

**APPEAL OF POSITION CLASSIFICATION FOR EMPLOYEES COVERED
BY UWOSA COLLECTIVE AGREEMENT
(Reference Collective Agreement Article 44)
Attention: Job Evaluation Appeals Committee**

*S.G. 11
August 2005*

(A) Contact Information:

Name of person requesting appeal: Madeline Ng
Title: Administrator, Employment Programs
Phone: x.85887
Email: madeline@sd.c.uwo.ca

Department: Career Services, Student Development Centre

(B) Position Information:

Current Incumbent: Madeline Ng

Current Classification: Salary Grade 11

Classification Being Appealed: Salary Grade 11

Date Evaluation Results Letter Received: June 17, 2005

(C) Information Required For Job Evaluation Appeals Committee

Reason for the appeal:

A key concern for this appeal hinges on my classification as a "Career Development Assistant". While in the past, I have assisted colleagues in the management of their portfolios; I now have complete authority and autonomy in the management of two high profile employment programs incorporated into my own portfolio of programs. Currently I am an equal member of the Career Services Team and while I do support the department as a whole, I function as part of a "team lead unit" with each member responsible for different programming that comprises the services offered through the unit.

It is my responsibility to ensure that Western maintains and fosters mutually beneficial relationships with employers coming to hire Western students and that all logistics relating to the recruitment of Western students are handled efficiently. I am accountable for all problems or inquiries concerning the New Graduate Recruitment Program, On Campus Employer Visits (Information Sessions) and Western's Volunteer Program (formerly The UWO Assistantship Program). Inquiries are directed to me for resolution. I may confer with my colleagues to seek their opinions, suggestions and at times their expertise but it is my responsibility to find a solution to the problem at hand.

In the past year, I have assumed a supervisory role for a work-study student who assists me with the clerical functions of the employment programs and with the personal assistance required by employers who visit campus.

On behalf of students, I advise them as required when they require assistance with regard to employer information, recruiter visits to campus, application assistance, interview scheduling, job offers, and general employment practices.

For the volunteer program that I coordinate, I am responsible for developing all marketing materials, web related information and any new policies that streamline the implementation of a campus wide volunteer program with more than 400 participants.

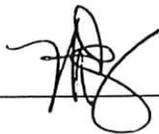
It is my request, with the approval of my immediate supervisor, that my job classification be reviewed again, based on my authority and autonomy with managing employment programs.

Supporting Information (Optional):

*subject to my review of the pdg. signed by my budget head.

(Attach an additional page if more space is required)

(D) Approvals:

Signature of Person Appealing: _____ 

Date: June 30, 2005

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

2002/05/27

UWOSA JOB EVALUATION RECORDING FORM

Office Support Plan

(APPEAL)

Dept: Student Development Centre
Dept. Num.
Incumbent: Madeline Ng
Citte Mem. Present: UWOSA: M. Broadfoot, L. Munn
 ADMIN: P. Grant, V. Smith

Job Title:

Eval. Date: August 3, 2005

	FACTOR	COMMENTS	SUB FACT	DEGREE	PTS	Profile		
						-	=	+
I	Job Knowledge	Degree. 2 - 3 years experience. Some UWOSA Knowledge	Educ	4				
			Exper.	F	140			
II	Initiative	Works for general knowledge, handles situations without supervision		4	55			
III	Complexity/Judgement	Set guidelines with some deviations which may require judgement		4	35			
IV	Contacts	Outside contacts with students and parents		4	70			
V	Errors	Errors may not be found inside unit. Disruption to others		3	45			
VI	Supervision of Others	Minor supervision of others	Char.	2				
			Scope	A	10			
VII	Effort/Demands	Moderate lifting and set up		2	30			
VIII	Physical Environment	Regular office and building		1	10			

CLASSIFICATION ASSIGNED

Total Pts: 395

Group: Career Development Assistant

Level: Salary Grade 11

Co-Chair Signatures: UWOSA: Melissa Broadfoot

ADMIN: Patricia Grant

**POSITION DESCRIPTION
QUESTIONNAIRE**

**THE UNIVERSITY OF WESTERN ONTARIO
EMPLOYEE RELATIONS**

U.W.O. ID NUMBER	PRESENT INCUMBENT	POSITION IDENTIFICATION	
	SURNAME	DEPT. NO	P.S. JOB CODE
020003134	NG	_____	_____

BASIC POSITION INFORMATION

DEPT. NAME STUDENT DEVELOPMENT CENTRE
SECTION NAME Career Services
LOCATION UCC 210
WORK WEEK HRS. 35

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

SUPERVISOR SURNAME Sutherland INITIAL C PHONE 85954

- 1) PLEASE LIST AND DESCRIBE YOUR MAJOR DUTIES WITH AN APPROXIMATE ANNUAL PERCENTAGE OF TIME SPENT ON EACH. USE SPECIFIC TERMINOLOGY PERTINENT TO THIS POSITION; PROVIDE EXAMPLES (E.G. TESTS, PROCEDURES, ETC.) AND CLARIFY YOUR INVOLVEMENT IN EACH DUTY (RE. SUPERVISE IT, DO IT, PARTICIPATE IN IT, ETC.)

