

POSITION DESCRIPTION FORM (PDF)

Regular Part-time Support Staff

Position Title: Student Recruitment Coordinator – Brealey Campus

Position Number: PT0098 **Pay Band:** 8

Reports To: Manager, Student Recruitment

Appointment Type: 9 Months **“Other” Hours Details:** [Click here to enter text.](#)

Scheduled Weekly Hours (maximum 24 hours per week): up to 24 hours

PDF Completed By (Manager Name): Carrie Truman

Effective Date: [Click here to enter text.](#) **Last Revision:** Aug, 2019

SIGNATURES

Incumbent: _____ **Date:** _____

(indicates incumbent has read and understood the Position Description Form details)

Supervisor: _____ **Date:** _____

(indicates the supervisor has authorized and assigned the duties & responsibilities in the PDF)

NOTE: Please return the original PDF to HR Operations (Michelle Bozec) as soon as it has been signed. Thank you.

PART ONE:

POSITION SUMMARY

Summarize the overall purpose of the position and why it is necessary within the organization. The summary should be a concise description (rarely more than two or three sentences) of the total position and should include only the most significant aspects of why the position exists in terms of its goal and objectives and its purpose in the College.

To assist with the efficient and effective operation of the Student Recruitment office working closely with the Student Recruitment Manager, Return-to-Learn Consultant and Student Recruitment Officers. The Student Recruitment Coordinator to plans and executes on campus events, assists with the preparation and execution of Student Recruitment visits to local secondary schools, community agencies and other local partners, including providing presentation, attending fairs or other events and providing individualized application support to prospective students. Provides overall support to the Student Recruitment team and assist with overall delivery of services in the Student Recruitment office. The Student Recruitment Coordinator will support all Student Recruitment team activities both on and off campus.

PART ONE: *(continued)*

KEY DUTIES & RESPONSIBILITIES

Indicate as clearly as possible the significant duties and responsibilities associated with the position. Indicate the approximate percentage of time for each duty. Keep sentences short, simple and to the point. *TIP: Describe major clusters of functional work rather than detailed individual work routines and procedures.* Do not use allocations of less than 5%.

	Summary Details	Percentage %
1	Assists the Student Recruitment Officers, Return-to-Learn Consultant and Manager with the facilitation/co-ordination/execution of internal events including Open House (Fall and Spring), College Information Program Fleming, Mature Learner Workshops and other Academic recruitment activities through coordinating transportation, catering, signage and other materials, facilities bookings, set up, and providing post event feedback.	45%
2	Participates in the maintenance of Student Recruitment files, records and data base (including Salesforce) to track prospects and for use in determining success of events and activities.	10%
3	Supports the activities of the Student Recruitment Manager, Student Recruitment Officers, Return-to-Learn Advisor, Grad Recruiters and Student Ambassadors through, information sharing and communications with	25%

	<p>secondary schools and colleges. Coordinate the annual mailing of Viewbooks and other materials to high schools and agencies.</p> <p>Support the Student Recruitment Officers by providing individualized application support to prospective students and representing Fleming, by conducting presentations and attending fairs and events in the community and on campus when required.</p>	
4	Assists the Student Recruitment team with planning for fall recruitment activities by contacting secondary schools and responding to fair invitations, for recruitment visits and developing logical travel schedules for the Grad Recruiters.	10%
5	<p>Shares suggestions for improving/changing systems and procedures to enhance on campus event and meet application and event attendance targets. Participates in team meetings.</p> <p>Build and maintain relationships with internal Fleming departments (admissions, continuing education, second career, accessibility, program coordinators, financial aid, first gen).</p>	5%
6	Other Duties As Assigned (<i>do not amend this section</i>)	5%

To calculate the relative percentage of time allocated to each cluster of key duties & responsibilities, remember to consider the total amount of hours this part-time position will normally work in a year.

