

**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: \_\_Yanti Setiawati  
Title: \_\_Office Secretary/General Office Support  
Phone: \_\_ (519) 661 2111 ext 80387  
Email: yanti.setiawati@schulich.uwo.ca  
Department: \_\_\_\_\_ Schulich School of Medicine & Dentistry

**(B) Position Information:**

Current Incumbent: \_\_Yanti Setiawati  
Current Classification: \_\_S3  
Classification Being Appealed: \_\_ SG9  
Date Evaluation Results Letter Received: \_\_November 24, 2011\_\_

**(C) Information Required For Job Evaluation Appeals Committee**

Reason for the appeal: Based on the complexity, decision making, accountabilities and software Knowledge  
Please see attached summary

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Supporting Information (Optional):

- (1) Role overview
- (2) Position Description Questionnaire
- (3) A posted position as comparison

(Attach an additional page if more space is required)

**(D) Approvals:**

Signature of Person Appealing:  Date: \_\_December 16, 2011\_\_

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

2002/05/27

December 16, 2011

Job Evaluation Appeals Committee  
C/O Human Resources  
Support Service Building, Room 5100  
The University of Western Ontario

Dear Committee:

This letter is to appeal the classification level of my modified role, which was evaluated as an S3. This appeal is based on the complexity, decision making, and accountabilities associated with my role, as well as the software knowledge I must possess in order to be successful. I am requesting that the Job Evaluation Appeals Committee (JEAC) evaluate my job description and upgrade it to an SG9, at minimum. Attached is the summary of my modified Position Description Questionnaire (PDQ) for your review.

My position requires me to provide administrative support to three units: Space & Facilities, Communications & Media Relations, and Operations & Administration. Each unit has a unique function to Schulich School of Medicine & Dentistry (SSMD). I report to two Associate Directors, a Facilities Planning Coordinator and the Administrative Assistant to the Chief Operating Officer.

1. Space & Facilities:

Space & Facilities ensures efficient project management as well as coordination and quality control for major and minor construction projects; in a timely manner and within budget. This involves all stages of the project from conception through design, construction and occupancy and also includes management of space utilization and allocation within the Schulich School of Medicine & Dentistry and day to day building operations, including security and access control. As the administrative support to Space & Facilities, I communicate with students, faculty members and staff within Schulich as well as its partners at Western, the London Health Sciences Centre, St. Joseph's Health Care, Children's Health Research Institute, and others. I assist with the management and assignments of four boardrooms and 32 classrooms to ensure the efficient operation of our teaching schedules.

2. Communications & Media Relations:

Communications & Media Relations promote, protect and enhance the reputation of the Schulich School of Medicine & Dentistry and Robarts Research Institute; locally, nationally and internationally. As the administrative support to Communications & Media Relations, I communicate with students, faculty members and staff within Schulich as well as its partners at Western, the London Health Sciences Centre, St. Joseph's Health Care, Children's Health Research Institute, and others (e.g. The Association of American Medical Colleges, The Association of Faculties of Medicine of Canada, etc.)

3. Operations & Administration:

This is the core operating unit of the Schulich School of Medicine & Dentistry. The unit consists of the Dean, the Chief Operating Officer, and their respective Executive and Administrative Assistants. I provide administrative support to both offices.

In all three portfolios if an issue arises, often times I must make an independent and immediate decision to resolve the problem and report the decision to the relevant Associate Director and/or unit. The knowledge required to do this has been accumulated over the past 5 years and is complex and very specific to the individual unit mandate. My experience enables me to work with minimum supervision. My dedication to the three portfolios has earned trust and respect from my colleagues.

In terms of accountability, I prepare purchase orders, post journals, and assist with reconciliation. As part of Communications & Media Relations my duties also include ordering and sales of Schulich promotional items. I am responsible for taking sales orders from customers, both internal and external to Schulich, processing the request to the vendor; processing purchase orders; and journaling the expense to the department/unit or external customer. I keep accurate records of the purchase orders and invoices for reconciliation as well as the inventory of merchandise.

My duties and responsibilities require knowledge of the following software: PeopleSoft Finance, Web Editing, Advanced Microsoft Office including Word, Excel, PowerPoint, SmartDraw VP, Adobe Acrobat, as well as Video and Audio Conferencing. I am required to be a fast learner if the application of new software is required to a new aspect of my job.

Please note that for the last several years I have been providing administrative support to the three portfolios noted above in addition to the reception role. Since the reception role has been posted with the classification of an S3 without the complex and challenging duties that I currently perform, I am appealing that the salary level for my position be adjusted to a minimum of an SG9. I hope the JEAC will give serious consideration to my request.