NO.	MAJOR DUTIES	%
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This revised job description reflects a new program managed by the incumbent (campus-wide volunteer program) and the supervision of part-time students.

New Graduate Recruitment Program

- **Coordinates and manages** the day to day operations of the New Graduate Recruitment Program for all UWO graduates at main campus.
- **Relationship manages** a diverse portfolio of recruitment firms and organization (both current and potential recruiters of UWO for the New Graduate Recruitment Program).
- **Counsels employers** on a daily basis regarding recruitment processes, policies and guidelines and acts as the main contact for employers who are recruiting for full time and summer positions from all degree programs.
- **Assesses** individual corporate requirements at initial contact and develops an on-campus recruitment strategy for each:
 - a) **Advises** each employer regarding campus promotion of the organization via web page, posters, Gazette and campus events.
 - b) **Advises** employers on appropriate UWO degree programs that match their job requirements.
 - c) **Targets** specific degree programs for promotion of employment opportunities.
 - d) **Advises** employers on best style and format for campus visits e.g. Information and/or Briefing Sessions
 - e) **Problem-solves** and handles with discretion the unique corporate cultures and hiring practices and special needs of each employer.
- **Consults** with faculty and department representatives, employers, and other university career services personnel regarding employment programs, procedures, info sessions etc.
- Provides **information, direction and counsel** to students on recruitment initiatives and activities.
- Maintains database of graduating students and employers registered as participants in the New Grad Recruitment Program.
- **Collaborates** with Recruitment Coordinator to jointly develop an effective administrative structure and standard operating processes for the New Grad Recruitment Program.
- **Consults** with the Systems Administrator to identify operational risks in current online system design and make recommendations where appropriate.
- **Analyzes and compiles** year-end statistics/reports regarding program activity.
- Professionally represents Western's Career Services through memberships on various career related organizations

UWO Assistantship Program (Volunteer Program for Students)

- **Promotes** program to faculties and departments to encourage the development of volunteer opportunities for UWO students
- **Promotes** program to students to advocate volunteering as a valuable work experience
- Maintains and prepares content for web pages to support the program (on-line submission forms, on-line application forms, on-line evaluations, newsletter)
- Arranges for WHMIS training for all students who volunteer for laboratory positions and ensures that the training has been undertaken prior to beginning of work term
- **Supervises** student who assists in the management of the program
- Follows up with students and supervisors to ensure that the positions are fulfilling to the students, and that the students are a good fit for the supervisors
- **Mediates** disputes between supervisors and students which may result in termination or alternate placement for the student
- **Creates** content for annual volunteer newsletter

Information Sessions/Public Relations

- Hosts and attends employer Information and Briefing Sessions on campus – during the day and after hours to ensure that sessions run smoothly and are satisfactory for the employers. Act on any feedback from the employers regarding ways to improve the campus experience for employers.
- Promotes upcoming events through various media channels (online, department contact, student associations, etc.)
- Invoices employers and follows-up with non-payment issues.
- Plans and coordinates campus visits and tours for new employers plus arrange and host meetings for employers to link with faculty, students and Career Services Team members.

Internship Program

- Supports the Coordinator, Internship Programs with all aspects of the employment program.
- Acts as secondary contact for all employers recruiting for internship students.
- Assists in the coordination and implementation of internship postings, preparation of electronic interview schedules and coordination of interview processes.
- Counsels students on enrolment to the program, approval process, application and job offer process.
- Counsels students on job offers (number of offers, salaries, benefits, relocation allowances, etc.).
- Notifies employers of job acceptances and declines.

Professional Affiliations

- UWO Representative at external employment-related conferences and civic organizations
- member of CACEE – Canadian Association of Career Educators and Employers
- member of CACSL – Canadian Association for Community Service Learning
- member of CHRP – Certified Human Resources Professionals (pending approval)

NO.

OTHER DUTIES (less than 10%)

- Regularly participates at weekly Career Services meetings and monthly Student Development Centre meetings
- Serves as member of the Service Learning Volunteer committee comprised of members from across campus
- Delegates reception duties to Assistant for the interview location reception desk (1383 Western Road
- Incumbent provides consultation in resolving issues/complaints pertaining to the Job Listings database (Part-time, Full-time for Alumni, Summer, International, Volunteer, Students with Disabilities and First Nation's jobs are posted in this database.)

