General Definitions

Framework Component	Definition
Job Evaluation	 Job Evaluation is a systematic process for determining the relative value of jobs at the University of Calgary. It is a system for analyzing and comparing different jobs according to the over Evaluation is not concerned with the volume of work, or with the person doing it, or with current pay. The key purpose of Job Evaluation is to establish a framework for: Defining jobs and hierarchy Providing a foundation for reward and talent management decisions including base pay, career management, workforce planning and learning and development Creating a flexible, adaptable means of communicating career paths and facilitating talent mobility The overall goal of Job Evaluation is to develop a consistent, internally relevant, and market-supported approach that can be understood by everyone involved
AUPE Job Evaluation Framework	 The AUPE Job Evaluation Framework is a flexible methodology for Job Evaluation which organizes jobs based on progressive levels of contribution and presents opportunities for career planning. The AUPE Job Evaluation Framework is composed of several job families and phases that increase in complexity and responsibility, representing career progression opportunities The framework clarifies the growth in jobs from one level to another based on responsibilities, scope, impact, required skills and knowledge Each job family represents different types of roles and the nature of how they contribute to the organization, and each job is mapped to a job family and then a job phase within that families
Job Evaluation Process	 Job Evaluation focuses on the job itself as opposed to the current incumbent(s). The performance of the job's incumbent(s) will be measured by the performance management system, be There are several questions we can ask to separate the content of the job from the capabilities of the incumbent such as: What is expected of an incumbent who is fully proficient in the role, as opposed to new hires or long-tenured employees? Were these responsibilities gained over time or did the previous incumbent also have them? Once a robust profile is submitted by the manager, the Compensation team is responsible ensuring that each job is classified correctly and fairly, based on its requirements and internal of Under the guidance of Human Resources, managers are also responsible for providing the rationale and key decisions used throughout the process. This will aid the Compensation team across the AUPE employee population
Job Family	 Regroups positions with similar educational requirements, contribution, and career progression opportunities Serves as a foundation to ensure internal equity A set of broadly defined responsibilities that described how jobs contribute within the university: General Operational / Administrative Trades Specialist / Advisor Technical
Job Phase	 A descriptor for the position of a job within the Evaluation Framework; represents the level of contribution for a particular role Ensure internal equity and alignment of jobs Provides a framework for career development, competencies, and compensation Define internal hierarchy within jobs based on a set of common criteria and allows function-specific career development within the framework
Classification Grid	 Detailed expectations and descriptions of work performed for all job families and job phases using consistent leveling criteria: Knowledge Operational Expertise Leadership Problem Solving Influence Interpersonal Skills Qualifications

overall responsibilities and scope of each job. Job

eer pathing, targeted development, and workforce

nily

, but should not in any way affect the evaluation of the job

al equity am in ensuring a consistent approach to job evaluation

AUPE Job Family Descriptions

Job Family	Description
General	Primarily performs fundamental tasks and routine procedures. Nature of work is essentially physical, methodical, and frequently involves front line customer service These jobs work with a moderate degree of autonomy. Supports a service or operation within the university.
Operational / Administrative	Primarily performs tasks that range from routine office duties to complex coordination and administration of programs and services. Performs duties according to support of general business operations and coordinates the delivery of related services.
Trades	Primarily performs specialized tasks and procedures, providing specialized trade support across the university. The nature of the work is essentially physical, systematic, and will support the facility operations within the university infrastructure. Requires training and certifical experience to perform the work required.
Specialist / Advisor	These roles are typically filled by a qualified professional who is accountable to provide guidance to one or more administrative, operational, or research units usi specialty area and often support a professional service or function and academic units within the university. These jobs work with a high degree of autonomy and
Technical	These roles are typically filled by a qualified technical professional who is accountable to perform specialized tasks and procedures and provide guidance in the a operational and research needs within the university. These jobs work with a high degree of autonomy and may be required to manage multidisciplinary projects.