Thank you for your time, and I am looking forward to hear from you.



Yanti Setiawati  
Schulich School of Medicine & Dentistry  
Clinical Skills Building, Room 3700  
The University of Western Ontario  
Email: [Yanti.setiawati@schulich.uwo.ca](mailto:Yanti.setiawati@schulich.uwo.ca)  
Phone: (519) 661 2111 ext. 80387

CC:

- UWOSA Office
- Dwayne Martins, Chief Operating Officer, Schulich School of Medicine & Dentistry
- Connie Zrini, Associate Director - Human Resources, Schulich School of Medicine & Dentistry
- Elana Whelan, Human Resources Consultant, Schulich School of Medicine & Dentistry
- Nicole Farrell, Executive Assistant to the Dean, Schulich School of Medicine & Dentistry



## Job Description

[Open Printer Friendly View](#)

**Posting Title:** Secretary  
**Reference:** 2998  
**Department:** Schulich - Office of the Dean  
**Employee Group:** UWO Staff Association  
**Appointment Type:** Continuing  
**Appointment Status:** Regular Full-Time

### Total Compensation Info

[Salary Ranges](#)

[Pension](#)

[Benefits](#)

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### Classification & Regular Hours

Hours of Work: 35

Salary Grade: Secretary 3

### Responsibilities

The Secretary provides the first contact for all units of the Dean's Office located in the Clinical Skills Building, Schulich School of Medicine & Dentistry.

The Secretary acts as general receptionist for the Dean's Office, greets visitors and must have an understanding of units within Schulich; including Administration, Graduate and Postdoctoral Affairs, Space and Facilities, Media Relations, Communications, Finance and Human Resources.

The incumbent must be professional and knowledgeable in several aspects. She/he provides information of a general nature with respect to all areas of the Dean's office. She/he must direct callers and/or walk-ins to the appropriate office within the Schulich School of Medicine & Dentistry with speed and efficiency.

### Qualifications

**Education:**

- Post Secondary Diploma or Certificate in office/business administration (minimum 1 year)

**Experience:**

- Minimum 2-3 years experience working in a busy office environment as an assistant/receptionist
- Familiarity with UWO and the Schulich School of Medicine & Dentistry

**Skills & Expertise:**

- Must be able to prioritize and complete tasks in a timely manner as well as handle multiple interruptions and help establish adjustments to priorities on an ongoing basis
- Must be able to work independently and remain calm in stressful situations
- Must be able to deal effectively with people at all levels within the organization, with members of the broader University community and the public and to receive direction from many individuals
- Must have strong communication and problem solving skills and the ability to work in a team environment
- Must be professional, courteous and tactful
- Must be flexible, adaptable and able to have many tasks on the go at once
- Must be able to work in an environment with many interruptions
- Must have advanced Microsoft Office skills with demonstrated competency in Word, Excel, PowerPoint, Adobe, as well as knowledge on how to conduct a web search
- Must adhere to privacy and confidentiality practices

**About Us**

Western welcomes applications from all qualified individuals; however, it is the university's policy to give first consideration to qualified UWOSA applicants.

**Equal Employment Opportunity**

Western is committed to Employment Equity, welcomes diversity in the workplace, and encourages applications from all qualified individuals including women, members of visible minorities, aboriginal persons, and persons with disabilities. Only applicants selected for an interview will be contacted.

Please apply on or before 2011/12/08

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## Donna Chute-Dolan

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**From:** Donna Chute-Dolan [perdec@uwo.ca]  
**Sent:** February-22-12 4:17 PM  
**To:** Arzie Chant; Christopher Bumbacco; Connie Zrini; Donna Chute-Dolan; Joanna Llorca Asuncion; Karen Foullong; Linda Brock; 'Lori Johnson'; Mike Parker; 'Millette, Jan'  
**Subject:** FW: JEAC Appeal for Y. Setiawati

Please see below for the requested information on the required work experience for Yanti's appeal. Hopefully this provides you with what you need to finalize your evaluation.

Donna

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**From:** Elana Whelan [<mailto:Elana.Whelan@schulich.uwo.ca>]  
**Sent:** February-22-12 3:59 PM  
**To:** [perdec@uwo.ca](mailto:perdec@uwo.ca)  
**Cc:** Dwayne Martins  
**Subject:** JEAC Appeal for Y. Setiawati

Hi Donna,

I am responding on behalf of Connie and Dwayne in regard to the questions that JEAC had related to working experience for Yanti's role. We feel that the previous experience required for the role would be 1-2 years and that they would become familiar with Schulich and UWO through on-the-job training and learning.