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)	

Supervision

- One part-time student employee (work study)
- One unpaid assistant (volunteer)
- Responsible for preparing job description, advertising, hiring, training, and scheduling of part-time staff to assist incumbent with the management of employment programs and information sessions

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

- Training and guidance for new employees (part time student employees – volunteer or work-study)
- Work distribution and/or verification of results
- Performance review and salary recommendations
- Hiring and firing; please describe the degree of your involvement: responsible for hiring student support staff (work-study or volunteer students) each fall

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"/>	X Complete Composition	- respond to programming inquiries by employers, students, UWO staff.
	X Partial composition with general direction (verbal or written)	
	X Prescribed format	- directions, parking info, building locations for employer visits to campus
Reports <input checked="" type="checkbox"/>	Complete composition	- year end statistics, reports from database
	Partial composition	
	X Prescribed format	
Other: <input checked="" type="checkbox"/>	X Complete composition	- compose content for oral presentations, promo materials for programs
	Partial composition ...	
	Prescribed format	

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

- University degree is required, preferably in one of the following: Human Resources, Administrative and Commercial Studies, Psychology.
- 2 –3 years experience in a career services environment preferred
- High level of expertise and knowledge concerning the job marketplace for new graduates through employer contact and various conference and committee involvement
- Strong communication and organizational skills
- Knowledge of The University of Western Ontario (programs, departments, and services)
- Professional, mature, dependable, and approachable
- Dynamic, energetic, and a motivated self-starter

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

- Direct supervisor is the Coordinator, Internship Programs (S.G. 15).
- Incumbent operates independently and autonomously on a daily basis, knowing when to involve the supervisor in an issue. Direct daily supervision is not required.

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

- Last minute cancellation of interviews by employers or students and subsequent rescheduling.
- Non-payment of information session fees.
- Trouble-shooting for information sessions/events (venue changes, food or audio-visual problems, etc.)
- Daily problem solving (minor complaints).
- Mediates disputes between supervisors and students which may result in termination or alternate placement for the student

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

- Any grievance by an organization or student requiring higher-level intervention (i.e. employment dispute).
- Issues that require re-examination of policies.
- Sensitive issues that may arise
- Database problems

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

Organize and implement on campus recruitment strategy for employers on a daily basis (post job postings, organize outreach/info sessions, arrange promotional events, coordinate interviews, contact student clubs etc.)

Coordinate interview activities on behalf of employers - room reservations, audio visual requirements, preparation of web based interview schedules, notification of selected students, ensuring that interview activities run smoothly during an organization's visit to campus. (daily organization during school year)

Organize employment information sessions (reserve space, order food and audio-visual requirements, promote and attend events) – (daily planning - heaviest activity during September to January). This organization also involves many re-bookings due to date changes.

Job Fair & Professional & Graduate School Fair – support the job fair coordinator in the planning of the annual event (recruitment, promotion, several planning meetings and focused activity on the day of the event). (weekly activity September to January)

Annual Recruitment Campaign – work with Recruitment Coordinator on the annual Invitation to Recruit campaign, providing coordinator with lists of potential employer contacts, proofing and editing of material, and distribution of packages. (summer activity)

Member of Career Services team – to plan annual activities (summer planning).

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...)
Employers	external	daily	arrange recruiting activities, and information sessions, act as host during campus visits (interview days, job fair, information sessions)
Students	internal	daily	promote employment opportunities and information sessions, extend internship job offers, daily counselling regarding recruitment activities
Faculty/Staff	internal	2-3 times/weekly	regular contact occurs with the faculty and staff to keep them aware of current recruitment and employment activities
Central Reservations/ USC Reservations	internal	2-3 times/weekly	reserve space on campus to host employer information sessions
Food Services/Audio Visual Services	internal	weekly	reserve food and audio-visual requirements for the information sessions

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

Staff Member: Madeline Ng

Present Classification S.G.11 Signature _____ Date _____

Supervisor:

Colleen Sutherland
Coordinator, Internship Programs
Student Development Centre, Career Services

Signature _____ Date: _____

Department Head:

Gail Hutchinson, Director
Student Development Centre

Signature: _____ Date: _____

Vice-Provost (Academic Programs & Students) and Registrar:

Roma Harris

Signature: _____ Date: _____

SDC Student Development Centre

Meet the Career Services Team

Students | Recruiters | Faculty | Alumni

Meet the Career Services Team

To schedule an appointment or for further information about Career Services at Western, please call (519) 661-3559.

Career Counselling



Gerry Goodine, M.Ed., Career Counsellor
gerry@sdc.uwo.ca

Gerry, a Career Counsellor, is a Certified Canadian Counsellor (CCC) and Reality Therapy Certified (RTC). He is a former Biology and Science teacher, Guidance Counsellor, and School Administrator. In addition, he has been active in the Canadian Counselling Association as a Board Member and Conference Chairperson. Gerry's prime responsibilities have been in the areas of presenting career management sessions, outreach to faculties, mock interviews, and career counselling.



