

**POSITION DESCRIPTION FORM (PDF)**

**Regular Part-time Support Staff**

**Position Title: Counselling and Accessible Education Services Receptionist**

**Position Number: PT0180**

**Pay Band: 7**

**Reports To: Director, Counselling and Accessible Education Services**

**Appointment Type: 12 Months**

**“Other” Hours Details: 24**

**Scheduled Weekly Hours (maximum 24 hours per week): 24**

**PDF Completed By (Manager Name): Julie Middleton**

**Effective Date: July 23, 2019**    **Last Revision:** [Click here to enter text.](#)

**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.

This position provides front line reception and makes appointments for the College Counsellors as well as provides information for a range of academic matters/processes as well as Student Services. Clients range from persons inquiring about College programs to existing students who have academic or personal issues/difficulties.

Additionally, the incumbent is the backup to the Health Services Assistant.

## 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	<ul style="list-style-type: none"><li>• Provides general reception work associated with the Counselling department. Duties include, but are not limited to; telephone inquiries, emails, confidential faxes, filing and photocopying.</li><li>• Responsible for scheduling appointments/meetings/workshops for the Counsellors at the Frost Campus using Clockwork software</li><li>• Determines urgency of appointment for those who appear to be in crisis and refers student to appropriate service/department, including Counseling.</li><li>• Determine urgency of student's situation, in order to schedule appropriate appointment time (i.e. needs to see a Counsellor as soon as possible, or the student can wait for the next open appointment time). This sometimes requires rescheduling of booked appointments.</li><li>• Contact students by telephone and email regarding changes to scheduled appointments</li><li>• Prepares files for students (paper &amp; electronic) and is responsible for file management processes, such as storage, scanning, photocopying, and shredding.</li><li>• Attends Counselling team meetings, as required.</li></ul>	78%

	<ul style="list-style-type: none"> <li>• Monitors supplies inventory and orders necessary supplies, as required or requested.</li> <li>• Responds to general inquiries about support services such as disability accommodations, and Counselling.</li> <li>• Provides support for a variety of questions (phone, email and in person) from potential students and/or their parent regarding processes, supports, documentation, fees, services, accommodation, disabilities, bursaries, etc.</li> <li>• Distribute and maintain resource materials that assist students in Counselling and AES</li> </ul>	
2	<p>Provides backup support for the Health Services Department during the physician clinics as well as pre/post clinic activity. Also acts as the key point of contact in the absence of the Health Services Assistant.</p> <p>Health Services Support and Coverage:</p> <ul style="list-style-type: none"> <li>• Maintains, at all times, confidentiality regarding student/staff enquiries</li> <li>• Manages appointment bookings for the physician in a manner that ensures the smooth operation of physician clinic</li> <li>• Maintains all appointment schedules on a computerized spreadsheet application</li> <li>• Records confidential personal data in chart</li> <li>• Responds to student enquiries concerning the Student Health Plan (and refers to Student Association)</li> <li>• Screens incoming health-related calls and walk-ins</li> <li>• Problem solves; identifies and implements the most appropriate action plan when students arrive in a crisis, whether it be medical or personal and assesses urgency of the situation, providing students with an action plan most appropriate to the situation, i.e. Nurse, Doctor, hospital, ambulance</li> </ul> <p>Clinic Support and Coverage:</p> <ul style="list-style-type: none"> <li>• Maintains billing spreadsheet for physician</li> <li>• Collects fees and issues receipts to patients for third party billing claims</li> <li>• Collects all pertinent health care information to assist with OHIP billing practices</li> <li>• Retrieves files for daily clinic and re-files charts and lab results following visit</li> <li>• Assembles new patient charts/profiles</li> <li>• Records confidential personal data in chart</li> </ul>	<p>10%</p> <p>2%</p>
3	<p>Evaluates the effectiveness of the front end processes, identifies needed linkages and gaps and implements improvements. Tracks student activity, reporting activity to the Director, Counselling &amp; Learning Support Services</p>	5%

4	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 two (2) year college diploma.

**Field(s) of Study:**

Social Sciences (Social Service Worker, Mental Health & Addictions Worker, etc.) or Business, Office Management

**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 three years up to five years.

**Additional Skills & Abilities:**

Experience working under pressure, assessing the needs of students and providing outstanding customer service in a front-line environment with a clientele with needs of a sensitive nature. Front-line experience in an educational environment with a solid understanding of college programs, support services, policies and procedures related to the student experience Accessible Education, Counselling, and

other relevant academic policies and procedures Experience using a variety of computer software applications such as word processing, database, spreadsheets, email, electronic calendaring Experience using a variety of computer software applications such as word processing, database, spreadsheets, email, electronic calendaring. Standard First Aid, CPR, AED, ASIST and/or Mental Health First Aid. Experience working independently, prioritizing own work within a team environment.