Let me know if you have any further questions.

Thanks, Elana

Elana Whelan  
HR Consultant  
Schulich School of Medicine & Dentistry  
Western University  
[elana.whelan@schulich.uwo.ca](mailto:elana.whelan@schulich.uwo.ca)  
Ph: 519.661.2111 ext. 80388

**UWOSA JOB EVALUATION RECORDING FORM**

**Office Support Plan**

(APPEAL)

**Dept:** Deans' Office - Schulich School of Medicine and Dentistry  
**Dept. Num.** 370100  
**Incumbent:** Yanti Setiawati  
**Citite Mem.Present:** Admin: Joanna Asuncion, Chris Bumbacco and Linda Brock  
 UWOSA: Arzie Chant, Karen Foullong and Mike Parker

**Job Title:** Secretary

**Eval. Date:** February-08-12  
 (finalized in March 2012)

I	FACTOR	COMMENTS	SUB FACT	DEGREE	PTS	Profile		
						-	=	+
	Job Knowledge	1-2 years experience	Educ	3	60			
			Exper.					
II	Initiative	Refers problems to supervisors. Considerable functional		C	35			
III	Complexity/Judgement	Standardized. Some variety. Choice of action with limits		3	25			
				3	20			
IV	Contacts	Routine contacts, provides information. Courtesy		2	20			
V	Errors	Minimal		2	20			
VI	Supervision of Others	Incidental	Char.	1	5			
			Scope	Any				
VII	Effort/Demands	Moderate. Requires concentration. Multiple responsibilities		2	30			
VIII	Physical Environment	Office		1	10			

CLASSIFICATION ASSIGNED

Total Pts: **205**

Group: \_\_\_\_\_ Secretary \_\_\_\_\_

Level: \_\_\_\_\_ 3 \_\_\_\_\_

Co-Chair Signatures: UWOSA: A. Chant \_\_\_\_\_

ADMIN: J. Asuncion \_\_\_\_\_

**POSITION DESCRIPTION  
QUESTIONNAIRE**

**THE UNIVERSITY OF WESTERN ONTARIO  
EMPLOYEE RELATIONS**

U.W.O. ID NUMBER \_\_\_\_\_ PRESENT INCUMBENT SURNAME \_\_\_\_\_ INITIALS \_\_\_\_\_ POSITION IDENTIFICATION DEPT. NO \_\_\_\_\_ P.S. JOB CODE \_\_\_\_\_  
 \_\_\_\_\_ Office Secretary/General Office Support \_\_\_\_\_ Y. Setiawati \_\_\_\_\_

**BASIC POSITION INFORMATION**

DEPT. NAME Schulich School of Medicine & Dentistry,  
 SECTION NAME : Dean's Office  
 LOCATION: HSA 111  
 WORK WEEK HRS. 35

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

SUPERVISOR SURNAME K. Dalglish- Primary INITIAL \_\_\_\_\_ PHONE: 86227  
 Senior Consultant – Facilities and Communications Consultant

- 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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- |    |   |     |
|----|---|-----|
| 1) | Administrative Support – Space and Facilities | 34% |
|----|---|-----|

This position provides administrative support to the Senior Consultant - Facilities. Schulich maintains 4 meeting and conference rooms with capacity for 90. Schulich also is responsible for 32 classrooms where use of the rooms are reserved for Schulich.

- Contact for room bookings of meeting and conference rooms within Schulich
- Monitors Roombooking account and responds to requests for availability and booking rooms, providing alternate suggestions for request if room requested is not available
- Responsible for working with units regarding class schedules and develops initial timetable to accommodate classes for Undergraduate Medical Education, and Dentistry classes. Finalizes schedule with Senior Consultant - Facilities.
- Responds to requests for room bookings for classrooms, providing alternate suggestions for request if room is not available
- Provides information regarding Videoconferencing for parties when required as part of room use
- Assists Senior Consultant - Facilities for coordinating and tracking CHUBB access to Schulich maintained buildings for after hours access
- Books and schedules meetings for Senior Consultant - Facilities