Dr. Jack Russel, Career Counsellor
jack@sdc.uwo.ca

Dr. Jack Russel has worked as a career counsellor and psychotherapist at the Student Development Centre since 1979 when he moved to London with his family from Newfoundland. Since coming to Western, Jack has also taught several different courses in the Psychology Department and currently is an adjunct professor in the Faculty of Education, teaching a course on "Counselling for Career Development and Life Transitions" in the graduate counselling psychology program. Jack is very interested in creating opportunities for students that enhance their academic and personal success and would be delighted to assist you with your career decisions and plans.



Kent Robinson, M.Ed., Career Counsellor
kent@sdc.uwo.ca

Kent is a graduate of the Master in Education program (Educational Counselling concentration) from the University of Ottawa. Prior degrees included a B.Ed. and an Honours B.A. in Psychology from Nipissing University, which is located in his hometown of North Bay. Kent's main responsibilities at Western include providing individual career counselling sessions, facilitating group career management sessions, developing career/employment handout resources, and managing the Job Search Clinic (a drop-in service that is available to all UWO students to assist them with such areas as résumé, cover letter, CV, and personal statement writing).

Outside of the office, Kent enjoys being active outdoors playing tennis, bicycling, or hiking, while favorite indoor activities include reading, playing chess and crokonole, or watching TV shows such as E.R., The Amazing Race, The Simpson's, and multiple sporting events. He also enjoys travelling and interacting with diverse cultures and has so far visited 11 different countries, and so he would be quite happy to discuss and explore with any student possible overseas school and/or work

Career Services

Learning Skills Services

Effective Writing Program

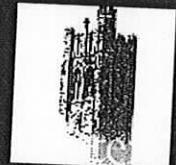
Psychological Services

First Nations Services

International Students

Volunteers In Progress

Students With Disabilities



SDC

UCC, Suite 210
London, Ontario
Canada, N6A 3K7
Phones: (519)
661-3559
(519) 661-3031
TDD: (519) 661-4011
Fax: (519) 661-3949

opportunities.

Employment Programs



Colleen Sutherland, B.A., *Coordinator, Internship Programs*
csutherl@sdcc.uwo.ca

Colleen joined Career Services in 1991 and has managed the Industry Internship Program since that time. This is a joint program run in cooperation with the Faculty of Engineering, the Faculty of Science, and the Administrative and Commercial Studies program (main campus and affiliate colleges). In her role as Internship Coordinator, she works closely with students (in the above-mentioned programs), staff, and recruiters to secure degree-related work experience for approved 3rd year students. She is also proud to be a Western graduate (B.A. Sociology).



Desi Dimova, B.A. (hons), *Administrative Assistant*
desi@sdcc.uwo.ca

Desi has been involved with the Student Development Centre since 1998 when she volunteered as an International Work Program Assistant. Since then, she has held the position of Administrative Coordinator and Job Listings Coordinator for Career Services, and is currently the Administrative Assistant for the Student Development Centre. Desi's position allows her to be involved in many of the Services the Student Development Centre offers. As part of the Career Services team, she is in charge of maintaining the Immediate Full-time, Part-Time and Summer Postings, as well as First Nations, Persons with Disabilities, International and Volunteer Opportunities. Desi enjoys working with the excellent staff at SDC and looks forward to assisting students and employers with their recruitment needs.



Madeline Ng, B.A., *Administrator, Employment Programs*
madeline@sdcc.uwo.ca

Madeline provides dedicated assistance to employers coming to recruit the graduating class of The University of Western Ontario. She assists employers with the posting of positions, provides details about The New Graduate Recruitment Program and continually seeks new ways for employers to connect with Western students. Madeline's role is diverse in the Career Services Team. She also coordinates all employer information sessions, on-campus interviews and oversees Western's Volunteer Program - a campus wide volunteer program connecting Western students and staff.

Madeline is a proud Western Alumnus and holds a B.A. in Psychology. She is currently pursuing her certificate in Human Resources Management.



Sharon Lee, B.A., *Recruitment Coordinator*
sharon@sdcc.uwo.ca

Sharon organizes the Employer Recruitment Campaigns to invite organizations to recruit students and alumni from all degree programs at Western. Employer recruitment takes place year-round utilizing a variety of communication avenues including mail-out materials, e-mails, a web-page invitation, and personal contact. Sharon also organizes the All-Campus Job Fair, the Graduate and Professional School Fair, and the Virtual Career Fair. Sharon is a 25-year staff member of Student Development Centre's Career Services and also a Western Graduate - BA Soc. '91

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: Colleen Sutherland
Coordinator, Internship Programs

Department Head: Dr. Gail Hutchinson, Director
Student Development Centre

Date March 17, 2005