AUPE Job Evaluation Framework Criteria

Criteria	Definition	
Knowledge	Assesses work and activities (through a hierarchy of work extending from tasks, theory, and practices)	
Operational Expertise	Assesses knowledge and operational skills related to university procedures and technical expertise	
Leadership	Assesses activities undertaken to obtain objectives (measures level and scope). Describes how one should focus on guiding, developing and mentoring others to improving influence the university.	
Problem Solving	Assesses the level of cognitive skills and ingenuity required to perform a particular role and the complexity within the job	
Influence	• Describes the scope of authority within which decisions are made and the impact they have on the university. Also describes the impact of decisions and actions on tea	
Interpersonal Skills	 Describes the skills required to convey and present information clearly, confidently, and competently in various communication settings Assesses the skills required to engage in discussion to reach agreement, satisfactory outcomes, and affect other people's behaviors in various situations 	
Qualifications	Assesses the minimum required combination of post-secondary education, professional certifications, diplomas, and on the job experience to execute assigned tasks	

rvice, production, light construction, or facility maintenance.

to established guidelines, processes, and procedures in

ication in a trade's specialization, or the equivalent

using acquired expertise. Acts as an internal advisor in a nd may be required to manage multidisciplinary projects.

e application of specialized technical knowledge to support is.

prove performance. Also a measure of how roles impact and

eam(s), functional area(s) and the university as a whole

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Classification Grids – General

	GEN 1	GEN 2	GEN 3
General Profile	 Entry-level position with limited previous training or relevant work experience Work is prescribed and completed with little autonomy Works under close supervision or with clearly defined direction 	 Has developed skills through formal training or on- the-job experience Works within established procedures with limited ability to modify approach Completes assigned tasks with a moderate degree of supervision 	 Has developed specialized skills through job-related training and considerable on-the-job experience May act as an informal resource for colleagues with less experience Completes work with a limited degree of supervision and regularly provides guidance to others
Knowledge	 Develops skills to perform basic, repetitive, and manual activities in the job 	 Performs routine day-to-day activities 	 Demonstrates proficiency in a range of processes or procedures
Operational Expertise	 Understands own tasks and applies general or rudimentary knowledge developed through education or experience 	 Understands key university performance drivers; uses this understanding to accomplish own work 	 Has knowledge of best practices and how own tasks integrates with others
Leadership	 Has no supervisory responsibilities Focuses on developing own skills 	 Has no supervisory responsibilities May provide informal guidance more junior team members 	 Regularly provides informal guidance and support to other team members
Problem Solving	 Uses defined procedures to perform tasks 	 Recognizes and solves typical problems that occur in own work and without supervisory approval Evaluates and selects solutions from established options 	 Provides solutions to problems based on existing precedents or procedures
Influence	Impacts the efficiency and accuracy of own work	Impacts the quality of own work	Impacts the results of own work team
Interpersonal Skills	 Requires basic communication skills 	Exchanges information in day-to-day situations	 Uses communication skills to exchange information
Qualifications	 No formal education required No experience needed 	 No formal education required 1 – 3 years' of related experience 	 High school education 3 – 5 years' of related experience

GEN 4
 Has developed advanced skills through job-related training and considerable on-the-job experience Acts as a lead, coordinating and overseeing the work of others
 Works autonomously within established procedures and practices
 Requires a developed specialized level of skill to perform a range of tasks
 Interprets internal and external challenges, and recommends best practices to improve processes or services
 Allocates work and provides subject matter guidance to other team members May act as an <u>in-scope supervisor</u> for team members
 Exercises judgement, based on previous experience, practices and procedures to identify and solve problems that arise
 Impacts effectiveness of own team and closely related teams
 Exchanges ideas and information effectively Uses tact and diplomacy when dealing with others
 High school education 5+ years' of related experience