For example:

An RPT position which normally works 24 hours per week for 10 months of the year would have approximately 960 annual hours (24 hrs/wk x 4 wks/month x 10 months). If this position is estimated to spend 5 hours per week completing a cluster of work associated with organizing and maintaining business files, you would allocate 20% to this function calculated as (5 hrs/wk x 4 wks/month x 10 months) divided by 960.

PART TWO:

TRAINING & TECHNICAL SKILLS

Indicate the minimum level of independent studies, formal education, internal and/or external training programs including professional and technical or apprenticeship courses necessary to fulfill the requirements of this position.

Formal Education Requirements:

Completion of a one (1) year college certificate.

Field(s) of Study:

[Click here to enter text.](#)

Other Vocational Certifications and/or Apprenticeships:

Click here to enter text.

EXPERIENCE

Specify the minimum number of months and/or years of practical experience in any related work necessary to fulfill the requirements of this position.

Practical Work Experience:

More than one year up to three years.

Additional Skills & Abilities:

Minimum three years' experience working in a front line customer service position in an office environment interacting with a variety of internal and external customer groups, preferably based in an educational setting. Ability to perform all duties with accuracy and attention to detail. Excellent organizational, interpersonal, and time management skills. Excellent communicator with strong diplomacy and oral and written communication skills, who is able to prioritize customer service. Ability to manage time-sensitive interruptions while meeting established deadlines. Ability to work independently and interdependently in a team oriented environment with minimal supervision. Knowledge of post-secondary education and apprenticeship training. Ability to provide excellent customer service, including the ability to relate to students and/or community at large, from varying social, academic, economic and cultural backgrounds. Ability to meet the requirements of peak activity times throughout the year that will necessitate scheduled changes in hours of work, day, evening and occasional weekend commitments. Ability to operate a personal computer utilizing a variety of software (ie. presentation software, project management software, database, spreadsheet). Access to a vehicle for travel to local area schools, events, meetings, other campuses is required. Must be physically able to lift and carry boxes and display materials that can weigh up to 30 pounds.

PART THREE:

COMPLEXITY

Describe the amount and **nature of analysis, problem-solving** and **reasoning** required to perform the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Assist potential student with program application.
Description Demonstrate active listening and ask thoughtful questions to determine the student interests, abilities, and needs to apply to suitable college programming. Assist with program selection, requirements, application process, and next steps to successfully attend programming.

Example #2

Task / Activity Establishes travel and school visit timelines based on a list of approved secondary schools.
Description The position requires the ability to take into account the Student Recruitment Departments strategic direction and plan several steps ahead. Attention to timelines, distances/geography, priority schools, and other constraints are critical. The position required independent thinking when planning out recruitment schedules for the Grad Recruiter.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

Is the work considered to be routine/non-routine?

Routine

How would you describe the complexity of the work?

Some duties are varied and complex.

Describe the business processes used by the position.

Processes are different and unrelated.

JUDGMENT

Describe the degree of independent judgment and problem-solving required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Providing information to a secondary school contact on upcoming on-campus events in detail and arranging transportation for that school
Description As a point of contact for many secondary schools and internal stake holders, the position requires a fair degree of independent judgment and problem-solving skills. For example, if a secondary school was not on the “approved” list for funding for transportation, determines if another nearby school is attending and able to share transportation if available.

Example #2

Task / Activity
Description

Key Considerations:

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

The work duties typically require:

Breakdown facts or components of the problem situation to find a solution.

In determining a solution for problems, the incumbent has discretion to:

Choose from a range of existing options.

MOTOR SKILLS

Describe the aspects of the position that require fine motor movements (delicate, intricate or precise) related to the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Key boarding/data entry
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Description
word processing, spreadsheets, databases. Speed and accuracy extremely important; usually working against deadlines.

Example #2

Task / Activity Effectively utilize assistive technology
Description Use fine motor skills to set up and utilize portable technology for presentations or one on one meetings including the use of tablets, mobile phone, laptop and projector.

Key Considerations:

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

When considering ‘speed’ of fine motor movements for this position:
Speed is a secondary consideration.

