

# **MASTER CONTRACT**

**Between**

**SOUTHWESTERN MICHIGAN EDUCATION ASSOCIATION**

**and**

**GLEN OAKS COMMUNITY COLLEGE  
BOARD OF TRUSTEES**

**September 7, 2021 to September 7, 2024**

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## ARTICLE I

### Agreement and Recognition

- A. This Agreement is entered into, effective September 7, 2021, by and between the Glen Oaks Community College Board of Trustees, hereinafter called the “Board” and the Southwestern Michigan Education Association, hereinafter called the “SMEA”, and its respective affiliate, the Glen Oaks Support Staff Employees, hereinafter referred to as “GOSSE”. The signatories shall be the sole parties to this Agreement.
- B. WHEREAS, the Board has a statutory obligation, pursuant to the Public Employment Relations Act, Act 336 of the Public Acts of 1947, as amended, to bargain with the GOSSE as the representative of its bargaining unit members with respect to hours, wages, terms of employment and;
- C. WHEREAS, the parties have reached certain understandings which they desire to confirm in this Agreement;
- D. THEREFORE, in consideration of the following mutual covenants, the parties hereby agree as follows:
- E. The Board hereby recognizes the SMEA as the sole and exclusive bargaining representative of the following regular employees: secretaries, clerks, technicians, assistants, receptionists, maintenance, custodians, or custodian/maintenance, whether on leave or employed by the Board, except the Administrative Assistants of the College. The Board agrees not to negotiate with or recognize any organization other than the SMEA for the duration of this Agreement. Regular employee shall mean persons regularly employed by Glen Oaks Community College as secretaries, clerks, technicians, assistants, receptionists, maintenance, custodians, custodian/security, or custodian/maintenance.

1. **Student and Temporary Employees.**

Students whose services are engaged for the purpose of instructional training or who work for twenty hours or less per week for the College, through either a federal, state or institutional work study program, and all persons employed as seasonal or temporary (one year or less) help or who work less than ten hours per week for the College, are expressly excluded from the definition of regular employees. The employment of a work-study student shall be limited to not more than thirty months. Student helpers (including Assistants, Work-Study, and Co-op Interns) may continue to be used to assist classified employees subject to the following:

- a. Students shall not fill classified positions nor replace classified employees in accordance with Article XII.
- b. Students shall not be used to deny over-time to regular classified employees.

If at any time the number of student helpers is significantly increased, a joint Administration/GOSSE team, as described below in Art. I.H.1 will meet to determine if the number of classified positions should be increased.

To keep record of the number of student helpers, the College will provide to the GOSSE President, each semester, a list showing the number of student helpers by representational area.

- F. The GOSSE agrees to maintain its eligibility to represent all support staff employees by continuing to admit persons to membership without discrimination. This does not deny to the GOSSE the right to determine the conditions of membership.
- G. All personnel represented by the GOSSE in the above defined bargaining unit shall, unless otherwise indicated, hereinafter be referred to as bargaining unit members.
- H. It is the general policy of the College to continue to utilize its employees to perform work they are qualified and able to perform.

**1. Subcontracting**

For the purpose of preserving work and job opportunities for the employees covered by this Agreement, the College agrees that work or services presently performed or hereafter assigned to the collective bargaining unit shall not be subcontracted to any other firm, corporation, or outside individuals except when:

- a. It is required for special collegiate events;
- b. It exceeds the scope of skill (as defined by job description) of present employees;
- c. It involves large repairs which present employees are unable to do, or the skills needed to perform the work as specified are unavailable within the bargaining unit and cannot be obtained in a reasonable time; or
- d. No employee is available and no new employee can reasonably be hired to perform the work.

No employee in the bargaining unit shall suffer a loss of wages, fringe benefits or seniority as a result of contracting or subcontracting.

- I. Between September 1-5 of each year, upon written request, Designated Association Representatives will be given, via email and attached excel document, a complete listing of bargaining unit staff that includes the following:
  - a. First and Last Name
  - b. Start date of employment
  - c. Classification/position assigned/place of work
  - d. Hourly pay rate/# of regular hours worked weekly/# of days worked per year
  - e. College email address and Personal email address.
  - f. Home/mailing address and phone (cell) number.

## ARTICLE II

### **Membership Rights**

- A. The GOSSE and its representatives shall have the right to use college buildings at all reasonable hours for meetings which do not interfere with the assigned functions of the regular program. No charge shall be made for use of the buildings prior to the beginning of the workday or until 10:00 p.m. so long as the buildings are open and in operation or prior authorization is given.
- B. The GOSSE shall be permitted to transact official business on college property before and after working hours and during regular breaks and lunch period, provided that it shall not interfere with, or interrupt normal operations.
- C. Bulletin boards and other established media of communication shall be made available to the GOSSE and its members.
- D. GOSSE members shall have the right to distribute union material to other bargaining unit members so long as such distribution is not effected while said members are working.
- E. The GOSSE members shall be permitted to use, but not remove from the college premises, office audio-visual equipment with the appropriate administrator's approval when said equipment is not otherwise in use. The GOSSE shall pay in advance for the reasonable use of all materials and supplies incident to such use.
- F. Whenever the president of the GOSSE or the president's designee is mutually scheduled, during working hours, to participate in conferences, meetings, or negotiations, the president or the designee shall suffer no loss of pay, and, when necessary, substitute service shall be provided.
- G. The rights granted herein to the GOSSE shall not be granted or extended to any other competing labor organizations.
- H. Every bargaining unit member shall have the right freely to organize, join and support the GOSSE for the purpose of engaging in collective bargaining and negotiations and other lawful activities for mutual aid and protection. The Board will not directly or indirectly: discourage or deprive or coerce any employee in the enjoyment of any rights conferred by Act 379 of the Public Acts of 1965 or any other laws of the State of Michigan, or the Constitution of the State of Michigan or of the United States of America; and it will not discriminate against any employee with respect to hours, wages or any terms or conditions of employment by reason of the employee's membership in the GOSSE, the employee's participation in any lawful activities of the GOSSE for collective negotiations with the Board, or the employee's institution of any grievance under this Agreement.
- I. A bargaining unit member shall be notified in advance, in writing, of the purpose of a meeting where disciplinary action is contemplated and shall be entitled to have a MEA representative present at such meeting if desired.
- J. No material of a disciplinary nature shall be placed in any employee's personnel file without the employee's knowledge. Disciplinary records shall be governed by the following procedure: Upon written request to the Human Resources Office by the employee specifying the removal of specific disciplinary documentation, written warnings shall be withdrawn after one year unless there is an

intervening warning regarding the same reason; and upon similar written requests, disciplinary write-ups and other penalty actions will be voided and removed from an employee's personnel file if no further action has been taken after three years following the date of the incident.

- K. The administration of Glen Oaks Community College will make every effort possible to maintain a building temperature no colder than 60 degrees F., and not warmer than 80 degrees F. in order to provide a conducive working environment.
- L. All bargaining unit members will be provided with the necessary equipment/tools, in good working order, to satisfactorily complete their assigned work.
- M. The Employer agrees to make all reasonable efforts for the safety and health of its employees during the hours of their employment and will incorporate as standard procedure all applicable rules, regulations, and laws promulgated by the Michigan Occupational Safety and Health Administration (MIOSHA), and the Federal Occupational Safety and Health Administration (OSHA). The GOSSE shall have a representative on any college-wide task force on health and safety that may be put in place.
- N. Walkie-talkies provided by the Board will be carried by the custodial staff during scheduled working hours and will be kept charged and in good working order.

## ARTICLE III

### **Board Rights**

- A. The GOSSE recognizes that the Board has responsibility and authority to manage and direct, on behalf of the public, all the operations and activities of the college to the full extent authorized by laws and the Constitution of Michigan and the United States of America.
- B. The employer shall also have the right to promote, assign, transfer, suspend, discipline, discharge, layoff, and recall personnel, to comply with the Drug Free Workplace Policy as found in the Policy and Procedure Manual Section 2.55; to create and to fix and determine penalties for violation of such rules; to make judgments as to ability and skill; to create new jobs and set rates for new jobs; to establish work rules; to establish and change work schedules and procedures; to provide and assign relief personnel; to continue and maintain its operations as in the past, provided, however, that these rights shall not be exercised in violation of any specific provision of the Agreement.
- C. The exercise of these rights, powers, authorities, duties and responsibilities by the district include the hiring, retraining, promoting, disciplining and dismissing of the employees represented by GOSSE, and the adoption of such rules, regulations and policies as it may deem necessary, shall be consistent with such statutory and constitutional provisions. The Board or administrative agent shall be free to exercise all such rights and authority to the extent permitted by law, provided however, that no actions shall violate any of the express terms of this Agreement. The reasonableness and accuracy of such rules, regulations, and policies that apply to the conduct of employees is understood to be subject to the grievance procedure.



## ARTICLE IV

### **Financial Responsibility**

- A. The GOSSE shall notify the Board thirty (30) days prior to any change in its dues or fees. The Human Resource Office shall notify the GOSSE President of all new hires.
- B. Any bargaining unit member who is a member of the Union, or who has applied for membership, may sign and deliver to the Employer an assignment authorizing deduction of dues, assessments and contributions to the Union as established by the Union.

Pursuant to such authorization, the Employer shall deduct one-tenth of such dues, assessments and contributions from the regular salary check of the bargaining unit member each month for ten (10) months, beginning in September and ending in June of each year.
- C. Upon appropriate written authorization from the bargaining unit member, the Employer shall deduct from the wages of any such bargaining unit member and make appropriate remittance for MEA Financial Services programs and annuities, benefit programs not fully Employer-paid, credit union, savings bonds, charitable donations, MEA-PAC/NEA-PAC contributions or any other plans or programs jointly approved by the Union and the Employer.
- D. Bargaining unit members are entitled to all benefits of the Michigan Public Schools Employees Retirement Fund and to all Federal Insurance Contribution Acts benefits.
- E. All GOSSE members will be given the option to participate in a tax-sheltered annuity program under an employer sponsored 403(b) Plan, and contribute to a vendor of their choice within the list of currently approved vendors according to the 403(b) Plan Document. The 403(b) Plan will comply with IRS regulations and all other applicable federal and state laws. Employees electing a Tax Sheltered Annuity (TSA) option will be provided a vehicle to maintain their options through the IRS Qualified Salary Reduction Program. MEA Financial Services shall be one of the companies available to bargaining unit members.
- F. The Board of Trustees will pay all MPSERS contributions.

## ARTICLE V

### Hours of Work

- A. A full-time employee, for the purpose of this Agreement, shall be one who regularly works thirty-two (32) or more hours per week for twelve months per year. An employee who works less than thirty-two (32) hours per week shall be considered part-time. For full-time employees the normal workday shall be eight (8) hours, not to exceed forty (40) hours per week, Monday through Friday (Monday - Sunday for custodial maintenance staff), which shall include one-half (1/2) hour for lunch each day. The Board agrees to make assignments and work schedules that can reasonably be completed within the above work day and week.

Effective July 1, 1991, the Anniversary Date for all employees will be July 1<sup>st</sup> each year. Employees hired after that date will receive salary and benefits on a pro-rata basis for the initial year of employment.

Based on the anniversary date (July 1), the following formula will be used for the purpose of determining holidays (including floating), insurance protection and leaves of absence (including personal hours):

		% of The Above Listed <u>Fringe Benefits</u>	<u>Sick*</u> (Hrs.)	<u>Personal*</u> (Hrs.)	<u>Floating*</u> (Hrs.)
Full-time	40-32	100%	96	24	16
¾ time	31.99-26	75%	72	18	12
½ time	25.99-20	50%	48	12	8
¼ time	19.99-10	25%	24	6	4
	9.99-0	0%	0	0	0

Based on the hire date, the following formula will be used for the purpose of determining vacation hours.

	<u>Hours Worked</u>	% of Vacation* <u>Benefits</u>	<u>1 Yr.</u> (Hrs.)	<u>2-4 Yrs.</u> (Hrs.)	<u>5-9 Yrs.</u> (Hrs.)	<u>10 Yrs.</u> (Hrs.)	<u>20 Yrs.</u> (Hrs.)
Full-time	40-32	100%	40	80	120	160	200
¾ time	31.99-26	75%	30	60	90	120	150
½ time	25.99-20	50%	20	40	60	80	100
¼ time	19.99-10	25%	10	20	30	40	50
	9.99-0	0%	0	0	0	0	0

\*The hours earned shall be prorated for any employee on less than a twelve (12) month contract.

Vacation time may be taken in one-hour increments.

In the event an employee severs employment from the college as a result of retirement or voluntary termination after July 1<sup>st</sup> and subsequent renewal of the leave time (floating holiday, sick, personal, and vacation), the affected employee shall be compensated on a prorated basis for the vacation time earned between July 1<sup>st</sup> and June 30<sup>th</sup> annually. For purposes of this Article, a month of earned vacation time shall be satisfied when the affected employee works not less than two (2) scheduled work weeks in a month and the prorated amount of vacation time earned shall be determined using this formula.

The employer retains the right to modify work hours based on business necessity. Should it be necessary to modify work hours based on business necessity that would include working Saturday and/or Sunday, the employee(s) will be paid at their regular hourly rate, plus a shift premium of \$0.75/hour, unless such hours are over forty (40) for the week, in which case, the overtime pay scale based on their regular hourly rate will apply. Employees may temporarily work other hours during the year with the approval of their Supervisor.

- B. Other than provided in Article V.A., one person from the Library Staff and one person from the Tutoring/Testing Center staff (GOSSE/Faculty/Admin) will staff their departments, respectively, when open on Saturday. Staff in the Tutoring/Testing Center and Library will help cover basic duties for each other as needed. Employee work schedules will be adjusted to stay within the 40 hours per week, whenever possible. Saturday shift premium for Tutoring/Testing Center and Library staff will be paid at \$1.15 per hour, if overtime does not apply.
- C. Each employee working six (6) or more hours during a day shall be entitled to a duty-free, uninterrupted lunch period, not to exceed one-half (1/2) hour. If an employee agrees to less time for lunch as a solution to an administrative problem, then the employee may leave work correspondingly early at the end of the day.
- D. Each employee shall be provided a fifteen (15) minute rest period during the first half of the working day. Employees scheduled to work eight (8) or more hours in a day shall have a similar rest period during the second half of the working day. An employee may, with the permission of their supervisor, combine their two (2) fifteen (15) minute breaks with their thirty (30) minute lunch period to make a lunch period of up to one (1) hour.

Employees shall be entitled to one (1) fifteen (15) minute break for every three (3) full hours worked. Employees who are scheduled to work at least eight (8) hours per day shall be entitled to a thirty (30) minute paid lunch along with the related break(s).

