volume of work; rather it should only reflect the areas of responsibilities and the nature of duties.

Please complete below and forward with the Questionnaire.

Reason(s) for requested review

- | | |
|------------------------------|-------------------------------------|
| Classify new position | <input type="checkbox"/> |
| Change in responsibilities | <input checked="" type="checkbox"/> |
| Check current classification | <input checked="" type="checkbox"/> |
| Update your records | <input checked="" type="checkbox"/> |

Routing approvals: I agree that this review is required

- | | |
|----------------------|---|
| Immediate supervisor |  |
| Department Head |  |
| Dean's Office |  |
| Date | 18/05/06 |