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Key boarding/Data Entry	70%
Utilize technology (mobile phone, laptop, projector, tablet)	15%

PHYSICAL DEMAND

Describe the degree of **physical demand** required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the type and duration of physical effort, the frequency, the strain from rapid and repetitive fine muscle movements or the use of larger muscle groups, lack of flexibility of movement, etc.

Example #1

Task / Activity

Data entry/keyboarding
<p>Description</p> <p>Incumbent works in a normal office environment and has some flexibility to change physical position. The incumbent will be sitting for long periods of time.</p>

Example #2

Task / Activity
Set up/moving items
<p>Description</p> <p>Set up work/presentation areas on and off campus including; technology set up, set up and take down of pull up banners, gathering, carrying, and distributing materials and supplies such as viewbooks and other promotional materials that can weigh up to 30lbs.</p>

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Prolonged sitting answering the phone and entering information into the database and email.	80%
Set up/moving items	10%

SENSORY DEMAND

Describe the degree of **sensory demand** required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the level/degree of concentration (visual, auditory, tactile, etc.). Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Responding to emails and phone calls
Description Regular communication/inquiry response via emails and phone; contributing and comprehending detailed facts and information via email conversations. Attention to detail required when coordinating school visits, event attendance, event transportation. Constant phone calls. Visual strain working on computer with word processing and/or spreadsheet programs, and figures

Example #2

Task / Activity
Description

Key Considerations:

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

How would you describe the requirement for attention to detail in this position?

Frequent/Regular

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Responding to emails and phone calls	70%

STRAIN FROM WORK PRESSURES / DEMANDS / DEADLINES

Describe the degree of **work pressures** involved in performing the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the deadlines,

interruptions, distractions, multiple or conflicting demands/workloads and dealing with people in difficult situations. Answer the questions listed below in the Key Considerations section.

Example #1

<p>Task / Activity Last minute schedule changes for meetings, presentations, office hours</p>
<p>Description Working with numerous individuals and groups both on and off campus; schedule changes for both external and internal parties may impact arrangements previously made. The incumbent is required to deal with frequent interruptions that may impact previously made arrangements and change already complex schedules of Student Recruitment team members who are deployed on the road for school visits. Most deadlines are firm and require continuous collaborative check-in's on progress toward goals. Scheduling requires constant update and shuffling of appointments. Targets are set and minimums must be achieved.</p>

Example #2

<p>Task / Activity Meet the requirements of peak activity times</p>
<p>Description During peak periods (before High Schools close for the summer, the weeks leading up to Open House and other on-campus events) deadlines come at once, this presents a need to prioritize and still maintain service to clients involved with the Student Recruitment office. Note: Most of these challenges are predictable because they are the core function of the job.</p>

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

How would you describe the workflow demands this position typically faces?
Deadlines are tight OR may periodically change or conflict.

How would you describe the existence of critical deadlines in this role?
Occasional critical deadlines.

How would you describe the level of interruptions this position faces?
Interruptions are frequent and may be unpredictable.

Indicate the predictability of the strain and percentage of time required in each task discussed above.

Task	% of Time	Predictability*
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Conflicting priorities, interruptions, distractions, shuffling priorities, scheduling changes	80%	NP (Not Predictable)
Meet the requirements of peak activity times	20%	UP (Usually Predictable)

INDEPENDENT ACTION

Describe the degree of **independent action** and **autonomy** required to perform the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Schedule management
Description Receives verbal or written instructions at beginning of assignments. Consults daily with team on unpredicted changes. Utilize individual discretion in seeking guidance as required. Regularly updates team with progress to date.

Example #2

Task / Activity Determining appropriate activities, information, and resources
Description Historical reference files for all events are kept in office. These are referred to regularly. College Policies on portal are referred to from time to time. Office procedures are less formal and regularly adjusted to meet changing needs. Colleagues and Leader in the Student Recruitment office provide verbal direction. Also utilize shared directory which provides guidance and reference for performing duties.