- E. Hours worked over forty (40) hours per week shall be paid at one-and-a-half (1-1/2) times the employee's regular rate. Hours worked on holidays shall be paid at double time. Employees working on holidays, Saturdays, Sundays, and summer Fridays, are guaranteed a minimum of two (2) hours pay per clocked visit during which scheduled duties are performed. These employees shall be treated the same as those employees on regular five-day work weeks for purposes of holidays and other time off. To the extent practical, overtime shall be offered in rotation by seniority within each department.
- F. When the College is closed at the direction of the President, or the President's designee, or when local roads are closed by order of the Sheriff or State Police, employees are not expected to report to work and will suffer no loss of salary due to such exceptional conditions. At all other times, including when classes are suspended, employees are to report for work. Any decision to close or suspend classes will be communicated through an updated phone tree in order for each GOSSE member to be informed of such decision. In the event that road conditions are reasonably determined by an employee to be hazardous and an employee fails to report for work within four (4) hours of their regularly scheduled start time, no employee will be censured for not reporting to work except by loss of pay for the day, or assessment of a vacation day, or assessment of a sick day, or assessment of a personal day as determined by the immediate supervisor.
- G. When an employee is off from work due to an approved leave of absence without pay, the affected employee shall not forfeit his/her balance of accumulated leave days during the approved unpaid leave of absence period. The affected employee shall not accrue sick, personal business, floating

holiday or vacation time while on the approved unpaid leave of absence. The Employer shall prorate the amount of floating holiday, vacation time and personal business leave earned upon the employee's return to work.

H. Employees who sustain a work related injury and are off from work as a result of the injury and are collecting workers compensation benefits, shall continue to accrue the following benefits as if the employee were actively performing work for the employer:

- Sick leave
- Seniority

## ARTICLE VI

### Compensation and Classification

A. The minimum starting hourly rates of pay for all new bargaining unit members shall be as follows and the compensation of existing unit members shall be set forth according to the schedule in Appendix A. Employees with 10+ years of service shall receive an increase in their hourly wages as follows:

- 2021-2022 4% increase on salary schedule plus steps
- 2022-2023 3% increase on salary schedule plus steps
- 2023-2024 3% increase on salary schedule plus steps

Additionally, employees who are actively employed on the date of contract ratification shall receive a one-time signing bonus of \$1,000.00 for full-time and \$500.00 for part-time. This bonus shall be subject to deductions such as taxes and not applicable to overtime.

Increase custodial and maintenance rates by \$1.00 (plus the 4% referenced above) effective upon ratification.

The compensation of GOSSE unit members is set forth according to the pay schedule listed within the GOSSE Master Agreement Appendix A. Step increases through step ten (10) for employees whose pay rates fall within the pay schedules shall occur July 1 of each year.

B. Annually, bargaining unit members will be given a choice of one (1) of the following three (3) options regarding unused sick leave once their sick leave balance has reached one-hundred (100) hours. This section shall also apply to all affected GOSSE bargaining unit members as listed under Article V, Section I.

- 1) A bargaining unit member may annually convert up to one half (1/2) of their unused annual sick hours to a vacation hour bank. The vacation hour bank shall not exceed more than a total of 200 hours. The banked vacation hours are to be withdrawn upon retirement/termination, except in the case of layoff where the individual shall have the opportunity to keep some/all of the banked vacation days intact or take the payout, at the employees current daily pay rate. This is in addition to the annual vacation hours normally accrued for the fiscal year the bargaining unit member earned them, and vacation hours banked in this way have no effect on vacation hours accrued normally as detailed in Article VII.

In order to receive vacation bank credit, each employee must make a written request to the Human Resources Coordinator prior to the expiration of the fiscal year. Notice of this annual date will be sent two (2) weeks prior to all GOSSE members through use of the Employer's e-mail. Compensation for banked hours will be paid on the first pay period of the following month upon submission of written notice of the intent to retire to the Human Resources Coordinator.

- 2) A bargaining unit member may annually sell up to one half (1/2) of their unused accumulated annual sick hours to the employer at the employee's daily pay rate. In order to receive compensation each employee must make a written request to the Human Resources Coordinator prior to the expiration of the fiscal year. Notice of this annual date will be sent two (2) weeks prior to all GOSSE members. Compensation will be paid in the first pay period in August.

3) Each employee shall have one (1) opportunity to make a one (1) time conversion of up to 150 hours sick hours to their personal vacation bank as found in Section B above.

- C. Original employment in any position shall be determined by the Board. Advance placement shall in no way modify seniority benefits agreed to elsewhere in this agreement.
- D. No bargaining unit member is obligated to accept a transfer or promotion for arbitrary or capricious reasons/purposes.
- E. Payment will be made on a biweekly basis on alternate Fridays. Each payment shall cover the biweekly period ending on the Friday previous to the scheduled pay date.
- F. Job classification shall remain the same as those in existence at the effective date of this agreement and shall be incorporated into this Agreement as part of Appendix B. However, it is understood and agreed that job descriptions may be modified as provided in other areas of this collective bargaining agreement.

Each employee shall be given an appropriate job description, Appendix C, at the beginning of the contract period.

G. New/Modified Jobs

Job descriptions are considered to be a general description of the types of duties associated with any particular classification/position. Job descriptions shall not be interpreted to limit the right of the Employer in any way to assign other duties to an employee within a particular job classification/position or to the classification/position itself. The Employer reserves the right to modify job descriptions.

When a current job is modified more than 33% (33% of both time and duties and the modification is deemed "permanent and/or expected to last for at least 90 calendar days) or a new job is established, the Employer may establish a new classification and a rate of pay pertaining to the position/classification and will designate the rate of pay as temporary.

A copy of the classification name and related temporary rate of pay will be furnished to the Union and, upon request, the Union may promptly submit their input pertaining to the new/modified job and related duties which will be considered by the Employer. The Employer agrees to meet with the Union and the impacted employee if requested to consult with the Union regarding the changes/modifications, so long as the Union makes the request in a timely fashion. However, the Employer retains the right to make the final assignment determinations.

If the Union disagrees with the placement on the salary scale, the Union may, within fourteen (14) calendar days request (in writing) to bargain over the related rate of pay.

When negotiations pertaining to the rate of pay are completed, such classification and rate shall become a part of the local wage agreement and, the negotiated rate, if higher or lower than the temporary rate, shall be applied retroactively to the date when the position began.

The Employer agrees that employees shall be provided with any necessary training and employees shall be assigned a reasonable workload. In the event an employee fails to perform their temporary work in an acceptable fashion and the employee has not received training, they shall not be subject to performance related disciplinary action.

Any new job proposed by the Board shall be assigned to an appropriate classification according to the skill required. No job shall be reclassified to a lower level unless changes are made in accordance to the process outlined above.

- H. Temporary reassignment of duties may be made by the College President at any time. It is understood that no reduction in pay will be made during the temporary reassignment, and further, that if the assignment is to a higher classification that the employee will receive the higher salary associated with the higher classification. Temporary reassignment is an assignment meant to cover for other employees who are ill, on approved vacation, approved leave of absence, or for seasonal/operational needs.
- I. The day of the employee's resignation shall mark the last day for which the employer will be responsible for wages. The last day of the month of termination shall mark the last day the employer is responsible for contracted fringe benefits.
- J. Premium Pay - Any employee whose regularly scheduled shift falls between the hours of 4:00 p.m. and 6:00 a.m. will receive a shift premium as follows:
1. A shift premium of \$.40 per hour will be paid for any hours worked between 4:00 p.m. and 10:00 p.m.
  2. A shift premium of \$.50 per hour will be paid for any hours worked between 10:00 p.m. and 6:00 a.m.
  3. If an employee who is not regularly scheduled to work on Saturday agrees to do so, such hours will be paid at regular time, plus a shift premium of \$1.15 per hour, unless such hours are over 40 for the week, in which case the overtime pay scale will apply.
- K. Tuition/Professional Development Reimbursement Fund – In addition to other professional development provided by the college, which includes employee tuition remission, each bargaining unit member shall be reimbursed up to a maximum of \$1,000.00 per fiscal year (July 1 through June 30) for college credit courses taken at an accredited four (4) year institution of higher learning. The reimbursement shall be made after completion of the course(s) and submission of the employee's grade report indicating a grade of "C" or better.

In addition, these funds may be used for workshops or seminars which are broadly job related and benefit the College. The funds shall be used to supplement, not replace departmental funds set aside for regular professional development.

The following details the procedural steps to follow in claiming reimbursement under this section:

- Discuss professional development plans with direct supervisor and receive their written approval for the program/course/workshop being considered. The continuing education being considered should be strongly related to the employee's current position and its requirements. A copy of the signed approval for the program/course/workshop should be provided by the employee to the Dean of the appropriate unit.
- Enroll in the approved program/course/workshop. At the conclusion of the program/course/workshop a written request for reimbursement should be sent to the Human Resources office. This request should include a copy of the supervisor's written approval, receipts for the costs incurred, and a copy of the employee's grade report for the program/course/workshop.

- Requests must be submitted within thirty (30) calendar days of the end of the semester in which the tuition was paid or the course training was completed.

The Association agrees to remove current language listed in Sections L and M, with the understanding that current employees (employees that qualify for such hourly increases at the time of ratification of a successor agreement) shall suffer no loss of compensation.



## ARTICLE VII

### Holidays and Vacations

*NOTE: Refer to Article V, A, for chart of hours.*

- A. The following holidays, with appropriate pay, will be provided all bargaining unit members. Section A shall apply to all affected bargaining unit members as listed under Article V, Section I.

New Year's Day and the day before  
Martin Luther King Day  
Good Friday  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day and the day before and after  
Christmas Day and the day before  
The days between Christmas and New Year's Day

GOSSE members shall be entitled to additional floating holidays per year as outlined by the GOSSE Master Agreement Article V, Section A, with the approval of their immediate supervisor. If any GOSSE Member is required to perform work on any of the above listed holidays during the regular work week (Monday through Friday) (Monday - Sunday for custodial and maintenance staff) they shall be given two (2) options:

- 1) Compensation at double the regular rate of the hourly pay for each hour an affected employee is required to perform work for the employer on a listed holiday found in Section A above.
- 2) An additional floating holiday for each affected employee required to perform more than four (4) hours of work on a listed holiday above.

It is agreed to by both parties to this agreement that if an employee is required to work on Easter, it will be treated as any other holiday, with compensation at double the regular hourly rate.

- B. Any employee whose vacation period includes a holiday shall not be required to use vacation time for the holiday days(s).
- C. Should any holiday fall on a Saturday or Sunday, the Friday before will be the holiday for Saturday and the Monday after will be the holiday for Sunday. Effective July 1, 2012 employees who are not normally scheduled to work on a day that a holiday falls on shall not be eligible to receive holiday pay for the holiday.
- D. Employees will receive an annual vacation accrual on July 1 of each year. The vacation accrual time will be prorated during the first year of employment. Bargaining unit members, upon four (4) weeks advance notice to their immediate supervisor, will be allowed the following vacation time with full pay.
- During the first year's employment, up to 40 hours of vacation.
  - During the second (2<sup>nd</sup>), third (3<sup>rd</sup>), and fourth (4<sup>th</sup>) years of employment, up to 80 hours of vacation.
  - During the fifth (5<sup>th</sup>) through ninth (9<sup>th</sup>) years of employment, up to 120 hours of vacation.
  - During the tenth (10<sup>th</sup>) through nineteenth (19<sup>th</sup>) years of employment, up to 160 hours vacation.

- During the twentieth (20<sup>th</sup>) year of employment and thereafter, up to 200 hours of vacation.

A maximum of eighty (80) earned vacation hours may be accumulated. Hours in excess of eighty (80) earned hours will be forfeited on June 30<sup>th</sup>.

The exception to this forfeiture is listed in Article VI, Section B.1. Special consideration of exemption from this policy for all regularly earned vacation hours may be granted upon advance application and approval by the immediate supervisor. Section D shall apply to all affected bargaining unit members as listed under Article V, Section I.

- E. Less than a full week's vacation may be taken with approval of the employee's immediate supervisor.
- F. Employees have the right to choose the time of their vacation with approval of their immediate supervisor. Approval shall not be withheld except for good and sufficient reason. In the event of a conflict between employees concerning specific vacation periods, the employee with the most seniority shall have first choice.
- G. Upon termination of service, the employee shall receive payment for up to two hundred (200) earned, unused, and banked vacation hours at the rate of pay at the time of termination. Section H shall apply to all affected bargaining unit members as listed under Article V, Section I.

In addition to the annual vacation hours normally accrued each fiscal year, bargaining unit members who retire and have banked vacation hours as defined in Article VI, Section B1, with ninety (90) days notice of both intent to retire and desired leave time, cannot be denied use of accrued time, except for good and sufficient reason (Article VII, Section F). If denied, then the accrued/earned leave time shall be paid to the employee.

- H. Employees are permitted to choose either a split or an entire vacation.

## ARTICLE VIII

### Leaves of Absence

*NOTE: Refer to Article V, A, for chart of hours.*

- A. On July 1 of each year, full-time employees who are on paid status shall be credited with ninety-six (96) hours of sick leave. This sick leave allowance shall be prorated for less than full-time employees. Unused sick leave will accumulate from year to year to a maximum of 960 hours. If an employee should exceed the total number of credited sick hours, then vacation, personal, or floating holiday days will be applied. The employer also reserves the right to deduct from the employee's final pay, that money paid the employee for sick days not earned. Each employee will forfeit all hours of sick leave to the College upon termination of employment. Section A shall apply to all bargaining unit members listed under Article V, Section I.

Sick Leave shall run concurrent with, and not in addition to, leave provided under the FMLA.

- B. Accumulated sick leave with regular pay can be used by the bargaining unit member for any personal illness or injury.
- C. For full-time employees, up to 480 hours of accumulated sick leave with regular pay, in any twelve (12) month period, may also be used for emergencies created by illness or injury to a member of the bargaining unit member's immediate family. Immediate family shall be defined as parents, spouse, children and other members of the employee's household as provided under the FMLA.

All Leave time must be taken in a minimum of 4 hour blocks unless otherwise approved by the Supervisor.

- D. Up to five (5) working days (not to exceed 40 working hours for full-time employees), with pay, shall be granted to each GOSSE member for death in the immediate family. Immediate family shall be defined as spouse, children – foster/step/adopted, grandchildren, parents/step-parents of the employee and spouse, brothers or sisters, including half siblings and step-siblings of the employee and spouse, grandparents of the employee and spouse, and other members of the employee's household.
- E. Up to 24 hours in any one (1) twelve (12) month period shall be granted, with pay, to a full-time bargaining unit member for personal business. These hours shall not be used to extend sick leave when normal sick leave accumulated has been exhausted or to extend bereavement leave. Employees shall give their immediate supervisor at least two (2) days prior notice for personal business hours except that in an emergency the two (2) day notice requirement shall be waived. In all situations, scheduling requirements may result in the denial of said leave.
- F. The Board of Trustees shall pay to a bargaining unit member performing jury duty, the member's regular hourly pay, up to a maximum of eight (8) hours per day. The employee will notify the employer immediately of any jury notice and shall provide prior notice to the employer of the jury schedule. The employee shall present written verification from the court of time served in jury duty to the immediate supervisor before the employee's next paycheck is issued. The jury duty clause will be applied to all employees regardless of shift. The employees shall retain jury duty fees and reimbursements. Affected employees released from jury duty within four (4) hours of reporting for jury duty shall be required to call their immediate supervisor to verify if the affected

employee shall be required to report to work for the remainder of that day's regularly assigned shift.