- |    |   |     |
|----|---|-----|
| 2) | Administrative Support – Communications and Media Relations | 33% |
|----|---|-----|
- This position provides administrative support to the Communications Officer and Media Relations Officer including:
- a) Display Banners and Camera: Booking, arranging pick up and drop off, safekeeping/maintenance
  - b) Promotional Items and Materials: manages inventory and takes orders from departments/units, fills requests, arranges for shipment/pick-up and reordering from suppliers when needed
  - c) manages inventory of office supplies for unit, ordering and filling requests
  - d) Branding assistance: Handling straightforward requests for logo files, stationery forms/instructions, branding guidelines and templates (directing individuals to web site).
  - e) Financial Processing: filling in Purchase Orders, processing invoices, filing quotes, POs and invoices together, handling journal entries related to promotional items (if applicable).
  - f) General Support: filing, copying, assembling documents or presentation materials, production of mailing labels/envelopes, arranging for couriers, etc...
  - g) Coordinates the weekly web-based bulletin board and maintains Schulich web based event's calendar.

- h) Drafts "This Week at Schulich" weekly email bulletin and distributes electronically
- i) Provides support for mailing and distribution of various communication vehicles such as: Holiday Cards and Rapport
- j) Maintain and update Schulich merchandise homepage

3) General Office Support

34%

- Responsible for the daily pick-up, drop-off and distribution of mail/couriers for all units located on the third floor, Dean's Office, Clinical Skills Building
- Posts flyers and other information of interest to faculty and students
- Order stationery and copier supplies and keep inventory for entire 3<sup>rd</sup> floor
- Courier contact: Complete waybill, call for pick-up, ensure package/envelope is ready to go out, then leave with reception for pick-up
- As requested, plans Dean's Office special functions, including the Celebration of Excellence, Holiday Event, and other events and completing journals and POs
- Assist with archiving of documents, as requested
- Sundry duties as assigned by COO or delegates, including: photocopying, placing catering orders, delivery of on-campus mail, preparing mail labels, stuffing envelopes, assembling documents/presentation materials

**NO. OTHER DUTIES (less than 10%)**

Other duties as assigned.

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
Corres- pondence: <input checked="" type="checkbox"/>	<input type="checkbox"/> Complete Composition	emails,
	<input checked="" type="checkbox"/> Partial composition with general direction (verbal or written)	
	<input checked="" type="checkbox"/> Prescribed format	
Reports: <input type="checkbox"/>	<input type="checkbox"/> Complete composition	
	<input type="checkbox"/> Partial composition ...	
	<input type="checkbox"/> Prescribed format	

Other:  \_\_\_\_\_ Complete composition  
 \_\_\_\_\_ 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?**

**Education:** Post Secondary Certificate or Diploma (minimum 1 year) in office/business administration

**Skills:** Organizational – must be able to prioritize and complete tasks in a timely manner. Must be able to handle multiple interruptions and help establish adjustments to priorities on an ongoing basis. Must be able to work independently. Must be able to remain calm in stressful situations

Interpersonal - must be able to deal effectively with people at all levels of the organization. Must be able to receive direction from many individuals. Must have good problem solving skills and must be able to work in a team environment.

Communication – Excellent verbal and written communication skills

Multi-Tasking – must be flexible, adaptable and able to have many tasks on the go at once. Must be able to work in an environment with many interruptions.

Computer – Advanced Microsoft Office skills. Familiarity with Word, Excel, PowerPoint, SmartDrawVP and familiarity with PS Financials. Basic knowledge of how to search the web and video conference equipment, Familiarity with Web editing and Adobe software.

**Experience:**

- Previous experience working in a busy, office environment as general office support
- Familiarity with UWO and the Schulich School of Medicine & Dentistry,

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

- Acts independently responding to requests and consults when guidance or direction is needed
- Daily supervision from and interaction with the Executive Assistant to the COO
- Daily or weekly supervision from the Communications Officer, Media Relations Officer, and Space and Facilities Consultant

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

- Scheduling issues, room inquiries, irregular scheduling of classrooms for meetings and other one-time bookings
- Prioritizing workload, given multiple tasks

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

- Unusual issues relating to room bookings

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

- daily planning of assigned work

- Weekly e-bulletin
- Annual classroom timetabling

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...)
Faculty availability	Inside	wkly	provide information on meeting room
SSMD staff	Inside	dly	handle room booking inquiries

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

Staff Member: *Yanti Setiawati*

Present Classification SS3 Signature  Date November 24, 2011

Supervisor: *KAREN DALGLISH*

Signature  Date November 24, 2011

# 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 \_\_\_K. Dalglish\_\_\_\_\_

Department Head \_\_\_\_\_

Dean's Office \_\_\_\_\_

Date \_\_\_\_\_