Classification Grids – Operational / Administrative

	OPA 1	OPA 2	
General Profile	 Entry-level position with limited previous training or relevant work experience Work is prescribed and completed with little autonomy Works under close supervision or with clearly defined direction Responsible for general office and administrative duties 	 Has developed knowledge and skills through formal training or considerable on-the-job experience Works within established procedures with moderate degree of supervision 	 Has developed training and co Completes wor Likely to act as
Knowledge	 Applies knowledge to perform activities in own job 	 Has established knowledge about the university and uses acquired skills to perform a range of routine activities 	 Highly skilled in carry out assig area
Operational Expertise	 Understands how the assigned duties integrate with others in the team 	 Understands how the assigned duties relate to others in the team and how the team integrates with other related teams Understands key university drivers; uses this to accomplish own work 	 Uses knowledg to accomplish t
Leadership	 No supervisory or leadership responsibilities 	 No supervisory or leadership responsibilities Manages own workload Can provide basic mentorship duties to junior team members 	 Provides guida May act as an in
Problem Solving	 Uses existing procedures to solve issues of limited complexity Has limited exposure to problem-solving opportunities where discretion is exercised 	 Recognizes and solves standard problems that can occur in own work and without supervisory approval Evaluates and selects solutions from established options 	 Provides soluti practices or pro
Influence	 Impacts the accuracy of own work Receives close supervision Duties are clearly defined, and tasks are described in detail 	 Impacts own team through the quality of the services or information provided Follows standardized procedures and practices and receives regular but moderate supervision and guidance 	 Impacts the qu Uses discretion results or impro
Interpersonal Skills	 Uses communication skills 	 Uses communication skills to exchange information 	Expert communication
Qualifications	 High school education 1 – 2 years' of related experience 	 High school education 2 – 5 years' of related experience 	 Post-secondar 5+ years' of rel

bed specialized skills, or is multi-skilled, through job-related considerable on-the-job experience work with a limited degree of supervision

as an informal resource for colleagues with less experience

d in a range of processes, procedures, and systems used to signed tasks or has developed advanced skills in a specific

edge of how the team integrates with others functional areas sh team objectives

idance and support to other team members n <u>in-scope supervisor</u> for team members

lutions to problems based on experience and existing procedures

quality, timeliness, and effectiveness of the team tion to modify work practices and processes to achieve prove efficiency

nunication skills to deliver information within team

dary certificate, diploma, or degree related experience

Classification Grids – Trades

	TRD 1	TRD 2	
General Profile	 Entry-level position with appropriate licenses/training certifications Has foundational skills in a specific trade Works within clearly defined standard operating and adheres to quality and safety guidelines Work is completed with moderate supervision 	 Expands analytical or technical skills in own work area Maintains appropriate licenses, training and/or certifications, as needed Applies experience and skills to complete assigned work within area of expertise Works within standard operating procedures and/or analytical methods Works with limited supervision 	 Has developed through job-related Completes a variable Works within data within a second second
Knowledge	 Applies foundational analytical skills to perform routine activities 	Applies in-depth analytical skills to perform a variety of activities	 Requires profic procedures to o
Operational Expertise	 Understands how the assigned tasks relate to others in the team and how the team integrates with others 	 Has good understanding of how the team integrates with others Understands key university drivers; uses this to accomplish own work 	 Has a good une achieve faculty
Leadership	 Has no supervisory responsibilities 	May provide informal guidance and support to junior team members	 Provide information May act in the other states
Problem Solving	 Uses standard operating procedures to guide own work and solve routine problems 	 Recognizes and solves routine problems that can occur in own work area with or without supervisory approval; evaluates and selects solutions from established operating procedures and best practices 	 Provides solution existing preced
Influence	Impacts the quality and quantity of own work	 Impacts the quality and quantity of own work and its contribution to the team 	 Impacts the qua organization
Interpersonal Skills	 Uses communication skills to exchange information 	 Uses communication skills to exchange information 	 Uses communi and diplomacy
Qualifications	 Specialized trade certification or working towards journeyperson status 1 - 3 years' of related experience 	 Specialized trade certification or journeyperson status 3 - 8 years' of related experience 	 Specialized tra May require ad the specialized 8+ years' of rel

ed proficiency in a range of processes or procedures related training and considerable on-the-job experience variety of atypical assignments, as needed defined processes and procedures or methodologies and termine the appropriate approach for new assignments as an informal resource for colleagues with less experience

oficiency in a range of analytical and technical processes or to carry out assigned tasks

understanding of how the team integrates with others to ilty/unit objectives

rmal guidance and support to other team members ne capacity of an <u>in-scope supervisor</u> for team members

utions to problems in situations that are atypical based on edents or procedures

quality and quantity of own work and its contribution to the

unication skills to effectively exchange information; uses tact cy when dealing with others

trade certification or journeyperson status additional expert or master level certification or status within ed trade related experience