- G. When a bargaining unit member is requested to be a witness in a criminal action in the public interest, the Board agrees to reimburse the member the difference between the witness fee and the regular daily salary of the member.
- H. An employee who, because of personal illness or accident, is physically or mentally unable to report for work and has exhausted all accumulated leave hours, shall be given a leave of absence, without pay and without loss of seniority, for the duration of such disability for up to one (1) year, starting from the date of injury or illness, provided he/she promptly applies for the unpaid leave of absence or qualifies under FMLA guidelines and notifies the college with a certificate from a physician of the necessity for such absence and for the continuation of such absence when the same is requested by the college.
- I. One (1) leave of absence without pay shall be granted to any employee upon request for the purpose of childcare. Additional leaves may be granted at the discretion of the College President upon request of the employee.

The employee shall notify the administration in writing, at least thirty (30) calendar days prior to the starting date of the leave.

For purposes of clarification, all work related injury leaves as listed under Article V, Section I, shall also be subject to the provision as listed below unless otherwise noted:

- 1. The reinstatement shall be to the employee's former position. If the position has been eliminated during the period of the leave, the employee shall be offered a similar or comparable position for which the employee is qualified.
  - 2. The initial leave period may be for no more than one (1) year.
  - 3. A childcare leave may be terminated at the request of the employee. The employee shall notify the Human Resources Office, in writing, thirty (30) calendar days prior to the date of intended return.
  - 4. Continuation of insurance benefits will be provided during the leave at the employee's expense, if the insurance policy allows for such arrangement. The employer shall continue all employer paid insurance benefits to affected employees who are on a work related injury leave as listed under Article V, Section I, for the duration of the leave, not to exceed one (1) year from the date of the injury, or the date the employee began the leave of absence, whichever is longest.
  - 5. Child care leave shall not be used to become a full-time employee elsewhere. Such a full-time status may result in termination of the child care leave.
- J. Seniority shall continue for any leave of absence of one year's duration or less, for purposes of job security only. Thereafter, no seniority shall accrue.
  - K. Bargaining unit members returning from leaves of absence shall be reinstated to a position commensurate with their seniority at the time of return within their classification.

- L. Notwithstanding other provisions of this contract, a GOSSE member is entitled to the benefits provided under the Family and Medical Leave Act of 1993. An employee shall be required to utilize accrued sick leave, vacation, personal leave and child care leave, as provided for herein, as a credit against any family and medical leave requested. In essence, to the extent permitted by law, all leaves shall run concurrent with, and not in addition to, leaves provided under the FMLA.
- M. Full-Time members of the bargaining unit shall be allowed a maximum of four (4) hours per personal medical and dental appointment not to exceed six (6) times (or more if and as provided in the employee handbook) in any calendar year. The supervisor may require that the employee submit written verification from the doctor that the appointment was kept.

For medical and dental appointments scheduled during the first four (4) hours of the employee's work day in which he/she is too ill to return to work, the time shall be deducted from the employee's sick leave.
- N. Military leave shall be granted pursuant to State and Federal laws.
- O. The College President may grant unpaid leaves of up to one (1) year, for educational or personal reasons, when requested to do so by the bargaining unit member.
- P. An employee who is repeatedly absent due to illness may be required to present a doctor's excuse by the supervisor. Repeated absence shall be defined as three (3) or more consecutive days absent.
- Q. The Association shall be granted up to 24 hours leave per year, without loss of pay, to be used for Association business.

## ARTICLE IX

### **Insurance and Retirement**

- A. Each employee who works at least half-time (1/2 time) will be eligible to enroll in any of the available insurance plan options accordingly (Listed in Appendix B).

Employer contribution toward premium, per month as determined by the college consistent with Michigan Law under the hard cap:

**2017 Employer Contributions (Subject to change in subsequent years):**

Single: \$528.73/month

Two-Person: \$1,105.74/month

Family: \$1,442.00/month

**2017 Employee Payroll Contributions (Subject to change in subsequent years)**

**Option 1:**

Single: \$142.53/month

Two-Person: \$297.19/month

Family: \$390.54/month

**Option 2:**

Single: \$11.22./month

Two-Person: \$22.76/month

Family: \$32.06/month

**Option 3:**

Single: \$0.00/month

Two-Person: \$0.0/month

Family: \$0.0/month

1. Eligible part-time employees shall contribute \$30.00 per month towards the non-health insurance benefits plan.

Full-time employees who elect the cash in lieu of health benefits shall receive three hundred fifty dollars (\$350.00) per month.

Employees may use this money for insurance options upon completion of the appropriate application forms, or a specified amount may be applied through a Salary Reduction Agreement by the bargaining unit member towards other non-taxable options provided by a Board approved company. All selections may be payroll deducted.

2. Those employees who work less than full-time, but at least half-time (1/2 time) and enroll in a health insurance plan, will receive the benefits included in that plan upon agreeing to pay a pro-rata health insurance contribution that is based on the published for the family status of coverage selected by the employee in the corresponding plan year. The remainder of the monthly cost will be paid by the employer.

Otherwise, part-time employees who work at least half-time (1/2 time) will receive non-health benefits and pay a monthly contribution as follows:

- Non-health plan participating employees' monthly premium contribution shall be \$30.00
3. The employer will provide a Section 125 Plan that allows the employee to pay their contribution requirements on a pre-tax basis through payroll deduction. The employer shall formally adopt a qualified plan document which complies with Section 125 of the Internal Revenue Code.
- B. There shall be no duplication of health coverage in the event more than one (1) member of the same family is employed by the college.
  - C. The Board of Trustees shall contribute the legal maximum allowable contribution towards cost of retirement for each GOSSE Member.

## ARTICLE X

### Admission to Course/Professional Development

- A. The Board shall grant, on request, full tuition and all fee (except for those fees associated with competitive degrees/certificates Nursing and Allied Health) scholarships to Glen Oaks Community College for any course meeting degree or certificate requirements, to all full-time employees, their spouses and their children (natural and/or dependent under the age of 24). This does not pertain to courses designated as Continuing Education or Business/Industry Seminars. The award shall not be contingent upon other qualifications.

Glen Oaks will pay for a given course one time only provided that a grade of "C" or better is attained. The President may allow for a course to be taken over at the expense of the College under extraordinary circumstances (i.e. illness, accident or other circumstance that necessitates an incomplete or dropped class). Employees will be required to sign a document agreeing to pay back to Glen Oaks through payroll deduction the amount of tuition and fees for a course where a grade of "C" or better is not attained, except as outlined above. All fees will be waived for the employee when taking classes.

- (a) **Tuition Reimbursement:** It is hereby agreed by and between the Glen Oaks Community College Board of Trustees and the Glen Oaks Support Staff Employees SMEA that the Collective Bargaining Agreement establishes the minimum Employer contribution for tuition related reimbursement and that the Employer is entitled to augment the contribution at their sole and exclusive discretion. In such event, the Employer retains the exclusive right to establish the regulations associated with the augmented portion and make subsequent modifications to the amounts and regulations and may discontinue the augmentation, all at their sole and exclusive discretion. In the event of such augmentation(s), modifications and/or discontinuation thereof, the Employer agrees to notify the Union and the affected employees.
- (b) **Degree Completion:** It is hereby agreed by and between the Glen Oaks Community College Board of Trustees and the Glen Oaks Support Staff Employees SMEA that the Collective Bargaining Agreement establishes the minimum guidelines for establishing a GOSSE member's hourly pay rate and that the Employer is entitled to augment the hourly pay rate as outlined in the Degree Completion Program at their sole and exclusive discretion. In such event, the Employer retains the exclusive right to establish the regulations associated with the augmented portion and make subsequent modifications to the amounts and regulations and may discontinue the augmentation, all at their sole and exclusive discretion. In the event of such augmentation(s), modifications and/or discontinuation thereof, the Employer agrees to notify the Union and the affected employees.

- B. Upon approval of their immediate supervisor, a full-time employee may be relieved from duties for daytime class attendance. A limitation of not more than one (1) course per semester shall be imposed and class time will be made up if requested by their immediate supervisor. There will be no limitation on enrollment during off-duty hours. Employees taking advantage of this section shall be required to maintain satisfactory progress in the class with a 2.0 or better grade. Employees who do not maintain satisfactory progress shall waive any right to further coursework during the working day during the length of this Agreement.
- C. Regular, part-time employees shall receive one class per semester, tuition-and fee-free (except for those associated with competitive degrees/certificates (Nursing and Allied Health), for themselves



or their immediate family, providing that they enroll in said class according to specified enrollment procedures.

- D. If the employee is requested to take a class by the immediate supervisor, the class time will be allowed without penalty.
- E. Each GOSSE member will prepare, in consultation with her/his immediate supervisor, a professional development plan on an annual basis. Members of the bargaining unit are encouraged to attend conferences, meetings, and workshops relating to their work.

Upon application to, and approval by the immediate supervisor, they may be allowed time and/or expenses to attend without loss of salary. There will be no limit as to how many employees may participate, as long as college operations aren't affected.

## ARTICLE XI

### **Seniority, Lay-Off and Recall**

- A. All new employees shall be considered on probation for the first one hundred (100) calendar days. During this probationary period, the employee shall have no seniority rights, nor be represented by GOSSE in the area of discharge, but at the completion of this period, the employee shall be placed on the active seniority list and shall be credited back to the employment date. Seniority, for the purpose of this article, shall be defined as continuous, week-to-week employment, from the first day of hire to the present. Any authorized leaves shall not constitute a break in employment.

The administration will develop, by April 15 each year, a seniority list of all GOSSE Employees (ranked by order of effective start date of each employee). GOSSE Membership will have until April 30 of the same year to dispute any possible discrepancies regarding their placement on the list. The final list will be available May 1, of the same year. Any dispute by a GOSSE Member will be evaluated by a committee comprised of two (2) GOSSE Negotiators, the Dean of Finance and Administrative Services, and an appointment made by the Dean of Finance and Administrative Services.

- B. In the event of a need to reduce the working force, positions will be eliminated based on the need of the college as determined by the Administration. In the event there is both a full-time position and part-time position performing the same duties and hours need to be reduced, the part-time position will be reduced in hours/eliminated first, and then the full-time position will be reduced in hours/eliminated, as deemed necessary by the Administration. Regular employees with the least seniority within each job classification will be laid off first if there is an employee with more seniority who is qualified to perform the duties of that particular job description. Employees on lay-off shall have recall rights and bumping privileges (provided they have the necessary skills to perform the job) up to one (1) year from the date of lay-off. Employees returning from lay-off shall be paid at their new rate.
- C. In the event of a lay-off during the probationary period and recalled within ninety (90) calendar days, said employee shall retain credit for the number of days already worked during the initial probationary period.
- D. If any of the positions reopen or are reactivated, employees on lay-off shall be recalled in the reverse order in which they were laid off, i.e., highest seniority employee shall be recalled first, and so on down the line. Seniority earned before the date of this contract shall be retained by all bargaining unit members.
- E. Recall of employees shall be affected by sending a certified letter, return receipt requested, to the last address on file with the college office. If an employee being recalled does not report for work within ten working days from receipt of this letter, the employee shall be deemed to have quit.
- F. Employees shall not be required to accept temporary or part-time work in order to retain their seniority and shall not waive their right to recall if the affected employee chooses not to accept a position that is less in hours than the position they were laid off from.
- G. "Bumping" shall be defined as follows: A bargaining unit member with more seniority and whose position has been eliminated or reduced in hours may "bump" the employee with the next lower amount of seniority within the same job classification level (provided that the employee shall have the necessary skills to perform the job into which they are "bumping") and so on down the line until the employee with the least seniority within the classification is laid off. In the event that an

employee whose position has just been eliminated or reduced in hours wishes to “bump” into a different job classification level, the above stated procedure would be followed including possessing the necessary skills. It is further agreed to that the employee who is “bumping” could realize an hourly pay increase depending on their current hourly wage rate. A committee made up of the President of GOSSE, a GOSSE representative designated by the affected employee, and the Dean of Finance and Administrative Services will determine a fair and equitable hourly rate. If this committee cannot reach consensus then the matter shall be resolved by the President of Glen Oaks Community College or his/her designee. In the event an employee with superior seniority elects not to “bump” then that employee shall be laid off, but shall enjoy recall status according to seniority at the time of lay-off.

Any person displaced from a position, whether because of elimination of the position, or because of being bumped by another employee (according to the contract), shall have the right to bump into the next lower position with the same classification level. If an employee wishes to change classification level, the employee must possess the required skill sets to perform the duties of the position. Bumping to another classification is limited to the position with the next lower amount of seniority.

1. Upon notification by the Administration to the GOSSE employee that their position has either been eliminated, or that they have been bumped from their current position, the employee has two (2) business days to notify Glen Oaks Administration of their intent to choose one of the following three options:
  - a) Layoff with recall rights up to one (1) year from the date of layoff per Article XI, Section B.
  - b) Bump within their current Job Classification Level to the next lower senior position:
    - \*If the employee chooses to bump within their Job Classification Level, and chooses not to accept the next lower senior part-time position(s), they must try to bump into the next lower full-time position.
    - \*If the employee qualifies, by evaluation, for the next lower senior position, they will be awarded that position, and the current employee in that position will be bumped.
    - \*If the employee does not qualify, by evaluation, for the next lower senior position, they can then move on to the next lower senior position (choosing to not accept part-time positions) and attempt to qualify for that position.
    - \*The employee may repeat this process as needed until they either qualify for a position, or reach the bottom of the seniority list.
    - \*If the employee does not qualify for a position within their classification, they are placed on layoff.
    - \*The employee is only allowed to go through the seniority list once.
  - c) Bump to a different Job Classification Level limited to the next lower senior position within the chosen Job Classification Level.
    - \*An employee only has one (1) chance at qualifying, by evaluation, for a position within a different Job Classification Level, and is limited to the next lower senior position.
    - \*If the employee does not qualify, they are placed on layoff.
2. Once the Administration has been notified of the employee’s decision to bump into a particular position, the Administration has five (5) business days to determine through various mechanisms whether the employee is qualified for the chosen position. If the

Administration needs additional time to make the determination, the GOSSE President and the affected employee will be notified.

- H. It is hereby understood that if a public or private funding agency, reduces or discontinues the funding of employees, any action taken by the college which results in termination of employment of said employees is not subject to the grievance procedure. While this public or private funding continues, these employees will receive all benefits of the Master Contract guaranteed other employees. Should an employee, employed under said funding, subsequently be employed as a regular employee, seniority accrued during the period of said funding shall be credited to the employee.
- I. An employee shall lose all seniority for the following reasons:
  - 1. The employee quits or retires.
  - 2. The employee is discharged and the discharge is not reversed through the procedure set forth in this Agreement.
  - 3. The employee is absent for two (2) consecutive working days without notifying the employer (no call-no show). The employer will send written notification to the employee at the last known address that the seniority has been lost and employment has been terminated. In the event the employee is physically unable to contact the employer, and a licensed physician attests to the fact that the employee was not physically able to make contact with the employer, the employer shall make an exception. It is the responsibility of the employee to have a current place of residence on file with the Human Resources Office.
- J. Seniority shall be determined by the last four (4) digits of the employees' social security numbers, with the employee having the lowest such number being assigned first on the seniority list, between any two (2) or more employees who have the same seniority date.

All current GOSSE members, as of ratification of this Master Agreement, shall be grandfathered in placement of the seniority list. Determination of seniority for all new hires (effective after ratification of this agreement) shall be the process above.

