

Ritchie and Associates

Sept. 17, Finance

- last week, after we talked with Chuck, Laney came to the office with her husband - was ill, wanted to know what support she could get from the Union - didn't feel there was much support amongst co-workers - is willing to grieve, not worried about being probationary and only 3 weeks of service, basically cannot work under such conditions - said she would take time off sick if she was sick again, and get letter from doctor

- Kitty and I talked to Chuck again - he felt it would be best if we discussed the problem with individual staff members rather than have a meeting of all of Payroll - thought that people would be afraid to support a grievance, or speak out about their problems - was dubious himself about grounds for grieving (rightly so)

- Sept. 16 - spoke with Maria, Cheryl, Kerris

Maria: 3 Clerk 3s in Payroll - Maria, Cheryl, Kerris, Peggy (Peggy on sick leave) - duties have been changed without adequate training - they are expected to be able to interchange duties - but these changes have been made at worst time of year, and they have been left on their own to learn the tasks - Clerk 2's and the Clerk 1 duties have remained same -
- the 'activity report forms' are calculated by the worker - collected 2 times a day by the R&A man - form has to be completed twice a day and the figures added up - form will be used for limited time (see below for contradiction)
- she is using holiday for dental appointment - had appointment yesterday, but super. asked her to change
- reduction of workforce: were 3 doing monthly, now only 2 - Denise used to do Faculty payroll, now job changed so she does no payroll, just supervises (Clerk 4) - Chuck (4) does hourly, UIC, and has had student monthly supervision and Expo passes added
- Maria asked about the R&A report but has not been given any information
- she had a car accident last year, and has not fully recovered - has used up most of her sick leave - will need six-eight weeks for surgery, so is afraid to take time off now - is worried about whether or not she can handle the pressure, or will wind up like Peggy (ie. off on sick leave)

Cheryl, Kerris: - no forwarning of changes in duties - training left up to them - Cheryl used to do $\frac{1}{2}$ of hourly payroll (output only) - Kerris used to do just the student monthly, and they always hired two people to help her in Sept. (not this year) - now Cheryl and Kerris split all hourly and all student monthly - hourly, output only - they split payroll on 1st of Sept., no warning, no training - first in July they gave Cheryl all hourly (output only), and Kerris has all student monthly, output and input - 2 people now doing the work of 3 - Cheryl

has A-L student and hourly, and Kerris has M-Z student and hourly

- Cheryl asked the R&A man how long they would have to fill out forms and he said, honest answer, forever
- activity report form: compare with times calculated by R&A, and add up earned minutes - don't take interruptions into consideration and yet they set priorities as:
 1. counter
 2. phone
 3. paper work

worried that they will use the report forms to evaluate people

- training: eg. Cheryl doing student monthlies - 12 hrs. overtime at home - did large batch of them, but no help, so if errors she will be blamed even though she wasn't properly instructed - this worries them
- list of job duties: use this article
- temps - constantly from office overload - never have seen any floaters in there (although they say, nobody would want to work here) - Clerk 2 and Clerk 1, positions vacant for long time - keep bringing in temps for short term - training time
- Clerk 3, Peggy, off - Clerk 2 (Linda) has temp. promo. (who's filling her position?)
- cut off dates for payroll now that they have two sections - can't meet deadlines - two cut off dates instead of one, and back to back - ie. have to finish student one day and then hourly next - impossible - people are not getting paid - lot of complaints
- splitting of payroll - no consultation(24.05)

- will speak with Denise and Linda tomorrow
- meet with Craig Smith - grievance? - they all would sign grievance form (ie. Cheryl, Maria, Kerris, Laney, Chuck)