Classification Grids – Specialist / Advisor

	SPA 1	SPA 2	
General Profile	 Performs specialized tasks and duties in an advisory capacity Knowledge and exposure to fundamental theories, principles, and concepts Uses existing standard processes and procedures to solve routine or standard problems Receives a moderate level of direction from others 	 Requires in-depth knowledge and experience in own discipline; continues to acquire higher-level knowledge and skills Has knowledge of the university and institutional processes and policies Solves a range of problems within own discipline. Some involvement in cross-functional issues Uses research and analysis to solve problems that are of moderately complex in nature through use of best practices and established processes and procedures Receives limited guidance and direction Acts as a resource for junior team members 	 Requires advance related discipline Uses best practices Solves complex delegate less co Works independ Acts in a leaders
Knowledge	 Requires conceptual knowledge of theories, practices and procedures in own discipline Accountable for developing required knowledge 	 Requires expanded conceptual knowledge in own discipline and broadens capabilities within a specialty area May serve as a subject matter expert in the interpretation, communication, and education of various comprehensive topics within their discipline 	 Requires completion knowledge of re Provides strategineeds to suppor Requires knowled aspects of their
Operational Expertise	 Applies university knowledge developed through education or experience Focuses on coordination and administration of programs, systems, or protocols 	 Understands key university drivers using this understanding to accomplish own work Keeps abreast of changes in related University policies, processes, and procedures Identifies areas of improvement in operational and functional practices within team 	 Has expertise of Keeps abreast of the differentiatin Identifies areas own faculty/unit Contributes to th with current and
Leadership	 No supervisory responsibilities Advises clients within specialized area of knowledge 	 No supervisory responsibilities Provides guidance to junior team members Contributes to projects on a regular basis 	 Acts as a resour Lead projects with Responsible to on May act as an in
Problem Solving	 Uses existing procedures to solve standard problems Analyzes information and standard practices to make judgements Requires moderate organizational and analytical skills 	 Solves problems in straightforward situations; analyses possible solutions using experience, judgement, and established precedents Identifies solutions related to their discipline and ensures consistency of practice Requires an enhanced level of organizational and analytical skills 	 Solves complex Exercises experinformation Requires signific Provides support
Influence	 Impacts quality of own work, working within standardized procedures and practices to achieve established objectives and meet deadlines Works within university policies and industry guidelines 	 Impacts quality of the work of others on the team working within guidelines and policies Scope of influence is contained to own faculty/unit Makes recommendations regarding the development of policies, procedures, and plans that reflect the support of the department 	 Impacts a range and other related Scope of influen Recommends an procedures
Interpersonal Skills	 Exchanges straightforward information, asks questions, and checks for understanding Build relationships with staff on own team, within immediate faculty/department/unit and across the university 	 Explains complex information to others in straightforward situations through presentations or one-on-one consultations Builds relationships with key stakeholders internal to the university Provides guidance, mentorship, and advice to team members 	 Explains difficult Works to build c Responsible for with key stakeho
Qualifications	 Certificate, Diploma, or bachelor's degree in related discipline 1 – 3 years of related experience 	 Bachelor's degree in related discipline 3 – 5 years of related experience 	 Bachelor or mas 5+ years of relat

SPA 3

- anced knowledge and experience of own discipline and other lines
- actices and knowledge of internal or external issues to improve
- ex issues taking new perspectives using existing solutions. May complex items to others
- ndently, receiving minimal guidance
- ership capacity for team members

plex, conceptual, and practical expertise in own discipline and related disciplines

tegic leadership and contributes to organizational development bort the values and direction of the faculty, department or unit wledge of all applicable legislation, policies, and practices in all eir specialized area of expertise

e of best practices and how own area integrates with others st of best practices applied at other post-secondary institutions and iting factors