## ARTICLE XII

### **Vacancies, Promotions and Transfers**

- A. A vacancy shall be defined for purposes of this Agreement, as a position previously held by a bargaining unit member that the employer intends on filling, or a newly created position within the bargaining unit. No vacancy shall be filled until it has been posted internally for at least three (3) working days.
- B. Whenever a vacancy occurs, the Human Resources Office shall immediately notify the President of GOSSE.
- C. The Board agrees to offer, in filling vacancies, the position to present bargaining unit members who have the necessary qualifications and experience.

When consideration is given to present bargaining unit members, and all qualifications (required and desired) and experience are equal, the vacancy will be offered to the current bargaining unit member with the most seniority. The Administration shall provide a revised seniority list to the Association each July 1. The Association shall have fifteen (15) days to notify the Administration and request a meeting to adjust the list if necessary.

When consideration is given to both non-bargaining unit members and bargaining unit members and all qualifications (required and desired) and experience are equal, the vacancy will be offered to the current bargaining unit member with the most seniority. In any case, the administration reserves the right to apply criteria of qualifications, both required and desired, and evaluate the experience of each candidate. If the bargaining unit member is denied the position, such person(s) shall be notified, in writing, the reason(s) for being denied the position.

- D. Requests for transfer shall be made in writing, on forms provided by the Board, one copy of which may be filed with the president of GOSSE.
- E. All promotions shall be made in accordance with the levels and criteria established in the job descriptions, included in Appendix C, on file in the Human Resources Office.
- F. In the event an employee who is transferred or promoted is found to be unsatisfactory in the new position; that employee shall have the right to return to the original position within fifteen (15) working days.
- G. In the event an employee transfers job classification levels he/she could realize an hourly pay increase or reduction depending on their current hourly wage rate. A committee made up of the President of GOSSE, a GOSSE representative designated by the affected employee, and the Chief Operations Officer will determine a fair and equitable hourly rate. If this committee cannot reach consensus then the matter shall be resolved by the President of Glen Oaks Community College or his/her designee. When a GOSSE employee is assigned a new hourly rate, the GOSSE President will receive a copy of the letter, which is sent to the employee informing them of their new rate.

## ARTICLE XIII

### Grievance Procedure

- A. A claim by a bargaining unit member, or the GOSSE, that there has been a violation, misinterpretation or misapplication of any provision of this Agreement, may be processed as a grievance as hereinafter provided. For purposes of this Article, working days shall exclude Holidays.
- B. In the event that a bargaining unit member believes there is a grievance, the member shall first discuss the alleged grievance with the immediate supervisor, either personally or accompanied by a GOSSE representative. If, as a result of the discussion with the immediate supervisor, a grievance still exists, the bargaining unit member may invoke the formal grievance procedure.
- C. The grievance shall be filed within twenty-five (25) working days of the alleged violation and shall be signed by the grievant. A copy of the grievance shall be delivered to the immediate supervisor. If the grievance involves more than one work location, it may be filed with the College President or the President's designee.
- D. Within five (5) working days of receipt of the grievance, the immediate supervisor shall meet with the GOSSE and/or the grievant in an effort to resolve the grievance. The immediate supervisor shall indicate, in writing, the disposition of the grievance within five (5) working days of such meeting, and shall furnish a copy thereof to the GOSSE and the grievant.
- E. If the GOSSE and/or grievant is not satisfied with the disposition of the grievance, or if no disposition has been made within five (5) working days of such meeting, or ten (10) working days from the date of filing, the grievance shall be transmitted to the College President or the President's designee. Within ten (10) working days, the College President or the designee shall meet with the GOSSE on the grievance. The grievant may use their own discretion regarding the attendance of this meeting. The President of the college or the designee shall indicate, in writing, the disposition within ten (10) working days of such meeting, and shall furnish a copy thereof to the GOSSE and the grievant.
- F. If the GOSSE or the grievant is not satisfied with the disposition of the grievance by the College President, or if no disposition has been made within the period provided above, the GOSSE will notify the college, in writing, of its intention to seek arbitration within ten (10) working days. At this time, the Board of Trustees of Glen Oaks Community College may within five (5) working days announce its desire to review the grievance. If the Board of Trustees so desires, it will meet within ten (10) working days with the GOSSE and the grievant, if the grievant desires to attend. The Board shall have five (5) working days to announce its decision after the above meeting. If the Board of Trustees does not announce its decision to review the grievance within the time period, or if the GOSSE is not satisfied with the decision of the Board of Trustees, it may be submitted for arbitration. If the parties cannot agree as to the arbitrator within five (5) working days from the notification that arbitration will be pursued, the arbitrator shall be selected by the American Arbitration Association in accordance with its rules, which shall likewise govern the arbitration proceeding. The arbitrator shall have no power to alter, add to, or subtract from the terms of this Agreement. Both parties agree to be bound by the award of the arbitrator and agree that judgment thereon may be entered in any court of competent jurisdiction. All claims for back wages shall be limited to the amount of the wages that the employee would otherwise have earned, less any unemployment compensation or compensation for personal services that they may have received. It is agreed that an individual employee shall not have the authority to move a

grievance forward to be scheduled for arbitration. GOSSE maintains the responsibility to move all grievances forward, which shall include grievances filed on behalf of one (1) member.

- G. The fees and expenses of the arbitrator shall be shared equally by the parties. Each party shall make arrangements for and pay any expenses of the witnesses who are called by them.
- H. The time limits provided in this article shall be strictly observed but may be extended by written agreement of the parties. If the grievance is not processed in a timely manner by the employee or GOSSE, it shall be considered withdrawn.
- I. Notwithstanding the expiration of this Agreement, any claim, or grievance arising hereunder, may be processed through the grievance procedure until resolution.
- J. For the purpose of assisting a bargaining unit member or the GOSSE in the prosecution or defense of any contractual, administrative, or legal proceeding, including but not limited to grievances, the Board shall permit a bargaining unit member access to and the right to inspect and acquire personal copies the member's personnel file and any other files or records of the Board which pertain to the bargaining unit member or any issue in the proceeding in question, within the limits of the Freedom of Information Act. Confidential letters of reference secured from sources outside the college shall be excluded from inspection.
- K. A bargaining unit member who must be involved in the grievance procedure during the work day shall be excused with pay for that purpose.
- L. If a grievance arises from the action of an authority higher than the immediate supervisor of the bargaining unit member, the GOSSE may present such grievance at the appropriate step of the grievance procedure.

## ARTICLE XIV

### **Miscellaneous Provisions**

- A. In the event that any provision of this Agreement, at any time, be held to be contrary to law by a court of competent jurisdiction, from whose final judgment or decree an appeal has been taken within the time provided for doing so, such provision shall be void and inoperative; however, all other provisions of this Agreement shall continue in effect.
- B. The provisions of the Agreement, and the wages, hours, terms and conditions of employment shall be applied without regard to any protected class, including, but not limited to race, creed, religion, color, national origin, age, sex, or marital status or membership in, or association with activities of any labor organization.
- C. GOSSE agrees that during the life of this Agreement, neither GOSSE, its agents, nor its members will authorize, instigate, aid or engage in a work stoppage, slowdown, or strike. Willful violation of this article by any employee will constitute just cause for discipline, up to, and including discharge. The Board agrees that during the same period there will be no lockouts.
- D. The Board agrees that no bargaining unit member shall be disciplined, reprimanded, reduced in level or compensation, or discharged without just cause. Any such disciplinary action shall be subject to the grievance procedure contained herein. All information forming the basis for disciplinary action will be made available to the bargaining unit member and to the GOSSE.
- E. Copies of this Agreement shall be printed at the expense of the Board within thirty (30) days after it is signed, and shall be presented to all bargaining members now employed, or hereinafter employed by the Board. The GOSSE shall be provided with ten (10) additional copies at no extra charge, for its use.
- F. **Assault** - If an employee, acting in the line of duty, is assaulted as defined by the law, the incident shall be immediately reported to the Board or its representative. Complete incident reports will be sent to the President's office by the administration as soon as reasonably possible.
- G. **Physical Assault or Injury** -
  - 1. If an employee, acting in the line of duty, is assaulted as defined by the law, the incident shall be immediately reported to the Community College President or its designee.
  - 2. An employee who is injured or harmed (while the employee is acting in the line of duty) will follow all guidelines and procedures for a work related injury, including completing the Employee Injury Report.
- H. No GOSSE member shall be required to put themselves in a dangerous situation that could result in harm to the member. All GOSSE members shall be provided with an updated Emergency Plan of Action Policy and administrative contact list. In cases of emergency of severe weather, the Administration of the Community College shall be responsible for enforcement of all policies and procedures.



## ARTICLE XV

### **Waiver of Bargaining**

The parties acknowledge that during the negotiations which resulted in the Agreement, each had the unlimited right and opportunity to make demands and proposals with respect to any subject or matter not removed by law from the area of collective bargaining, and that the understandings and agreements arrived at by the parties after exercise of that right and opportunity are set forth in this Agreement. Therefore, the Board and the GOSSE, for the life of this Agreement, each voluntarily and unqualifiedly waive the right, and each agrees that the other shall not be obligated, to bargain collectively with respect to any subject or matter referred to, or covered in this Agreement, except where modified by this Agreement, or with respect to any subject or matter not specifically referred to or covered in this Agreement, even though such subjects or matters may not have been within the knowledge or contemplation of either or both of the parties at the time they negotiated or signed this Agreement.

## ARTICLE XVI

### Evaluation

- A. Each GOSSE Member will participate in a GOCC Employee Performance Appraisal, based on their duties and responsibilities. The Employee Performance Appraisal tool shall be included as an Appendix of the Collective Bargaining Agreement. The appraisal will be administered as set forth below:

**From date of hire:**

First evaluation at sixty (60) days.

Second evaluation at six (6) months.

Then, one (1) evaluation once a year until the third year.

Afterwards, one (1) evaluation every three (3) years, or as deemed appropriate by supervisor.

- B. **Unsatisfactory Evaluation** – Before a Bargaining Unit Member is rated unsatisfactory in their job performance, the supervisor shall meet with the individual at least one (1) month prior to such rating being submitted in order to put the Bargaining Unit Member on notice that their job performance is not satisfactory and to discuss means of improvement.
- C. The Employee Performance Appraisal committee shall be equally represented by the Administration, GOSSE, and Faculty and shall have the authority through mutual agreement to revise the current process and tool.

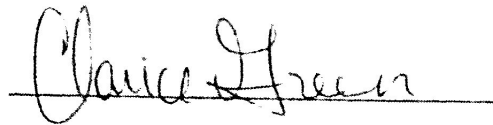
In the event the Committee is unable to reach consensus on the development of the Employee Performance Appraisal process, the College Council shall have the authority to render the final decision on the process. The College Council shall review the Employee Performance Appraisal tool on an as needed basis. Should concerns be raised by any party regarding the tool or process, the Council shall convene the Evaluation Committee within fifteen (15) business days to address these concerns.

Article XVII

Duration of Agreement

This agreement shall be effective as of September 7, 2021 and shall continue in effect through September 7, 2024. Negotiations between the parties shall begin ninety (90) days prior to the contract expiration date of September 7, 2024. Parties shall meet within two (2) weeks of the notification of intent to bargain. If, pursuant to such negotiations, an agreement on the renewal or modification is not reached prior to the expiration date, this Agreement shall expire at such expiration date unless it is extended by mutual agreement of both parties.

For the GOSSE:



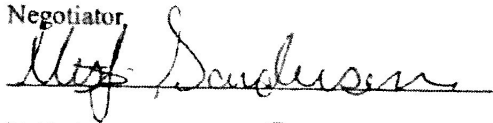
President/Negotiator



Negotiator



Negotiator



Negotiator



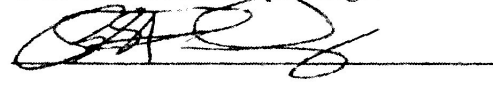
Negotiator

9/9/2021

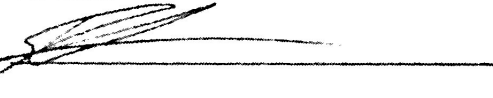
Date

For the Board of Trustees,

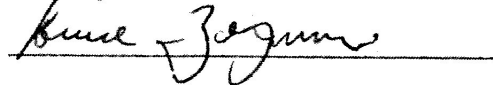
Glen Oaks Community College:



Chairman



Secretary



Negotiator

9/9/2021

Date

## APPENDIX A

### SALARY SCHEDULE

<b>2021-2022</b>	<b>LEVEL 1</b>	<b>LEVEL 2</b>	<b>LEVEL 3</b>	<b>LEVEL 4</b>	<b>LEVEL 5</b>
<b>Step 1</b>	14.08	13.83	14.57	15.07	16.11
<b>Step 2</b>	14.30	14.06	14.79	15.28	16.32
<b>Step 3</b>	14.52	14.27	15.00	15.50	16.54
<b>Step 4</b>	14.75	14.49	15.20	15.71	16.75
<b>Step 5</b>	14.93	14.70	15.44	15.94	16.98
<b>Step 6</b>	15.15	14.92	15.65	16.15	17.19
<b>Step 7</b>	15.38	15.14	15.88	16.38	17.42
<b>Step 8</b>	15.60	15.36	16.08	16.59	17.63
<b>Step 9</b>	15.83	15.58	16.29	16.82	17.86
<b>Step 10</b>	16.04	15.79	16.53	17.02	18.06

**\*Reflects a 4% increase on steps 1-10**

<b>2022-2023</b>	<b>LEVEL 1</b>	<b>LEVEL 2</b>	<b>LEVEL 3</b>	<b>LEVEL 4</b>	<b>LEVEL 5</b>
<b>Step 1</b>	14.50	14.25	15.01	15.52	16.59
<b>Step 2</b>	14.73	14.48	15.23	15.74	16.81
<b>Step 3</b>	14.95	14.70	15.45	15.96	17.03
<b>Step 4</b>	15.19	14.92	15.66	16.19	17.26
<b>Step 5</b>	15.38	15.14	15.91	16.42	17.49
<b>Step 6</b>	15.61	15.37	16.12	16.64	17.71
<b>Step 7</b>	15.84	15.60	16.36	16.87	17.94
<b>Step 8</b>	16.07	15.82	16.56	17.09	18.16
<b>Step 9</b>	16.30	16.05	16.77	17.32	18.39
<b>Step 10</b>	16.52	16.26	17.02	17.54	18.61

**\*Reflects a 3% increase on steps 1-10**

<b>2022-2023</b>	<b>LEVEL 1</b>	<b>LEVEL 2</b>	<b>LEVEL 3</b>	<b>LEVEL 4</b>	<b>LEVEL 5</b>
<b>Step 1</b>	14.94	14.67	15.46	15.99	17.09
<b>Step 2</b>	15.17	14.92	15.69	16.21	17.31
<b>Step 3</b>	15.40	15.14	15.91	16.44	17.54
<b>Step 4</b>	15.65	15.37	16.13	16.67	17.77
<b>Step 5</b>	15.84	15.59	16.38	16.91	18.02
<b>Step 6</b>	16.08	15.83	16.61	17.13	18.24
<b>Step 7</b>	16.32	16.06	16.85	17.38	18.48
<b>Step 8</b>	16.55	16.30	17.06	17.60	18.70
<b>Step 9</b>	16.79	16.53	17.28	17.84	18.94
<b>Step 10</b>	17.01	16.75	17.53	18.06	19.16

