

METROPOLITAN LIBRARY SYSTEM

Request for Appeal of Classification

INTRODUCTION

The appeals process is designed to address the concerns of employees who believe their position may have been misclassified as a result of the recent Compensation and Classification and Study.

As the study and implementation has taken place over a period of time, it is possible in a few cases, for job duties and responsibilities to have changed since, job information was collected, Position Description Questionnaires completed, and interviews conducted. In addition, information could have been inadvertently omitted. Finally, employees may have valid concerns about the internal equity (classification) of their position and may wish to communicate these concerns.

Appeal forms and these instructions are available on the intranet project page.

For an appeal to be successful you must have **justification** for your appeal; for instance you must submit:

- **New information** not included in your questionnaire and/or job description;
- **Changes in the job** since your questionnaire was completed;
- **Information you left out** that may have been helpful;
- Information you believe may have been **missed or not considered** during the study.

The appeal will be screened by Human Resources and Singer Group and reviewed by The Singer Group (timeline below).

- All appeals must be submitted in writing using the attached form by **March 2, 2018**.
- An employee can appeal his/her classification with or without input/approval from their manager or supervisor.
- The decision made by the Singer Group is ***final*** regarding classifications for 2018.

APPEAL INFORMATION

Please note the examples of unacceptable reasons for appeal in the following Guidelines.

Appeal Steps

1. Requests for appeal should be sent to Lorraine Kituri at kituri@singergrp.com by **noon, Friday, March 2, 2018**. The Consultants will forward a copy of the appeal to Human Resources.
2. Appeals filed after this date will not be considered.
3. All requests should include the reason(s) for filing an appeal based on the criteria and questions included in the **Request for Review form**.
4. Include any relevant supporting documentation and justification for the appeal.
5. Employees may submit the appeal forms with or without a Manager/Supervisor signature. This signature is optional; obtaining it is the employee's choice and will not affect the outcome of the appeal.
6. The Singer Group, along with Human Resources will identify appeals that do not pass the initial screening process. Human Resources will notify employees whose appeals do not pass through the initial screening process, in writing, by **Friday, March 9, 2018**.
7. For appeals determined to be valid, The Singer Group will prepare the recommendation of approval to Human Resources by **Friday, March 30, 2018**.
8. Human Resources will notify the employee and the Supervisor/Manager and Department Head of the final results by **Friday, April 6, 2018**.
9. Any changes made as a result of a successful appeal will be **retroactive** to **March 12, 2018**.

IMPORTANT: Unsuccessful Appeals will **NOT** be eligible for any further review.

METROPOLITAN LIBRARY SYSTEM

Request for Appeal of Classification

Guidelines for Requesting an Appeal

The appeals process is designed to enable an employee or a Supervisor/Manager to appeal legitimate and justifiable classification issues or inequities resulting from the recently completed Compensation and Classification study.

The person(s) filing the appeal are responsible for completing the appeal form and providing justification supporting the reason for appeal. One appeal form can be used for a group of employees within a classification, if employees in the same title/classification wish to request a group appeal. Managers and Supervisors may also file an appeal on behalf of a position.

Appeals must be based on the criteria and questions included in the appeals form; those that do not follow these criteria will not be accepted for review.

The following factors were taken into consideration when classifying positions. Using the questions on the **Request for Appeal Form**, please provide justification for your Request for Appeal based on position responsibility requirements related to these factors:

- Education/experience
- Budget responsibility
- Complexity, judgment and problem solving
- Customer satisfaction and service
- Decision-making impact
- Scope of work
- Specialized skills
- Supervisory responsibility

Examples of Unacceptable Reasons for Appeal

- **Personal or individually-based characteristics**, such as initiative, performance, hard-working, etc. Positions are classified based on the level and complexity of the currently assigned job duties and responsibilities in addition to the results of the market survey. An individual may be a high performer, but the criteria for classification focus on the type and complexity of the work, not the way in which it is performed.
- **Staffing and workload issues.** Many employees work in departments/divisions serving an ever-increasing number of library customers or increasing volume of work; however, increased volume or quantity of work that does not change the level of responsibility of the position is not a reason for appeal.
- **Comparisons to other positions.** Appeals will be rejected if the sole reason for appeal is a comparison to a position in another grade. For example – “My position and Beulah’s position both used to be grade 5, now I’m in 5 and she’s in 6.” The classification process focuses on the duties and responsibilities of each position individually, as well as a comparison to market data. You **can** reference the level of responsibility of your position in reference to the level of responsibility of another position; the comparison just needs to be based on your duties and responsibilities, not grade level.
- **Salary considerations.** The Singer Group conducted a thorough and comprehensive market review of library positions. Pay ranges were set to reflect current market data and Metro’s compensation philosophy. The resulting Singer Group recommendations and implementation plan has been approved by the Metropolitan Library System Commission. Appeals citing data from other employers or from web-based salary survey sites will not be accepted. In addition, appeals citing the amount of increase from study implementation or the salary in general as the reason for appeal will not be accepted.

Metropolitan Library System
REQUEST FOR APPEAL OF CLASSIFICATION FORM

**REQUESTS FOR APPEAL MUST BE DELIVERED TO THE HUMAN RESOURCES OFFICE
BY NOON, MARCH 16, 2018**

NAME OF EMPLOYEE(S) REQUESTING REVIEW: _____

POSITION TITLE: _____

*You **MUST** answer each of the following questions regarding the classification being appealed*

1. Has the purpose of the work changed since the job description and/or Position Description Questionnaire were completed? If yes, please describe.

Be sure to attach justification and documentation explaining how assigned work has changed.

2. If the purpose of the work has changed, is the new assignment:
___ **A SPECIAL PROJECT** ___ **TEMPORARY** ___ **ON-GOING**

3. In your opinion, are there significant requirements in duties and responsibilities, not listed on the job description and/or position description questionnaire, assigned to the position in question which warrants review? If so, be sure to note complexity, level of responsibility, function, and/or nature of work.

4. Please provide your justification for this appeal along with a recommended resolution. (**attach additional information as needed.**)

Appellant's Signature(s) _____

Date _____

***Manager/Supervisor Signature** _____

Date _____

*optional