- as of improvement in operational and functional practices within nit
- the development and design of policies and procedures aligned nd emerging needs

ource for colleagues with less experience with manageable risks and resource requirements to coach, mentor, train and advise others in junior roles in <u>in-scope supervisor</u> for team members

ex problems taking new perspectives on existing solutions pert judgement based on the analysis of multiple sources of

ificant problem solving expertise and analytical thinking port in solving highly complex issues

ge of operational, project, or service activities within own team ted teams working within broad guidelines and policies ence is campus wide

and implements improvements and changes to policies and

cult or sensitive information d consensus for developing and maintaining productive working relationships eholders internal and external to the university

naster's degree in related discipline elated experience

Classification Grids – Technical

	TEC 1	TEC 2	
General Profile	 Performs foundational technical tasks and duties Supports technical procedures and maintains moderately complex technical equipment Knowledge of and exposure to technical theories, principles, and concepts Uses existing standard processes and procedures to solve technical problems Receives instruction, guidance, and direction from others 	 Requires in-depth technical knowledge and experience in own discipline to perform technical work of considerable complexity Uses technical skills to solve problems that are of moderately complex in nature through use of best practices and established processes and procedures Has knowledge of the university and research/laboratory processes and policies Receives limited guidance and direction 	 Requires advant other related dis Uses best pract efficiency Solves complex solutions. May of Works independent Acts as a resource
Knowledge	 Requires technical knowledge of theories, practices and laboratory/research procedures in own discipline Accountable for developing required technical knowledge 	 Requires expanded technical knowledge in own discipline and broadens capabilities within other technical disciplines May serve as a subject matter expert in the interpretation, communication, and education of various comprehensive topics within their discipline 	 Requires advan knowledge of re Requires knowl aspects of their
Operational Expertise	Applies technical skills and knowledge developed through education or experience in a particular area of specialization	 Understands key university drivers, using this understanding to accomplish own work Keeps abreast of changes in related technical policies, processes, and procedures 	 Has knowledge Keeps abreast of the differentiating Identifies areas own departmen Contributes to t with current and
Leadership	 No supervisory responsibilities Assist with project management on a regular basis 	 No supervisory responsibilities Provides guidance to junior team members Contributes to project management on a regular basis 	 Provides strates needs to suppo Acts as a resou Lead projects w Responsible to May act as an
Problem Solving	 Uses existing procedures to solve standard problems Analyzes information and standard practices to make judgements Demonstrates technical abilities to operate specialized technical equipment 	 Solves problems in skilled technical work; analyses possible solutions using experience, judgement, and established procedures Identifies solutions related to their discipline and ensures consistency of practice 	 Solves complex Exercises judge Requires signifi Provides suppo
Influence	 Impacts quality of own work, working within standardized procedures and practices to achieve established objectives and meet deadlines Works within general functional policies and industry guidelines 	 Impacts quality of the work of others on the team working within guidelines and policies Scope of influence is primarily internal to the university Makes recommendations regarding the development of policies, processes, and systems that reflect the support of their unit 	 Impacts a range and other relate Scope of influer Recommend an procedures
Interpersonal Skills	 Exchanges information, asks questions, and checks for understanding Build relationships with staff on own team, within immediate faculty/department/unit 	 Explains complex information to others in situations through presentations or one-on-one consultations Builds relationships with key stakeholders internal to the university Provides guidance, mentorship, and advice to team members 	 Explains difficul Works to build of Responsible for with other staff
Qualifications	 Diploma or bachelor's degree in specific field 1 – 3 years of related experience 	 Bachelor's degree in specific field 3 – 5 years of related experience 	 Bachelor or mas 5 – 10 years of

- anced technical knowledge and experience of own discipline and disciplines
- actices and knowledge of internal and external issues to improve
- ex technical issues taking new perspectives using existing y delegate less complex items to others
- ndently, receiving minimal guidance
- purce for colleagues with less experience
- anced technical, and practical expertise in own discipline and related disciplines
- wledge of all applicable legislation, policies, and practices in all eir discipline

ge of best practices and how own area integrates with others st of best practices applied at other post-secondary institutions and iting factors

- as of improvement in operational and functional practices within ent
- the development and design of policies and procedures aligned nd emerging needs
- tegic leadership and contributes to organizational development port the values and direction of the university
- purce for colleagues with less experience
- with manageable risks and resource requirements
- to coach, mentor, train, and advise others in junior roles an in-scope supervisor for team members
- ex problems taking new perspectives on existing solutions gement based on the analysis of multiple sources of information ificant problem solving expertise and analytical thinking port in solving highly complex issues
- ge or operational, project, or service activities within own team ated teams working within broad guidelines and policies nence is internal and external to the university and implement improvements and changes to policies and

cult or sensitive information d consensus for developing and maintaining productive working relationships ff groups

naster's degree in specific field of related experience

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