**\*Reflects a 3% increase on steps 1-10**

## APPENDIX B: INSURANCE BENEFITS

	Option 1	Option 2	Option 3	Option 4
Health Plan(s)	\$300/600 deductible in network \$20/\$25/\$50 co-pay 0% co-insurance \$2/\$10/\$20/\$40 co-pay prescription card	High deductible with Health Savings Account (HSA) \$1,300/2,600 deductible in-network \$0 co-pay 0% co-insurance \$2/\$10/\$20/\$40 co-pay prescription card	High deductible with Health Savings Account (HSA) \$2,000/\$4,000 deductible in-network \$0 co-pay 0% co-insurance \$2/\$10/\$20/\$40 co-pay prescription card	No Health Plan
LTD	66 2/3% of Maximum eligible salary \$3000 max monthly benefit 120 calendar day modified fill elimination COLA Yes Alcohol/Drug and Mental/Nervous Same As Illness 5% minimum payout Pre-existing limits apply Family SS offset No Survivor Income Freeze on Offsets No Educational Supplement 2 Year Own Occupation	66 2/3% of Maximum eligible salary \$3000 max monthly benefit 120 calendar day modified fill elimination COLA Yes Alcohol/Drug and Mental/Nervous Same As Illness 5% minimum payout Pre-existing limits apply Family SS offset No Survivor Income Freeze on Offsets No Educational Supplement 2 Year Own Occupation	66 2/3% of Maximum eligible salary \$3000 max monthly benefit 120 calendar day modified fill elimination COLA Yes Alcohol/Drug and Mental/Nervous Same As Illness 5% minimum payout Pre-existing limits apply Family SS offset No Survivor Income Freeze on Offsets No Educational Supplement 2 Year Own Occupation	66 2/3% of Maximum eligible salary \$3000 max monthly benefit 120 calendar day modified fill elimination COLA Yes Alcohol/Drug and Mental/Nervous Same As Illness 5% minimum payout Pre-existing limits apply Family SS offset No Survivor Income Freeze on Offsets No Educational Supplement 2 Year Own Occupation
Life	\$40,000 with AD&D	\$40,000 with AD&D	\$40,000 with AD&D	\$40,000 with AD&D
Vision	Benefits as included in VSP-2 Silver	Benefits as included in VSP-2 Silver	Benefits as included in VSP-2 Silver	Benefits as included in VSP-2 Silver
Dental	75/50/50 \$1000 Class I, II, III annual max 50: \$1500 Class IV lifetime max 2 cleaning per year Sealants	75/50/50 \$1000 Class I, II, III annual max 50: \$1500 Class IV lifetime max 2 cleaning per year Sealants	75/50/50 \$1000 Class I, II, III annual max 50: \$1500 Class IV lifetime max 2 cleaning per year Sealants	75/50/50 \$1000 Class I, II, III annual max 50: \$1500 Class IV lifetime max 2 cleaning per year Sealants

**APPENDIX C**  
**JOB CLASSIFICATION**

Level 5	Maintenance Assistant
Level 4	Accounts Payable/Payroll Assistant Accounts Receivable Assistant VP of Academics/Faculty Assistant Library Technician
Level 3	Early Middle College Assistant Learning Commons Clerk Executive Assistant to the Registrar Executive Assistant to the Director of Admissions Executive Assistant to the Athletic Director Executive Assistant to the Director of Nursing Executive Assistant to the Director of Financial Aid Executive Assistant to the Director of Allied Health/Medical Assisting Media /Computer/Library Assistant Registration/Records Clerk
Level 2	IT Assistant Custodian/Maintenance Helper Distance Learning Clerk Document Management Scanning Technician (Temporary) Switchboard Operator Receptionist – Days (Not Currently in Existence) Switchboard Operator Receptionist – Evenings (Not Currently in Existence) Tutoring/Testing Staff Technician
Level 1	Custodian

## APPENDIX D

### JOB DESCRIPTIONS

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#### LEVEL 5

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**POSITION TITLE: MAINTENANCE ASSISTANT**

**REPORTS TO: Director of Buildings & Grounds**

DATE: July 7, 2017

Hours Worked: 40

**DUTIES AND RESPONSIBILITIES:**

Employees in this position install, maintain and repair (and sometimes operate) mechanical, electrical and other maintenance trade equipment such as locks, control-valves, filters, motors, tanks, fans, radiators, hoists, thermostats, refrigerators, pumps, sewers, boilers, air conditioners, heavy equipment and other types of equipment using various types of tools and knowledge and principles of the maintenance trades.

The knowledge of electrical wiring, systems and equipment is essential as well as understanding of the principles involved in systems such as cooling, sewer, water, heating and pressure systems. (Some knowledge of the principles of other maintenance trades is also important, such as welding, plumbing, carpentry, construction, painting and masonry/plaster.) The various types of equipment and systems may be located in buildings or garages, or on outdoor sites. Examples performed by this position include:

1. Make correct adjustments and perform preventive or corrective maintenance on heating and cooling systems.
2. Perform safe preventive or corrective maintenance of electrical circuits, motor controls, etc.
3. Make structural changes as required.
4. Snow removal and mow campus grounds as required.
5. Other duties within the scope of this position as assigned by their supervisor.

**COMMITTEE MEMBERSHIP:** As assigned.

**QUALIFICATIONS:**

**Required**

- Must demonstrate a general knowledge of heating and cooling systems.
- Must demonstrate a safe working knowledge of 110, 208, 480 voltage, 3-phase power electric circuit, such as motor controls, lighting, switching and power outlet circuits.
- Must demonstrate a practical knowledge of rough carpentry and finish carpentry.
- Must demonstrate a general knowledge of brazing, cutting, and welding metal.
- Two (2) years relevant work experience.

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## LEVEL 4

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POSITION TITLE: **ACCOUNTS PAYABLE/PAYROLL ASSISTANT**

REPORTS TO: **Controller**

DATE: April 30, 2014

Hours Worked: 40

### DUTIES AND RESPONSIBILITIES

Employees in this position require an in-depth knowledge of accounting procedures as well as an understanding of data processing procedures. The Accounts Payable/Payroll Clerk assists in the implementation of the College's general financial policies, procedures, systems and reporting. Examples performed by this position include:

1. Maintain purchase order and invoice files, validating invoices for payment, preparing, issuing accounts payable checks and reports.
2. Post all budget and accounting records.
3. Prepare payroll checks to include checking time cards and other pay authorizations.
4. Maintain files required to document disbursements.
5. Prepare reports as required.
6. Assist in program reviews and audits as required.
7. Monitor budget for purchasing and accounts payable and return documents to originating office for necessary adjustments.
8. Research vendors, obtain W-9 forms, complete credit applications, and submit tax exempt forms to vendors.
9. Issue and maintain purchase orders.
10. Monitor accounts payable and request refunds for credit when necessary.
11. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

### QUALIFICATIONS:

#### Required

- Associate Degree in Accounting.
- Knowledge of accounting as evidenced by one year of college level accounting or equivalent experience.
- Knowledge and skill in operation of computer, desk calculator and other standard office machines and equipment.
- Ability to deal effectively with the public.
- One (1) year relevant work experience.

(Other combinations of experience and/or education which could provide the required knowledge, skills and abilities may be considered on an individual basis.)



**POSITION TITLE: ACCOUNTS RECEIVABLE ASSISTANT**

**REPORTS TO: Controller**

**DATE: August 1, 2016**

**Hours Worked: 40**

**DUTIES AND RESPONSIBILITIES:**

Employees in this position require knowledge of accounting procedures as well as an understanding of data processing procedures. The Accounts Receivable Assistant participates in the implementation of the College's general financial policies, procedures, systems and reporting. Examples performed by this position include:

1. Receive all revenue and account for same. Balance cash drawer and prepare deposits.
2. Prepare billing and maintain files on receivables.
3. Input data such as student payments, book charges, etc. into the College's accounts receivable system.
4. Answer inquiries (including telephone) regarding registration costs for prospective students.
5. Monitor student refunds. Process necessary paperwork to support the disbursement.
6. Assist in physical inventories and audits as required.
7. Ensure board approved cash handling policy is followed.
8. Assist in directing the activities of student worker.
9. Manage collections process, which may include representing the College in court hearings.
10. Monitor and manage student account activity for completeness and accuracy; including 3<sup>rd</sup> party payment system.
11. Monitor de-registration process.
12. Represent Business Office at new student orientations.
13. Print reports as required.
14. Other duties within the scope of this position as assigned by their supervisor.

**COMMITTEE MEMBERSHIP:** As assigned.

**QUALIFICATIONS:**

**Required**

- Associate Degree in Accounting or Business Degree with a concentration in Accounting.
- Knowledge of accounting as evidenced by one year of college level accounting or equivalent experience.
- Ability to deal effectively with the public.
- Knowledge and skill in operation of computer, desk calculator, and other standard office machines and equipment.
- One year relevant work experience.

(Other combinations of experience and/or education which could provide the required knowledge, skills, and abilities may be considered on an individual basis.)

**POSITION TITLE: VP OF ACADEMICS/FACULTY ASSISTANT**

**REPORTS TO: VP of Academics/Faculty**

DATE: January 6, 2020  
Hours Worked: 40

**DUTIES AND RESPONSIBILITIES**

Employees in this position, performing the full range of secretarial duties, function as secretaries coordinating office activities for non-clerical supervisors. They participate in and supervise the performance of a variety of clerical tasks, perform secretarial tasks, and participate in management support activities through application of a body of knowledge related to instructions (procedures, practices, manuals or other specified instructions), guidelines (policies, rules, regulations or laws), and office equipment (computer, fax, copier). Examples performed by this position include:

1. Prepare individual copies of and maintain a complete file of course syllabi for faculty and instructional improvements.
2. Schedule department meetings twice a year and type the minutes.
3. Prepare class materials to assist faculty in delivering quality instruction.
4. Prepare and honor the confidentiality of test/exam materials. Does not grade papers and/or tests. Does not proctor quizzes, tests, or exams for instructors.
5. Prepare attendance letters for instructors when needed.
6. Prepare student survey for Full-Time and Annual faculty twice a year. See that it is sent to the University of Washington. Upon return, make sure completed paperwork gets to the proper departments.
7. Take minutes for the DLAT Committee. Type the agenda and minutes.
8. Create and maintain faculty mailboxes each semester.
9. Distribute faculty mail/messages daily.
10. Expand mail/message distribution to include designated mid-levels and support personnel.
11. Prepare and place the order, secure and provide instructional supplies for all faculty.
12. Order, secure and provide special supplies as individually requested by faculty.
13. Maintain contact with multiple textbook publishers as needed by course discipline to facilitate textbook selection by Faculty and make sure the textbook adoptions get in the system.
14. Order all desk copies and teachers' manuals to assist faculty in quality instruction.
15. Respond to students needing assistance in their contact or communication with faculty.
16. Track professional development for Full-Time and Annual faculty.
17. Assist with the Learning Management System (LMS). Send out correspondence, surveys, and provide technical support.
18. Upload courses and process registrations as they come through for Michigan College Online (MCO) and do the reconciliation at the end of the semester.
19. Prepare the Instructor's Schedule for distribution.
20. Print the Online Learning rosters for the Testing and Tutoring Center.
21. Assist with the Job Fair on the day of.
22. Handle internships.
23. Handle the booking of charters for field trips for the faculty.
24. Maintain the copier in the F-Wing. Order the toner and, if needs repair, call for service.
25. Other duties within the scope of this position as assigned by their supervisor.

**COMMITTEE MEMBERSHIP:** As assigned.

**QUALIFICATIONS:**

**Required**

- A comprehensive command of grammatical structure, sentence structure, spelling, punctuation and the ability to compose, in good form, various correspondences.
- Knowledge and skill in operation of computer and other standard office machines and equipment.
- Associate Degree in Office Occupations.
- Demonstrated proficiency in Word, Excel, and Power Point.

**Desired**

- Bachelor's degree
- One (1) year experience in secretarial position.

POSITION TITLE: **LIBRARY TECHNICIAN**

REPORTS TO: **Library Director**

DATE: July 1, 2008

Hours Worked: **40**

### DUTIES AND RESPONSIBILITIES

Employees in this position perform many support activities needed to operate a library. They help librarians acquire, organize and make materials accessible to others. They answer questions and direct library users to standard references, perform routine cataloging of library materials, verify information on order requests and help supervise other support staff. They operate and maintain audiovisual equipment and assist library users with retrieving information from computer databases. Examples performed by this position include:

1. Staff the library two evenings a week and open and close the library and library lab when necessary.
2. Schedule and move audiovisual equipment and help students, faculty, patrons and vendors in the use and maintenance of audiovisual equipment, copiers, and computers.
3. Handle all correspondence, the telephone, shelf list files, personnel records and various forms of communication.
4. Assist the librarian in the acquisition of all library materials: order, receive, return and maintain accounts. Check prices, create purchase orders, and follow through with trouble shooting problems.
5. Assist in the processing or withdrawal of materials including maintaining library databases.
6. Assist in all phases of circulation and maintain circulation records. Assist with creating library cards, overdue notices, hold and release transcripts on database and notifying students of transcripts being held.
7. Prepare periodic statistical reports utilizing the automation system when necessary.
8. Serve as key operator for library copiers and printers, order supplies, report monthly readings and call in service.
9. Assist the librarian in the training and supervision of the work-studies and direct others in the absence of the Director.
10. Assist in providing basic reference services on-line and in print, referring to librarian when necessary.
11. Assist in the sending and receiving of Inter-Library Loan requests.
12. Assist in setting up digital conferencing programs, when requested.
13. Maintain an audiovisual equipment inventory and a record of maintenance.
14. Maintain a working knowledge of electronic materials, networked databases, the Internet, and curriculum related software to assist students, faculty and patrons.
15. Assist the librarian and the network administrator in monitoring the library network and ensuring that patron use remains within college policies.
16. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

### QUALIFICATIONS:

#### Required

- Associate Degree in Library Science (equivalent combination of education and experience may be substituted).
- Ability to deal effectively with the public, faculty, students, work studies, and other staff.
- Ability to instruct student assistants in work methods and procedures.
- Accuracy, precision, attention to detail.
- A comprehensive command of grammatical structure, sentence structure, spelling, punctuation and the ability to compose, in good form, various correspondences.
- Knowledge and skill in operation of library/audiovisual/telecommunications equipment, computers, other standard office machines and curriculum related software.
- Two (2) years relevant work experience.

