

Job Evaluation Rating Document

CUPE, SEIU, SGEU, SAHO 	Job Title <u>Head Franchise Services Worker</u> Date <u>August 2007 - Interim Rating</u> Revised Date <u>October 10, 2013</u> Revised Date <u>March 12, 2019</u>	Code <u>420</u>
--	---	-------------------------------

Decision Making <p>Follows clearly prescribed practices in assisting with production and distribution of franchise products. Makes operating decisions in relation to workload and staffing needs. Some choice of action when ordering supplies and merchandise.</p>	Degree <u>2.5</u>
--	---------------------------------

Education <p>Grade 12.</p>	Degree <u>2.0</u>
--------------------------------------	---------------------------------

Experience <p>Twelve (12) months previous experience working in the relevant Franchise to allow for understanding of the philosophy and operational needs. Nine (9) months on-the-job experience to develop coordination and administration skills and become familiar with department policies and procedures.</p>	Degree <u>5.0</u>
---	---------------------------------

Independent Judgement <p>Performs work defined by safe food handling and Franchise guidelines. Deals with minor operating problems such as equipment break down, product shortages. Seeks direction, if necessary.</p>	Degree <u>3.0</u>
--	---------------------------------

Working Relationships <p>Requires appropriate tact in contacts with customers, co-workers, vendors and suppliers regarding the provision of service and supplies. Requires tact and discretion while discussing problems with clients and staff. Makes recommendations regarding complaints/concerns to ensure optimal service provision.</p>	Degree <u>3.0</u>
---	---------------------------------

Job Title

Head Franchise Services Worker

Code

420

Impact of Action Misjudgements in food product preparation and/or provision of customer service may cause minor discomfort to customers or embarrassment to public/business relationships.	Degree 2.0
Leadership and/or Supervision Limited direction while assigning work and checking/maintaining workflow of staff. Provides functional guidance/coaching to co-workers and training to new staff.	Degree 3.0
Physical Demands Regular physical effort standing, walking, with hand/eye co-ordination associated with food and beverage preparation.	Degree 2.0
Sensory Demands Regular sensory effort reading, providing cashier services, operating computer, listening for orders, report writing and dealing with multiple demands.	Degree 2.0
Environment Regular exposure to minor conditions such as chemicals, steam, noise and interruptions.	Degree 3.0