Key Considerations:

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

What type of instruction is typically given to the incumbent?
Works within general procedures and past practices.

What degree of supervision is typically provided to the incumbent?
Periodic supervision; occasional supervisory input.

How is the work typically checked and verified?
Output is reviewed by report/discussion.

How frequently is the work checked?
 Most tasks reviewed 'in-progress' several times a day.

Describe duties which are the incumbent's responsibility where independent action requires initiative and/or creativity and indicate how often the duties occur.

Works as part of an integrated and collaborative team. Shares information daily among colleagues in informal meetings which means work is often reviewed and provides an opportunity to correct errors in process. Regular meetings with Leader to review progress and challenges. Reports would be reviewed as processed. Regular formal and informal one-on-one meetings with all team members provides regular feedback.

Identify the typical situations or problems that are normally referred to the Manager for solution.

Complaints, budget/cost related, marketing materials for distribution, tours or grad recruiter visits.

Incumbent must identify situations and problems that must go to the Leader for solution. Occasionally the incumbent will encounter routine issues that can be assigned to Student Workers without consulting the group.

COMMUNICATIONS / CONTACTS

Describe the nature of contact and purpose involved in communicating information (i.e. to provide advice, explanation, to negotiate, or influence others to reach agreement, etc.), and the confidentiality of the information provided. Answer the questions listed below in the Key Considerations section.

Nature of Contact (Who)	Purpose of Contact (What)	Frequency
Student Recruitment Staff	Routine office contact. Consultation about school visits, travel routes, busing, or event coordination.	Daily
Secondary School staff	Information exchange, planning of events, logistic planning	Weekly
Potential Students	Provide information, provide application support, direct to Student Recruitment Officer or Return-to-Learn Consultant	Monthly
Other college departments	Collect or provide information.	Weekly
Community members	Provide information	Infrequently
		Choose an item.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

Communications in this position are typically engaged for the purpose of:
 Providing guidance/technical advice of a specialized nature; seeks to secure cooperation of others.

What type of involvement does this position have with confidential information?
Occasionally involvement with minor disclosure implications.

RESPONSIBILITY FOR DECISIONS AND ACTIONS

Describe the type of **responsibility** that exists for the **decisions** and **actions** related to the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Errors in Customer Service
Description Error/poor customer service i.e. lack of follow up, providing incorrect information, could result in lost enrollment or negative impact on relationship with customer, lack of buy-in for internal events with internal relations.

Example #2

Task / Activity Errors in scheduling
Description Missed or late attendance to events and/or meetings could result in negative impact or loss of relationship with potential student, other colleges, high schools, community members or other groups.

Key Considerations:

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

How are errors typically detected for work completed by this position?

Errors usually detected through verification and review processes.

What is the typical scope of impact to the organization for errors in this position?

Results in some workflow disruption, duplication and/or wasted resources.

WORK ENVIRONMENT

Describe the physical environment that the incumbent works in. Consideration should be given to:

- The probability or likelihood of exposure to disagreeable/hazardous elements.
- The nature of the disagreeable/hazardous element
- Length of exposure while on the job
- Travel

Complete the chart below. Answer the questions in the Key Considerations section.

Environment	% of Time
Professional office environment Yes	80%
Outdoor work; seasonal conditions No	
Other (please specify) Site visits/external presentations/fairs	20%
Other (please specify)	

Key Considerations:

With respect to the nature of disagreeable/hazardous elements this position is in contact with, would you describe them as:

Slightly disagreeable

With regard to the disagreeable/hazardous elements referenced above, how often does the position encounter them?

Occasional

If this position is required to engage in business related travel, what is the frequency of the travel?

Occasional (10%-30% of their time in transit)

SUPPLEMENTAL DATA

Provide any additional information which will serve to further enhance understanding of the position.

This position requires the incumbent to assist in coordinating and executing crucial recruitment activities both on and off campus. Lack of active recruitment could result in declining enrollment.

Access to a vehicle for travel to local area schools, events, meetings, other campuses is required