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## LEVEL 3

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**POSITION TITLE: EARLY-MIDDLE COLLEGE ASSISTANT**

**REPORTS TO: Early-Middle College Coordinator**

DATE: March 21, 2019

Hours Worked: 40

### DUTIES AND RESPONSIBILITIES

Employees in this position perform a variety of secretarial duties and tasks where the secretarial discipline is a substantial and/or essential part of the work, while learning the knowledge and/or guidelines of the service and developing skills needed to perform the work. Work is performed, independently, under general guidance of the EMC Coordinator. Examples performed by this position include:

1. Assist the EMC Coordinator with composing and editing documents, scheduling meetings or appointments, and handling phone calls, email, texts, and mail.
2. Assists in planning and implementing EMC events.
3. Tracks students' education development plans (EDPs) and corresponds with high school administrators, college advisors, EMC students, and parents as needed for completion of EDPs.
4. Provides supplementary assistance and support to high school students both on campus and/or at high school sites.
5. Corresponds with high school students and parents about dual enrollment/EMC programs, requirements, and procedures.
6. Provide EMC coverage during evening and weekend hours when necessary.
7. May assist Admissions with dual enrollment processes as needed.
8. Provide support to other areas of Student Services as assigned by their supervisor (i.e. mailings, filing, data entry, student ID's, etc.).
9. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

### QUALIFICATIONS:

#### Required:

- Associate Degree in related field or sufficient progress towards degree to be able to complete within a year.
- Demonstrated keyboarding ability.
- Skilled in Microsoft Office Suite
- A comprehensive command of grammatical structure, sentence structure, spelling, punctuation, and the ability to compose, in good form, various correspondences.
- Knowledge and skill in operation of computer and other standard office machines and equipment.
- Attention to detail essential.
- Strong interpersonal communication ability with the public, students, and all staff.

#### Desired:

- One (1) year experience in a secretarial position.
- Bi-lingual with ability to speak English and Spanish.

**POSITION TITLE: LEARNING COMMONS CLERK**

**REPORTS TO: Director of Learning Commons and Library**

**DATE: May 22, 2019**

**Hours Worked: 25**

**DUTIES AND RESPONSIBILITIES**

This position reports to the Director of Learning Commons & Library, but may also take direction from the Assistant Director of Learning Commons in the Director's absence. Employees in this position perform many support activities to meet the informational and educational needs of Learning Commons patrons. They assist patrons in the use of Learning Commons resources, curriculum related software, research via the library catalog, periodical databases, or the internet, as well as proctor a variety of tests. They assist patrons and promote Learning Commons services and resources to students, faculty, and community members. Examples of duties performed by this position include:

1. Open the Learning Commons and prepare for the day's responsibilities, or close the Learning Commons and provide appropriate security such as taking measures to secure learning commons property, ensuring vacancy of the premises before closing, etc.
2. Assist students, faculty, and patrons in the use of computer programs such as Word, Excel, and Access, as well as with password resets.
3. Proctor a variety of tests (on and off campus) including but not limited to Accuplacer, GOCC tests, Distance Learning tests, and tests sent in from other colleges.
4. Schedule and track the use of visual aid equipment and read tests to students with documented reading disabilities.
5. Maintain a working knowledge of electronic materials, databases, the Internet, and curriculum related software to assist students, faculty and patrons.
6. Assist in providing basic reference services on campus and on-line, referring to the Director of Learning Commons and Library as necessary.
7. Assist in maintaining the circulation functions of the Learning Commons and in the sending and receiving of InterLibrary Loan requests.
8. Assist with the acquisition, cataloguing, processing and withdrawal of materials, including maintaining library databases.
9. Maintain statistics on Learning Commons usage.
10. Conduct appropriate communications on behalf of the Learning Commons and assist with accurate maintenance of Learning Commons schedule.
11. Create and update Learning Commons procedure manuals at the direction of the Director of Learning Commons and Library.
12. Assist in the training and supervision of the work studies.
13. Other duties within the scope of this position as assigned by their supervisor.

**COMMITTEE MEMBERSHIP:** As assigned.

**QUALIFICATIONS:**

**Required**

- Associate Degree in related field.
- Acquire and maintain appropriate testing certifications.
- Ability to deal effectively with the public, faculty, students, work studies and other staff.
- Accuracy, precision, and attention to detail.
- Knowledge and skill in operating standard office machines, audio-visual equipment, computers and curriculum related software.
- Demonstrated keyboarding ability.
- Demonstrated knowledge of library research.

**Desired**

- One (1) year relevant work experience.
- Credentials in curriculum and library related software.
- Experience with web page maintenance.

**POSITION TITLE: EXECUTIVE ASSISTANT TO THE REGISTRAR****REPORTS TO:     Registrar**

DATE: August 18, 2021

Hours Worked: 40

**DUTIES AND RESPONSIBILITIES**

Employees in this position, performing the full range of secretarial duties, function as secretaries coordinating office activities for non-clerical supervisors. They participate in and supervise the performance of a variety of clerical tasks, perform secretarial tasks, and participate in management support activities through application of a body of knowledge related to instructions (procedures, practices, manuals or other specified instructions), guidelines (policies, rules, regulations or laws), and office equipment (computer, fax, photo-copier). Examples performed by this position include:

1. Assist with all registration processes including web registration.
2. Assist with processing grade changes and grade point re-evaluations.
3. Assist and serve as backup for the processing of transcript requests and transfer evaluations.
4. Input student data, registrations, and add/drops.
5. Manage the class lists, wait-lists, cancellations, and other student lists and processes. Including Assist in the communication process for status changes and/or the de-registration process.
6. Assist with Student ID cards.
7. Process graduation applications, order diplomas / covers, and caps and gowns. Post degree or certificates in Colleague. Assist with graduation ceremony.
8. Assist the Registrar with processing reports to the National Student Clearing House.
9. Assist faculty with web grading system and students with online access to the system.
10. Assist in updating certificate and degree requirements for Degree Audits.
11. Assist in maintenance of college course taxonomy in coordination with the Academic Office.
12. Provide desk coverage during lunch or break times for various units within the department and provide evening coverage, as needed.
13. Assist in the process of identifying students for award nominations.
14. Assist in the preparation of the Dean's and President's lists and Academic standing processes each semester.
15. Provide support to ensure operations and accessibility of the student portal, Web Advisor, and efficient use of Datatel Colleague for Student Services Department.
16. Monitors veterans enrollment, prepares and sends all paperwork to the Veteran Administration.
17. Communicate with students through various venues regarding Registration office functions and updates.
18. Update student information in the system, including program status, residency changes, etc.
19. Provide support to Student Services and others as assigned by supervisor.
20. Assist and maintain transfer equivalency data for students and databases for web information.
21. Monitor the "no show" attendance list with the financial aid and Academic offices.
22. Other duties within the scope of this position as assigned by their supervisor.

**COMMITTEE MEMBERSHIP:** As assigned.**QUALIFICATIONS:****Required**

- Associate Degree in related field.
- Demonstrate keyboarding ability.
- A comprehensive command of grammatical structure, sentence structure, spelling, punctuation and the ability to compose, in good form, various correspondences.
- Knowledge and skill in operation of computer and other standard office machines and equipment.

**Desired**

- One year relevant work experience.

## **POSITION TITLE: EXECUTIVE ASSISTANT TO THE DIRECTOR OF ADMISSIONS**

**REPORTS TO:     Director of Admissions**

DATE: March 21, 2019

Hours Worked: 40

### **DUTIES AND RESPONSIBILITIES**

Employees in this position, performing the full range of secretarial duties, function as secretaries coordinating office activities for non-clerical supervisors. They participate in and supervise the performance of a variety of clerical tasks, perform secretarial tasks, and participate in management support activities through application of a body of knowledge related to instructions (procedures, practices, manuals or other specified instructions), guidelines (policies, rules, regulations or laws), and office equipment (computer, fax, photo-copier). Examples performed by this position include:

1. Assist in supervision of work-study students and student ambassadors.
2. Assist the Director of Admissions in data entry in the use of a student enrollment management database, to track prospective, admitted, and registered students through their lifecycle at Glen Oaks Community College. This includes prospect letters and all email communications.
3. Provide secretarial service to the Director of Admissions.
4. Retrieve mailed and web generated applications for admissions. Enter the data from Admissions applications (website generated, e-mail, and hand delivered), create student files, print the admit letter, and prepare for mailing.
5. Enter data from ACT and SAT scores, high school transcripts, and GED's.
6. Assist with college functions related to the department e.g. College Nights, Orientation, Transfer Day, New Student Orientation, Campus visitations by prospective students of all ages, and off-campus presentations.
7. Handle incoming mail, phone calls and appointment arrangements for the Admissions.
8. Assist with the display and inventory of all college promotional literature, pertaining to admissions, in the student services area of the college and at other on-campus locations.
9. Assist the Admissions Office in the preparation of packets and distribution of College promotional items for off-campus locations and events.
10. Assist the Director of Admissions in obtaining the marketing area school rosters for prospective students. Create mailing lists for recruiting purposes.
11. Serve as back up for Registration.
12. Assist in setting up advisor and placement testing appointments.
13. Schedule on campus college visits.
14. Assist with the UIC (Unique Identification Code) collection in preparation for CEPI report.
15. Order office, copier, and student ID supplies for Student Services.
16. Use data from ISIRS report to enter missing SSNs and prospects into Datatel.
17. Create slides and content to run on student services monitor.
18. Greet students/staff when they enter student services and assist them with their requests or direct them to who can.
19. Other duties within the scope of this position as assigned by their supervisor.

**COMMITTEE MEMBERSHIP:** As assigned.

### **QUALIFICATIONS:**

#### **Required**

- Associate Degree in related field or sufficient progress towards degree to be able to complete within a year.
- Demonstrate keyboarding ability.
- Skilled in Microsoft Office Suite.
- A comprehensive command of grammatical structure, sentence structure, spelling, punctuation, and the ability to compose, in good form, various correspondences.
- Knowledge and skill in operation of computer and other standard office machines and equipment.
- Attention to detail essential.
- Strong interpersonal communication ability with the public, students, and all staff.

#### **Desired**

- One (1) year experience in secretarial position.
- Bi-lingual with ability to speak English and Spanish.

**POSITION TITLE: EXECUTIVE ASSISTANT TO THE ATHLETIC DIRECTOR**

**REPORTS TO: Athletic Director & Dean of Finance/Administrative Services**

**DATE: March 21, 2019**  
**Hours Worked: 40**

**DUTIES AND RESPONSIBILITIES**

Employees in this position perform many support activities needed to operate the Athletic Department. They will work with the Athletic Director to meet the goals for the department, and to enhance the overall operations of the department. They will provide support for the Athletic Director, Head Coaches, and Assistant Coaches. Employees in this position, performing the full range of secretarial duties, function as secretaries, coordinating office activities for non-clerical supervisors. They participate in and supervise the performance of a variety of clerical tasks, perform secretarial functions, such as composing, editing, and prioritizing office communications, and when appropriate, resolve issues. They will participate in management support activities through application of a body of knowledge related to instructions (procedures, practices, manuals or other specified instructions), guidelines (policies, rules, regulations or laws), and office equipment (computer, fax, photo-copier). Examples performed by this position include:

1. Provides secretarial support services for Athletic Director and Coaches as it is related to the athletic program. Duties include, but are not limited to the following:
  - a. Making travel arrangements for overnight travel for all sports teams, coaches, and the Athletic Director.
  - b. Requesting meal money and assisting in completing reimbursement forms for each sport, Athletic Director's and coach's travels for the Controller.
  - c. Scheduling vehicles for all department travel, including recruiting, errands, and team travels.
  - d. Typing schedules and rosters for each sport.
  - e. Notifying all involved (MCCAA Head of Sports, Head of Officials, A.D., Coaches, College, Media, etc.) of team schedule changes.
  - f. Requesting officials pay and monitoring any changes in home event officials scheduling.
  - g. Preparing the cash box for basketball gate and the concession stands.
  - h. Counting and depositing, to the Controller, all cash and checks that come into the office, which include home event gate monies, concession stand monies, and athletic fundraiser monies for each sport.
  - i. Taking minutes at departmental meetings.
  - j. Processing all internal requisitions and occasional ordering of supplies.
  - k. Typing roster programs.
  - l. Printing all student-athlete course schedules for all coaches when requested.
  - m. Typing certificates for each student-athlete who completes their season.
2. Assists with the organization of clinics, tryouts, awards banquet, athlete orientation, and other special events.
3. Operating budgets – assist in preparing yearly budget for the Athletic Department and all sports for the review and approval of the Athletic Director. Reconciles the budget monthly and notifies the Athletic Director of any problems. Informs coaches of their individual budgets as requested. Prints budget reports as requested.
4. Agency and Fund Raising Account Budgets – prepares check requests for coaches from agency accounts. Counts and deposits to the Controller, all cash and checks for agency accounts for all sports. Reconciles agency accounts on a monthly basis and notifies the Athletic Director and/or coaches of any problems. Prints agency account reports as requested by coaches.
5. Scholarships – types letters of intent, notifies the Financial Aid Office of scholarships, assists the Financial Aid Office in having financial aid contracts signed and returned, maintains Excel scholarship spreadsheet, and requests transfer of funds by Controller. Notifies the Controller and Financial Aid Office of scholarship adjustments.
6. Maintains student athletic files which include physical forms, insurance forms, code of conduct forms, letters of intent, release forms, transfer forms and awards. Maintains ACCESS database of student athletes.
7. Eligibility – prints all transcripts, evaluates each student-athlete's GPA, enters data in NJCAA Audit, and completes requirements as requested by the NJCAA for the review and approval of the Athletic Director.
8. Recruiting – assists with mailing recruiting packets, arranging tours for new or prospective student athletes, scheduling Accu-placer and mass recruiting mailings as requested.
9. Fundraisers and Outings – organize and assist with the running of both. Create flyers and prepare mass mailings associated with both. Maintain ACCESS databases used for fund raisers and outings. Responsible for all cash and checks collected for fund raisers and outings and depositing of said funds to the Controller. Prepare Excel income statement and monitor Agency Account.
10. Maintain student athletic handbooks and copies for athletes.
11. Student/Athlete Evaluations – check in all student/athlete evaluations. Maintain a "late list" and read all evaluations as a screening step prior to submission to the Athletic Director.



12. Sports camps: assist with mass mailings five (5) or six (6) times annually, register students, maintain several ACCESS databases, count and deposit to the Controller all cash and checks, type certificates for each camper.
13. Complete Equity in Athletics report required yearly by the U.S. Department of Education for Title IV funding.
14. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

QUALIFICATIONS:

Required

- Associates Degree in related field (equivalent combination of education and experience may be substituted).
- High School diploma/GED.
- Demonstrate keyboarding ability.
- Ability to deal effectively with the public.
- A comprehensive command of grammatical structure, sentence structure, spelling, punctuation, and the ability to compose, in good form, various correspondences.

Desired

- One (1) year experience in secretarial position.

## **POSITION TITLE: EXECUTIVE ASSISTANT TO THE DIRECTOR OF NURSING**

**REPORTS TO:     Director of Nursing**

**DATE: June 30, 2021**

**Hours worked: 40**

### **DUTIES AND RESPONSIBILITIES**

Employees in this position, performing the full range of secretarial duties, function as secretaries coordinating office activities for the Nursing Department. They participate in and supervise the performance of a variety of clerical tasks, perform secretarial tasks, and participate in management support activities through application of a body of knowledge related to instructions (procedures, practices, manuals or other specified instructions, guidelines (policies, rules, regulations or laws), and office equipment (computer, fax, photo-copier)).

This position provides support to the Director of Nursing and to students in the nursing programs.

