

Job description updates

How to deal with member complaints about new job descriptions



June 10, 2021

CS-IT conversion

Introduction

In preparation for the CS to IT conversion, departments are updating job descriptions. This is part of a regular classification process, done separately and in parallel from the conversion itself. The conversion refers to the release of the Advanced Personal Notifications (APN) and Official Personal Notifications (OPN). More information and training for stewards related to the conversion process will be held closer to the conversion date (to be determined by the Treasury Board). While a target date for October 2021 has been referenced, it is subject to change depending on the Treasury Board's level of readiness.

These departmental updates to job descriptions are expected to provide members with an updated job description at the same numerical classification level. There may be a few instances where members receive a downward classification or a reclassification to another occupational group. This document is intended to assist stewards in handling questions and concerns related to updates of job descriptions where a member is reclassified downward or to another occupational group.

Context

The Chief Information Officer Branch at the Treasury Board is updating their standardized workstream models and standardized job descriptions.

We expect that most members will fall under a new standardized job description (SJD). Those who do not fit under one of the new SJDs may be assigned a departmental-specific job description or a unique job description.

- Members who believe their new SJD does not accurately reflect the work they perform and believe they should be remapped to another SJD should engage in discussions with their manager first. If the problem is still not resolved, they should consult a steward for help.

Departmental updates to job descriptions should keep members at the same level. For example, a CS-02 should receive a job description at the same level (CS-02). However, there may be instances where a member receives a classification notification to another occupational group.

- Stewards will need to help members who receive a classification notification to another occupational group. The Cheat Sheet below outlines the steps for stewards to put together a documentation package to pass on to the PIPSC Classification team (compensation@pipsc.ca).
- Members who want to contest a classification notification at the same level have a high threshold to meet to be considered for representation. An update to a job description is meant to reflect the evolution of work in a position and is not intended to result in an upward reclassification.

Sources for help

- [PIPSC FAQ CS to IT conversion](#)
- [CS to IT: work descriptions and webinar](#)
- [Intranet page on CS to IT](#)
- Departmental manager

Cheat sheet

Below is a list of questions that will help you determine if a grievance is warranted (whether it has to do with job description content or classification). You are not expected to advise members on grievance merits (whether or not a member has a case). If you believe the case warrants a grievance, please collect the relevant documents that address the questions below, and submit them to the PIPSC Classification team (compensation@pipsc.ca) who will be able to assess whether or not a member has a case.

Question: Does the member disagree with receiving a job description and classification at the same level?

Action: Inform them that unless they have job content concerns, the exercise to regularly update job descriptions is working as intended.

Question: Has the member engaged in discussions with their manager to try and address their concerns?

Action: Departments are expected to engage in proactive discussions/information sessions with members ahead of time and should be the first point of contact for questions. Once members have exhausted their manager/department as a resource and are still unsatisfied with the outcome, you can assess whether a grievance is warranted, and guide them through the formal (grievance) process. If it's unclear how to proceed (for example, if you believe the discussions were fruitful and addressed their concerns, but the member is convinced otherwise), you can reach out to the PIPSC Classification team (compensation@pipsc.ca) for guidance.

Question: Does a member agree with their job description, but not with the level at which their job description is classified?

Action: If the member agrees with the contents of the job description, but not its classification level, they can file a classification grievance. If the member disagrees with the contents of the job description and how it's classified, they can file both a job content and classification grievance.

Question: Is the grievance timely?

Action: A classification grievance can be filed within 35 calendar days of receiving a classification notification/action. A job content grievance can be filed within 25 working days of the job description being signed. A signature on the job description is indicating that you have had the opportunity to review it and is not confirmation that you agree with its contents.

Question: Has the grievance form been signed by the grievor and manager?

Action: For a grievance to be considered valid, it needs to be correctly filled out and include appropriate signatures. Advise the members that the grievance will be put on hold while PIPSC determines if representation will be provided.

Question: Does the member believe they should be remapped to a different job description? Has the member reviewed the Chief Information Officer Branch (CIOB) suite of job descriptions and believes there is another standardized job description that is a better fit?

Action: If yes, help the member prepare to substantiate their claim by ensuring they provide a copy of the SJD they should be remapped to along with examples of how they perform key activities in that SJD. If they believe that none of the SJDs reflect the work they perform, get them to provide a list of duties they believe are not covered by their current job description.

Question: Does the member believe the job description covers at least 70% of assigned duties? What percentage do they feel it covers?

Action: They only need to cover the vast majority of the work assigned, and incumbents perform the vast majority of the work described. In other words, if the job description covers at least 70% of assigned duties, inform the member that a grievance is likely to fail.