## 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 How to prioritize counselling appointments
Description Students present themselves at the counter claiming to be in crisis and wanting to see a counsellor immediately. The incumbent may need to ask the student sensitive questions, moving them to a more appropriate environment when necessary, in order to determine the nature of crisis, if any.

#### Example #2

Task / Activity Student requires accommodations for disability related needs
Description Student presents to Counselling and AES with questions about disability services, accommodations and requests an appointment. Incumbent asks student about the availability of supporting documentation. Explains to the student the kind of documentation required and where it could be obtained.

**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 specific and related.

**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
Assisting student in determining which type of appointment they require
Description
Students often arrive in Counselling and Accessible Education Services uncertain of supports available to them and which type of Counselling – Personal Wellness or Accessibility – they require. Incumbent reviews Intake form and asks student relevant questions about their need for service in order to determine where to refer the student.

**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:

Some choice of action within established limits.

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 Typing and keyboarding
Description  New students present in Counselling and Accessible Education department. The incumbent will need to add their information into the ClockWork Database.

### 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
Typing and keyboarding	20%

## 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 Sitting
Description The incumbent will sit at the front desk for long periods (>2 hours)

### Example #2

Task / Activity Lifting of office supplies
Description

The incumbent will occasionally need to lift boxes of office supplies or files

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

Task	% of Time
Sitting	60%
Lifting	2%

**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 Scanning confidential documents into electronic files
Description The documents that are scanned are confidential and can contain sensitive personal information. It is essential that these documents be fully scanned with no pages missing. Further they need to be scanned to the correct student file and not mis-filed. This position is responsible for staffing a busy front line customer service desk and could be interrupted at any time during the task by students and staff alike.

**Example #2**

Task / Activity Reading student intake forms to determine an appropriate course of action.
Description This task is the first line of determining the course of action or intervention with a student. Deciphering hand writing and the way a student answers question on the intake form to determine if an appointment need is immediate or if the student can wait. If not clear the incumbent can consult with a counsellor or manager if available. This activity happened several times in a day and could be interrupted by staff or students coming into the service area.

**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
	2%



Scanning confidential documents into electronic files	
Reading student intake forms to determine an appropriate course of action.	14%

**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**

Task / Activity Working in busy office environment
Description Students attend Counselling and Accessible Education Services for scheduled and walk-in appointments daily. At the same time there are incoming telephone inquiries and emails that must be responded to in a timely manner.

**Example #2**

Task / Activity Dealing with persons in emotional distress/crisis situations
Description Students experiencing intense personal stress or loss of person close to them or break-up of relationship

**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 regularly are tight AND periodically change.

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*
Working in busy office environment	21%	PR (Predictable)
Dealing with persons in emotional distress/crisis situations	7%	NP (Not 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 Scheduling of appointments for Counsellors
Description Decisions about when to schedule counselling appointments. Sometimes made in consultation with Counsellors.

### Example #2

Task / Activity Purchasing of office supplies
Description Monitors office supplies for the department and orders when supplies are low

### 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?

Work is carried out in accordance with general instructions and policies.

What degree of supervision is typically provided to the incumbent?

Most work is completed independently; supervisory input provided upon request.

How is the work typically checked and verified?

Output is reviewed by exception only.

How frequently is the work checked?

Mostly reviewed at point of task completion.

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

Occasionally the incumbent will assist Counsellors and create posters or promotion materials for the department or to advertise an event.

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

Budget requests for workshops or large items to be purchased for the department. Student complaints that cannot be resolved. Issues related to policies, practices or operations that have college-wide impact.

## 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
Students, potential students and Fleming employees attending Counselling and AES department	Seeking information about Counselling and Accessible Education Services or wanting to make an appointment	Daily
Students, potential students and Fleming employees arrive with general inquiries at the reception desk	Seeking information about the College or supports available to students	Daily

### 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 explanation or interpretation, empathize with the needs of others.

What type of involvement does this position have with confidential information?  
Regular involvement; disclosure implications could include adverse publicity or litigation.

## 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 Student arrives seeking same day walk-in appointment
Description Incumbent to review schedule, determine student need and if there are spaces available determine if the student can be seen same day.

### Example #2

Task / Activity Student arrives with general inquiries about the College
Description

Incumbent uses past practice, knowledge of College policies and practices and reference materials to answer questions and make appropriate referrals.

**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 detected after-the-fact.

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	100%
Outdoor work; seasonal conditions No	
Other (please specify)	
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:

Moderately 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?  
Choose an item.

## **SUPPLEMENTAL DATA**

Provide any additional information which will serve to further enhance understanding of the position.  
[Click here to enter text.](#)