Examples performed by this position include:

1. Provide initial information about programs to new students, and set up appointments with the Director for new students. Respond to phone, e-mail, walk-in, and website contacts with information about the program and keep all information up to date.
2. Maintain the student handbook.
3. Maintain and monitor student records on attendance, courses completed, and student progress (progression form) necessary for our records and the Board of Nursing.
4. Organize the office and maintain computer, Etrieve, and physical files to document information. Identify any problems to the Director of Nursing.
5. Develop and maintain a tracking file of student progress through each program. Insure that all students meet prerequisites and graduates meet degree requirements. Provide licensing boards with student degree information.
6. Collect immunization and CPR records for students and follow up with students not meeting requirements.
7. Distribute immunization and CPR records (i.e. minimum requirements records) for students to clinical agencies.
8. Issue and maintain contracts with clinical agencies and maintain records necessary for the State Board and other accrediting agencies. Answer general questions from clinical agencies and refer to the Director as needed.
9. Maintain nursing book for each class.
10. Schedule, type agenda, and take minutes at the Health Advisory Committee meetings. Maintain HAC book.
11. LASO with State Police and prepare audit reports as required.
12. Maintain a clinical rotation schedule and a master schedule of class offerings.
13. Maintain each semester's class schedule for review by the Director of Nursing.
14. Maintain a word file for the self-study required by the State Board of Nursing, and other licensing boards and accrediting bodies.
15. Set up meetings for the Director of Nursing and maintain his/her calendar.
16. Assist with planning and development of Nursing pinning ceremony.
17. Assist with reports for graduate and nursing related surveys and employer program satisfaction surveys.
18. Other duties within the scope of this position as assigned by their supervisor.

**COMMITTEE MEMBERSHIP:** As assigned.

### **QUALIFICATIONS**

#### **Required**

- Associate degree (equivalent combination of education and experience may be substituted).
- Demonstrate keyboarding ability.
- Knowledge and skill in operation of computer and other standard office machines and equipment.
- A comprehensive command of grammatical structure, sentence structure, spelling, punctuation and the ability to compose, in good form, various correspondences.
- Excellent interpersonal communication skills to interact with a diverse population of peers, students, parents, and community partners in a clear, effective, and courteous manner.

#### **Desired**

- One (1) year experience in secretarial position

**POSITION TITLE: EXECUTIVE ASSISTANT TO THE DIRECTOR OF FINANCIAL AID**

**REPORTS TO: Director of Financial Aid**

DATE: March 21, 2019  
Hours Worked: 40

**DUTIES AND RESPONSIBILITIES**

Employees in this position, performing the full range of secretarial duties, function as secretaries coordinating office activities for non-clerical supervisors. They participate in and supervise the performance of a variety of clerical tasks, perform secretarial tasks, and participate in management support activities through application of a body of knowledge related to instructions (procedures, practices, manuals or other specified instructions), guidelines (policies, rules, regulations or laws), and office equipment (computer, fax, photo-copier). Examples performed by this position include:

1. Maintains appointment book for the Director of Financial Aid and Assistant Director of Financial Aid.
2. Gives out verbal and printed general financial aid information at the counter and on the phone.
3. Assist in the Financial Aid Office with application processing by inputting all documents, tracking of student Documents, retrieving, modifying and mailing letters.
4. Responsible for processing all tracking and notification to students for required financial aid documents, prepares and coordinates mailing of all financial aid correspondence relating to financial aid creation.
5. Assists in maintenance of scholarship awards, monitors enrollment and adjusts awards as required and billing for state scholarships.
6. Maintains work-study contracts, monitors hours, adjusts awards as required, and post job descriptions online and on Job Board.
7. Acts as backup to the Admissions, Counseling and Registration offices.
8. Assist with Maintenance of Financial Aid Department policy and procedure manual.
9. Monitors and tracks financial aid "no show" attendance list/proof of attendance.
10. Creates and mails award letters to students receiving financial aid.
11. Process returns to Title IV calculations in a timely manner. Notifies Business Office of any results requiring action.
12. Creates and mails SAP letters, as needed.
13. Upon notification of identification of students requiring Exit Counseling, create and mail letters.
14. Assist with office coverage during evening hours, including receiving payments for official transcripts and student ID cards. Provide weekly reconciliation to Accounts Receivable Assistant.
15. Create and track delinquent and default loan mailings.
16. Other duties within the scope of this position as assigned by their supervisor.

**COMMITTEE MEMBERSHIP:** As assigned.

**QUALIFICATIONS:**

**Required**

- Associate Degree in related field.
- A comprehensive command of grammatical structure, sentence structure, spelling, punctuation and the ability to compose, in good form, various correspondences and mathematical aptitude.
- Knowledge and skill in operation of computer and other standard office machines and equipment.
- Demonstrate keyboarding ability.

**Desired**

- One (1) year experience in secretarial position.
- Familiarity with financial aid regulations and procedures.

**POSITION TITLE: EXECUTIVE ASSISTANT TO THE DIRECTOR OF ALLIED HEALTH/MEDICAL ASSISTING**

**REPORTS TO: Vice President of Academics and Extended Learning**

**DATE: January 14, 2016**

**Hours worked: 24**

**DUTIES AND RESPONSIBILITIES**

The employee in this position performs clerical and secretarial duties related to the coordination of office activities. Performs the clerical tasks of filing, scheduling appointments, and record maintenance. Supports the Director of Allied Health/Medical Assisting through knowledge of equipment and policies and procedures related to any Allied Health Program and Medical Assistant Program. Operates computers and has advanced knowledge of Windows, Word, PowerPoint, Access, and Excel. Maintains the Excel/Access databases for the program accreditation/Michigan Department of Licensing and Regulatory Affairs (LARA) records. Maintains student records; CPR, criminal background checks and immunizations, etc. Keeps current contract books of health care agencies. This position supports the Director of Allied Health/Medical Assisting and instructors of these programs by setting up lab equipment, ordering and delivering audio visual resources, making nurse aide classroom copies, ordering and maintaining lab supplies. Assists the Director of Allied Health/Medical Assisting with maintenance of grades, program eligibility and preparedness, of students entering these programs. Examples performed by this position include:

1. Maintain and monitor student records, courses completed, student progress and other information needed to maintain accreditation records and standing.
2. Maintain and monitor student records through a computerized tracking system to insure that students meet all prerequisites and graduates meet all degree requirements
3. Maintain Access/Excel program statistical records for program accreditation/Michigan Department of Licensing and Regulatory Affairs (LARA).
4. Maintain department website pages, brochures, advertisements, and marketing materials for the programs, other than those maintained by the marketing and publications department.
5. Handle all correspondence coming into and leaving the office.
6. Set-up departmental events; schedule spaces, equipment and supplies.
7. Collect and maintain records for students of the program such as CPR, criminal background checks and immunizations, as well as others.
8. Assist in planning and organizing the MA Advisory Board meetings. Take minutes at all meetings held by the department.
9. Maintain Advisory Board member's contact information: phone numbers and emails.
10. Assist the Director of Allied Health/Medical Assisting in organizing the yearly MA Program Instructor Retreat.
11. Maintain a calendar for the Director of Allied Health/Medical Assisting; setup meetings and schedule appointments.
12. Support faculty and staff with ordering and stocking of supplies in the office and labs.
13. Assist instructors in lab settings to progress students through to final competency completion.
14. Provide initial information about programs to new students, maintain and distribute new student packets. Maintain the student handbook(s) and WebPages.
15. Issue and maintain contacts with clinical agencies, physician offices and ambulatory clinics. Answer initial inquiries and refer to the Director of Allied Health/Medical Assisting when appropriate.
16. Maintain class schedules for the program(s). Assist the Director of Allied Health/Medical Assisting with contacting of instructors and assurance of program integrity and quality.
17. Communicates with students regarding needed materials and documentation for program completion.
18. Orders catering and supplies for meetings/retreats.
19. Sets up contacts for graduation photos and schedules appointment times.
20. Works with Practicum Coordinator in agency supervisor contacts to maintain needed contracts and malpractice insurances.
21. Assist with planning and development of Allied Health pinning ceremony.
22. Make necessary copies for the Nurse Aide classes.
23. Other duties within the scope of this position as assigned by the Program Chair.

**COMMITTEE MEMBERSHIP:** As assigned.

**QUALIFICATIONS**

**Required**

- Associates degree (equivalent combination of education and experience may be substituted)
- Demonstrated keyboarding ability.
- Advanced knowledge in Microsoft Office Suite, including Windows, Word, PowerPoint, Access, and Excel.
- Knowledge and skill in operation of computer, fax, photo-copier and other standard office machinery.
- A comprehensive command of grammatical structure, sentence structure, spelling, punctuation and the ability to compose, in good form, various correspondences.

- Certified Medical Assistant and/or medical office experience in both front and back office

Desired

- One year experience in secretarial position.

**POSITION TITLE: MEDIA/COMPUTER/LIBRARY ASSISTANT****REPORTS TO:     Director of Learning Commons and Library**

DATE: March 21, 2019

Hours Worked: 40

**DUTIES AND RESPONSIBILITIES**

Employees in this position perform many support activities to meet the informational and educational needs of patrons, especially those utilizing electronic resources. They assist those students in using various curriculum related software and those researching via the library catalog, periodical databases and/or the Internet. They monitor the functioning of the library network, maintain statistics on use, and ensure that patrons remain in compliance with college policies. They assist at the circulation desk and fill in for other library staff. Examples performed by this position include:

1. Open the library and library lab and prepare for the day's responsibilities, or close the library and library lab and provide appropriate security.
2. Schedule and move equipment and help students, faculty, patrons and vendors in the use and maintenance of audiovisual equipment, copiers and computers.
3. Assist the librarian in providing web pages, information literacy, public relations, and in assessing library services.
4. Maintain a working knowledge of electronic materials, networked databases, the Internet, and curriculum related software to assist students, faculty and patrons.
5. Assist in providing basic reference services on campus and on-line, referring to librarian when necessary.
6. Assist the librarian and the network administrator in monitoring the library network and library web pages, maintaining statistics of patron use, and ensuring that patron use remains within college policies.
7. Staff the library up to two evenings a week at the request of the librarian.
8. Assist in maintaining the circulation functions of the library and in the sending and receiving of InterLibrary Loan requests.
9. Assist with the acquisition, cataloguing, processing and withdrawal of materials, including maintaining library databases.
10. Assist the librarian in the training and supervision of the work studies.
11. Other duties within the scope of this position as assigned by their supervisor.

**COMMITTEE MEMBERSHIP:** As assigned.**QUALIFICATIONS:****Required**

- Associate Degree in related field.
- Ability to deal effectively with the public, faculty, students, work studies and other staff.
- Accuracy, precision, and attention to detail.
- Knowledge and skill in operating standard office machines, audio-visual equipment, computers and curriculum related software.
- Demonstrate keyboarding ability.

**Desired**

- One (1) year relevant work experience.
- Credentials in curriculum and library related software.
- Experience with web page maintenance.

**POSITION TITLE: REGISTRATION/RECORDS CLERK****REPORTS TO:     Registrar**DATE: July 16, 2019  
Hours Worked: 40**DUTIES AND RESPONSIBILITIES**

Employees in this position assist with the full range of registration duties and student services coverage. They participate in and supervise the performance of a variety of clerical tasks, perform secretarial tasks, and participate in management support activities through application of a body of knowledge related to instructions (procedures, practices, manuals or other specified instructions), guidelines (policies, rules, regulations or laws) and office equipment (computer, fax, photo-copier). Examples performed by this position include:

1. Process registration and add/drop forms.
2. Keep inventory and maintain registration forms during registration periods and schedule change periods.
3. Assist in notifying students of schedule changes, cancellations and course openings.
4. Check registrations for accuracy.
5. Provide information and customer service to the public in person, on telephone and through the website.
6. Provide Tech Support Liaison assistance for student ID/Password updates for Web-Advisor and Web Registration initiatives.
7. Post Dean's and President's probation/suspension list to student records.
8. Assist with the student transfer evaluation process.
9. Assist and maintain transfer equivalency data for students and databases for web information.
10. Assist in the management of student transcript requests and produce and send transcripts, including the distance learning, MCO, CTE, dual enrollment related transcript exchanges.
11. Notify students and record receipt of transcripts.
12. Assist in the maintenance of all student files.
13. Coordinate and complete data imaging projects and contribute to the maintenance of student files.
14. Monitor the "no show" attendance list with the financial aid and Dean of the College's offices.
15. Assist in graduation procedures.
16. Provides clerical support to the Registrar.
17. Assist with student probation/suspension process and place holds, as necessary.
18. Serve as backup for Admissions data entry.
19. Schedule and prepare appointments for counselors/advisors.
20. Assist in arrangement for placement testing, individual and standardized testing.
21. Provide support for the operation of lobby computer(s) and extra counseling/advising computers, as needed by student users.
22. Other duties within the scope of this position as assigned by their supervisor.

**COMMITTEE MEMBERSHIP:** As assigned.**QUALIFICATIONS:****Required**

- High School diploma/GED
- Demonstrate keyboarding ability.
- Knowledge and skill in operation of computer and other standard office machines and equipment.
- Ability to deal effectively with the public.

**Desired**

- Associate Degree in Office Occupations (equivalent combination of education and experience may be substituted).
- One (1) year experience in secretarial position.

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## LEVEL 2

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**POSITION TITLE: IT ASSISTANT**

**REPORTS TO: IT Director**

DATE: January 13, 2020

Hours Worked: 25

**DUTIES AND RESPONSIBILITIES:**

This position is designed to provide support to the Network Administrator in maintaining and upgrading computers campus wide. This is a technical position working with hardware, software, and network administration. Examples performed by this position include:

1. Maintain, update, and repair the computer lab machines under the Network Administrator's guidance.
2. Keep computer labs stocked with paper and change printer cartridges.
3. Assist with the installation of software.
4. Assist in software conversion.
5. Assist the Network Administrator with simple network administration tasks.
6. Troubleshoot PC and printer problems.
7. Replace defective PC and printer components with the Network Administrator's guidance.
8. Work with the website administrator as needed.
9. Miscellaneous data entry.
10. Other duties within the scope of this position as assigned by their supervisor.

**COMMITTEE MEMBERSHIP:** As assigned.

**QUALIFICATIONS:**

**Required:**

- High school diploma/GED
- Knowledge and skills in operation of current Windows and Microsoft software products.
- Entry-level PC repair.
- Demonstrate keyboarding ability.
- Demonstrate web development ability.

**Desired:**

- Associate Degree in related field.



POSITION TITLE: **CUSTODIAN/MAINTENANCE HELPER**

REPORTS TO: **Director of Building & Grounds**

DATE: April 30, 2014  
Hours Worked: 40

**DUTIES AND RESPONSIBILITIES**

Employees in this position participate in a variety of custodial tasks using basic skills, knowledge, practices and tools of the custodial service. The employee is required to work from uniform methods and standards and oral and written instructions, select required cleaning compounds, materials and equipment, participate in the cleaning of all campus owned buildings and furniture and perform related custodial tasks according to prescribed methods and procedures of the service. Examples performed by this position include:

1. Reads and follows directions on chemical containers, understands general cleaning, disinfecting, floor finishing and basic chemicals.
2. Washes walls, ceilings, woodwork, windows, mirrors, and fixtures using both step and extension ladders as required.
3. Scrubs, strips, sanitizes, waxes and buffs floors using powered machines equipped with rotating brushes.
4. Sweeps, vacuums and dust mops floors and stairways.
5. Dusts such items as blinds, furniture, file cabinets, and windowsills using cloths or various hand-cleaning items.
6. Polishes furniture, metal work and chrome using appropriate cleaning and polishing compounds.
7. Cleans and services restrooms.
8. Gathers and disposes of rubbish and waste materials by hand or with the use of powered equipment.
9. Locks and unlocks premises.
10. Replaces light bulbs.
11. Enforces reserved parking areas.
12. Assists with snow removal, mowing of campus grounds, and general yard maintenance as needed.
13. Assists with room set-ups as needed.
14. Assists with painting as needed.
15. Deliver packages.
16. Other duties within the scope of this position as assigned by their supervisor.

**COMMITTEE MEMBERSHIP:** As assigned.

**QUALIFICATIONS:**

**Required:**

- High school diploma/GED or equivalent experience.
- Be able to handle 24" to 60" dust mops and 24 oz. wet mops effectively.
- Must have general knowledge of operating cleaning machines and of general maintenance.
- Physical characteristics to perform duties.

**Desired:**

- Should be an observant self-motivator in order to look for and take care of special problems.
- Previous related work experience.

**POSITION TITLE: DISTANCE LEARNING CLERK****REPORTS TO:     Dean of Academics and Extended Learning**DATE: March 7, 2019  
Hours Worked: 10-15, up to 20 during  
peak times as needed.**DUTIES AND RESPONSIBILITIES**

Employees in this position, performing a full range of clerical duties, function as the office coordinator working with students, faculty, college administrators, and distance learners. They participate in and supervise the performance of a variety of clerical tasks, perform secretarial tasks, and participate in office coordination activities through application of a body of knowledge related to instructions (procedures, practices, manuals or other specified instructions), guidelines (policies, rules, regulations or laws), and office equipment (computer, fax, photo-copier, camera). Examples performed by this position include:

1. In coordination with the VP of Academics /Faculty Assistant, provide Distance Learning Center support to faculty and students on-line, in-person, and via phone.
2. Available to work independently evenings and Saturdays with minimal supervision, as necessary.
3. Assist in data entry/reporting of goals, assessment, and program review information to enhance overall operations of the Distance Learning Center.
4. Plan, organize, and participate in professional development meetings for the Distance Learning Center, including the annual Distance Learning Best Practices Luncheon.
5. Maintain Distance Learning Webpage.
6. Serve as backup to the Dean of Academics and Extended Learning/Faculty Assistant in handling correspondence for the Michigan College Online (MCO) such as uploading courses, processing registrations, and completing the reconciliation at the end of the semester.
7. Participate in the DLAT Monthly Meetings.
8. Check Canvas accounts at the beginning of each semester to ensure all courses are published.
9. Manage communications with DL Students including welcome letters, emails, text alerts, etc.
10. Conduct Student Surveys each semester and provide the results to applicable faculty and the Dean of Academics and Extended Learning.
11. Deliver class rosters to the Tutoring and Testing Center as needed.
12. Provide clerical support to the Distance Learning and Academic Departments as needed.
13. Other duties within the scope of this position as assigned by their supervisor.

**COMMITTEE MEMBERSHIP:** As assigned.**QUALIFICATIONS:****Required**

- High school diploma/GED
- Knowledge and skill in operation of computer and other standard office machines and equipment.
- Demonstrate keyboarding ability.
- Ability to deal effectively with the public and good phone skills.

**Desired**

- Associate Degree in Office Occupations (equivalent combination of education experience may be substituted).
- One (1) year experience in secretarial position.

**POSITION TITLE:      DOCUMENT MANAGEMENT SCANNING TECHNICIAN (Temporary)**

**REPORTS TO:            Director of Title III Programs**

DATE: November 15, 2018  
Hours Worked: 20, up to 27 as needed

**DUTIES AND RESPONSIBILITIES**

Employees in this position ensure a high degree of timeliness and accuracy in moving records to electronic format.

This is a grant-funded position. It is temporary by design. Funding for the position is available through September 30, 2020.

Examples performed by this position include:

1.      Manage the organization and appropriate assignment of digital records to student, employee, and institutional electronic files, as assigned.
2.      Coordinate with assigned departments to plan and follow through scanning or select documents; electronically file documents into designated folders using Etrieve software.
3.      Act as on-going resource to staff using digital records management who need assistance.
4.      Perform quality control activities to ensure accuracy and timeliness of the institution's digital records, as assigned.
5.      Make recommendations for improvements to efficiency and/or effectiveness for all aspects of the institution's digital records management system.
6.      Other duties within the scope of this position as assigned by their supervisor.

**COMMITTEE MEMBERSHIP:** As assigned.

**QUALIFICATIONS:**

**Required**

- High school diploma or equivalent.
- Attention to detail is essential.
- Ability to maintain confidentiality of records at all times.
- Knowledge and skill in operation of computer and other standard office machines and equipment
- Ability to lift boxes of paper records/files up to 50 lbs.
- Strong interpersonal communication skills to work effectively with others.

**Desired**

- Experience with Colleague® by Ellucian (Datatel).

Special Note: Due to the existing temporary nature of this position (grant funded), the person filling this position will not have bumping rights, per Article XI, Sections B, C, D, E, F, and G, at any time.

POSITION TITLE: **SWITCHBOARD OPERATOR RECEPTIONIST/DAYS** (Not Currently in Existence)

REPORTS TO: **HR Coordinator I**

DATE: August 1, 2016  
Hours Worked: 40

### DUTIES AND RESPONSIBILITIES

Employees in this position operate a switchboard to relay incoming and outgoing calls, supply information to callers, record messages, assist in establishing local or long distance telephone connections and receive visitors, obtain names and nature of business. This position also performs a variety of secretarial duties and clerical tasks when necessary. Work is performed, independently, under general supervision. The employee interprets and applies instructions and/or guidelines and takes appropriate actions in completing work assignments. Examples performed by this position include:

1. Answer incoming calls, take messages, and place calls.
2. Provide information and directory service.
3. Sort incoming mail and prepare daily out-going mail for pick-up by maintenance and bundles, bags, and request funds for bulk mailings.
4. Maintain current supply of frequently used phone books.
5. Prepare weekly What's Happening.
6. Maintain directories of employees.
7. Maintain monthly departmental postage expenses for business office.
8. Prepare class cancellation signs and notify students of cancellations, campus events, weather information, and general college information.
9. Provides secretarial support to the Vice President of Finance and Administrative Services and the Human Resources Department.
10. Assist in urgent matters with contacting appropriate personnel, including restroom issues, clean ups, parking lot, dorms, etc.
11. Keep switchboard manual up-to-date and train employees for back-up coverage for switchboard.
12. Manage vehicle usage and key distribution.
13. Maintain various logs (i.e student homework, vehicle usage, master key, etc...).
14. Maintain and order common administrative area supplies.
15. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

### QUALIFICATIONS:

#### Required

- High school diploma/GED or equivalent experience.
- Knowledge and skill in operation of switchboard, computer, and other standard office machines and equipment.
- Ability to deal effectively with the public.
- Demonstrate keyboarding ability.
- A comprehensive command of grammatical structure, sentence structure, spelling, punctuation and the ability to compose, in good form, various correspondences.

#### Desired

- Prior switchboard/receptionist experience.
- Knowledge and skill in operation of postage scale and meter.

POSITION TITLE: **SWITCHBOARD OPERATOR RECEPTIONIST/EVENINGS** (Not Currently in Existence)

REPORTS TO: **HR Director**

DATE: November 8, 2017  
Hours Worked: 20 hours, up to  
28 hours during peak times as needed.

### DUTIES AND RESPONSIBILITIES

Employees in this position operate a switchboard to relay incoming and outgoing calls, supply information to callers, record messages, assist in establishing local or long distance telephone connections and receive visitors, obtain names and nature of business. This position also performs a variety of secretarial duties and clerical tasks when necessary. Work is performed, independently, under general supervision. The employee interprets and applies instructions and/or guidelines and takes appropriate actions in completing work assignments. Examples performed by this position include:

1. Answer incoming calls, take messages and place calls.
2. Provide information and directory service.
3. Provide secretarial support for the HR Coordinator II and Director of Business Services.
4. Set up courses and sections in the system for Business Services.
5. Assist with registration of enrollees in Business Services and Continuing Education courses or programs, maintaining mailing lists, keeping the enrollment progress counts and lists, and type refund and cancellation correspondence. Input enrollees into computer system for seminars and grant training.
6. Complete certificates for Business Services courses.
7. Prepare class cancellation signs and notify students of cancellations as needed.
8. During college breaks, hours of work may need to be adjusted.
9. Maintain the student unpaid list, which shall include monthly billings sent to students, and shall be responsible for fielding all associated phone calls related to student billings.
10. Maintain the External Employment Services Board on the Concourse and the External Employment Services web pages.
11. Maintain current employee information on parking permits and Glen Oaks keys.
12. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

### QUALIFICATIONS:

#### Required

- High school diploma/GED or equivalent experience.
- Knowledge and skill in operation of switchboard, computer, and other standard office machines and equipment.
- Ability to deal effectively with the public.
- Demonstrate keyboarding ability.
- A comprehensive command of grammatical structure, sentence structure, spelling, punctuation and the ability to compose, in good form, various correspondences.

#### Desired

- Prior switchboard/receptionist experience.
- Associate Degree and accounting experience.

**POSITION TITLE: TUTORING/TESTING STAFF TECHNICIAN**

**REPORTS TO:     Director of Learning Commons and Library**

DATE: 9/11/2015  
Hours Worked: 25

**DUTIES AND RESPONSIBILITIES:**

Employees in this position perform many support activities needed to operate the Tutoring and Testing Center. They assist the Director in proctoring a variety of tests, monitoring and assisting students using computers, and managing test files. Employees will substitute for the Director in his/her absence. Examples performed by this position include:

1. Monitoring and assisting students with computer programs such as Excel, Word, and Access.
2. Proctoring a variety of tests, including but not limited to Accuplacer (on and off campus), GOCC tests, Distance Learning tests, and tests sent in from other colleges.
3. Scheduling and tracking the use of visual aid equipment and reading tests to students with documented reading disabilities.
4. Other duties within the scope of this position as assigned by their supervisor.

**COMMITTEE MEMBERSHIP:** As assigned.

**QUALIFICATIONS**

**Required**

- High School diploma/GED.
- Ability to deal effectively with the public.
- Knowledge and skill in operation of computers and other standard office machines and equipment.
- Demonstrate keyboarding ability.

**Desired**

- Associate Degree.
- One (1) year relevant work experience.

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## LEVEL 1

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POSITION TITLE: **CUSTODIAN**

REPORTS TO: **Custodian Supervisor**

DATE: July 1, 2005

Hours Worked: 40

### DUTIES AND RESPONSIBILITIES:

Employees in this position participate in a variety of custodial tasks using basic skills, knowledge, practices and tools of the custodial service. The employee is required to work from uniform methods and standards and oral and written instructions, select required cleaning compounds, materials and equipment, participate in the cleaning of all buildings and furniture and perform related custodial tasks according to prescribed methods and procedures of the service. Examples performed by this position include:

1. Reads and follows directions on chemical containers, understand general cleaning, disinfecting, floor finishing and basic chemicals.
2. Washes walls, ceilings, woodwork, windows, mirrors, and fixtures using both step and extension ladders as required.
3. Scrubs, strips, sanitizes, waxes and buffs floors using powered machines equipped with rotating brushes.
4. Sweeps, vacuums and dust mops floors and stairways.
5. Dusts such items as blinds, furniture, file cabinets, and windowsills using cloths or various hand-cleaning items.
6. Polishes furniture, metal work and chrome using appropriate cleaning and polishing compounds.
7. Cleans and services restrooms.
8. Gathers and disposes of rubbish and waste materials by hand or with the use of powered equipment.
9. Locks and unlock premises.
10. Other duties within the scope of this position as assigned by their supervisor.

COMMITTEE MEMBERSHIP: As assigned.

### QUALIFICATIONS:

#### Required

- High school diploma/GED or equivalent experience.
- Be able to handle 24" to 60" dust mops and 24 oz. wet mops.
- Must have general knowledge of operating cleaning machines.
- Physical characteristics to perform duties.

#### Desired

- Should be an observant self-motivator in order to look for and take care of special problems.
- Previous related work experience.

## Glen Oaks Community College Employee Performance Appraisal

Employee: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Position: \_\_\_\_\_ Date: \_\_\_\_\_

**Review position description for accuracy.** Identify any additions, deletions or revisions to your current job description.  
**Return** revised position description with completed performance appraisal.

\_\_\_\_\_ No revisions made

\_\_\_\_\_ Yes, revisions made (see attached)

**How challenging are your job responsibilities:**

\_\_\_ Good challenge                      \_\_\_ Too challenging                      \_\_\_ Not challenging enough

**List any significant events during the past year and any activities performed that fit college priorities:**

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**Identify your strengths in your job performance. Identify any weaknesses.**

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**List possible work process improvements:** \_\_\_\_\_

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**In what areas do you feel you need additional training to be more competent in your current position?** \_\_\_\_\_

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**What are your goals that you want to accomplish in the next year?**

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**Action needed to reach goals?** \_\_\_\_\_

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(Attach additional sheet if necessary)

**Be sure and complete side 2 .....**



**Job Skills** (Rating Key: 1= Progressing Toward Standard; 2= Meets Standard; 3= Exceeds Standard)

	<b>Rating</b>	<b>Supervisor Comments</b>
<b>Knowledge</b> – Technical knowledge and skills, analytical ability, problem-solving skills.		
<b>Ability to learn</b> – Mastering new routines, understanding instructions, improving job knowledge, professional develop.		
<b>Initiative</b> – Does employee work independently? Solve Problems? Assumes additional responsibility? Looks for more efficient and cost effective-ways?		
<b>Innovation</b> – Creativity used to lower costs and improve productivity.		
<b>Planning</b> – Work output, speed, timeliness, effectiveness. Work habits.		
<b>Organization</b> – Accuracy, neatness, thoroughness, completeness of work.		
<b>Decision Making</b> – Uses logical and sound judgment.		

**Interactive Skills** (Rating Key: 1= Progressing Toward Standard; 2= Meets Standard; 3= Exceeds Standard)

	<b>Rating</b>	<b>Supervisor Comments</b>
<b>Courtesy</b> – Respect and politeness for coworkers, supervisors, student/clients. Maintains professional image.		
<b>Cooperation</b> – Willingness to work with coworkers, supervisors & others.		
<b>Dependability</b> – Responsibility in performing tasks and achieving goals.		
<b>Perseverance</b> – Determined pursuit of task completion when faced with obstacles.		
<b>Attendance</b> – Availability for work. Absence/tardiness.		

**Additional Comments:**

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**Supervisor Signature**

**Date**

**Employee Signature\***

**Date**

CC: Employee, Supervisor, Employee Personnel File

\*Signature does not necessarily indicate agreement with appraisal results, but that the appraisal was reviewed and discussed with the employee. Supplementary comments by the employee will be attached if provided to Human Resources within five (5) working days of the appraisal date (employee signature date).