

Fleming College

POSITION DESCRIPTION FORM (PDF)

Part-time Support Staff

Instructions for Completing the PDF:

- This 'smart' form template is to be completed & submitted electronically to the HR Consultant.
- Complete each section as accurately and succinctly as you can in the space provided. If you have questions, contact your respective HR Consultant for assistance.

Depending on the duration of the work assignment, you will be required to complete the Cover Page and Part 1 only **or** Parts 1 & 2 **or** Parts 1, 2 and 3.

CPT Tier I - Cover Page and Part 1 only

- Casual part-time support staff work that is temporary/transitory only and will not exceed a duration of one academic semester (4 months). For temporary assignments within this category which are recurring year-over-year within specific business cycles (e.g. start-up), please follow the directions below for Tier II.

CPT Tier II - Cover Page and Parts 1 & 2 only

- Casual part-time support staff work that is term certain but that will be for a duration of more than one academic semester up to four academic semesters (more than 4 months up to 16 months).

RPT only - Cover Page and Parts 1, 2 & 3

- Regular part-time (RPT) support staff work that is required as part of ongoing operational needs and is considered to be long-term/permanent in nature.

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POSITION DESCRIPTION FORM (PDF)

Regular Part-time Support Staff

Position Title: Operations Assistant

Position Number: [Click here to enter text.](#) **Pay Band:** 6

Reports To: [Click here to enter text.](#)

Appointment Type: 12 Months **“Other” Hours Details:** [Click here to enter text.](#)

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

PDF Completed By (Manager Name): Manager, Security, Parking & Emergency Management

Effective Date: July 2019 **Last Revision:** September 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.

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PART ONE:

POSITION SUMMARY

As the first point of contact for students, visitors, and the general public entering the campus, the Operations Assistant is key to conveying Fleming College's commitment that "We will be a welcoming place for all."

The incumbent is responsible for the provision of excellence in customer service related to Security, Parking, Facilities, Conference Services, Continuing Education, Switchboard and Information Services. The responsibilities of this position include, but are not limited to, answering routine and emergency calls for service, dispatching appropriate resources in response to such requests, providing general information to students, employees and visitors, issuing keys/access cards, booking rooms, entering work requests as well as locker rentals, parking permit sales and coordinating parking for special events.

The incumbent is also responsible for the day-to-day updating of parking system databases related to permit control, special event parking and internal parking enforcement violation notices. Incumbent responds to internal parking violation appeals at the first stage of the appeal process.

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	<p>Parking Operations.</p> <p>Responsible for daily sales and customer service, software maintenance related to parking operations including, but not limited to the following;</p> <p>Distributes orientation literature of an advisory nature concerning processes and procedures which apply to parking operations such as College by-laws for municipal enforcement, applications forms/fee rates for employees and students, advisory information concerning purchasing processes, procedures and enforcement.</p> <p>Processes applications preparing permit tags for distribution. Sells parking access on a daily basis, operating cash register including balancing and preparing bank deposits.</p> <p>Co-ordinates visitor and special event parking by distribution of special event passes, pay & display codes or using reimbursement chits and ensuring proper documentation of reimbursements. Communicates special event parking requirements to Parking Services staff and Campus Security Guards to ensure they are aware of the enforcement changes.</p>	40

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	Summary Details	Percentage %
	<p>Responsible for detailed and accurate data entry of locker rental, parking permit and parking infraction records. Activates access to parking lots from the desktop, judging situations where special authorization may be desirable such as over-rides and enhanced authority. Runs reports from database</p> <p>Responds to parking ticket inquires and appeals at stage 1 of the Appeal process. Has authority to cancel or uphold tickets based on criteria set by Manager, Security, Parking & Emergency Management.</p> <p>Assists with parking related quality assurance checks including but not limited to signage review, lighting checks and lot conditions.</p>	
2	<p>Security & Public Safety</p> <p>Answers emergency and non-emergency phone lines. Documents information regarding calls for service and assesses the response required.</p> <p>Dispatches Security Guards in response to calls for service and provides support and documentation during response.</p> <p>Contacts emergency services if/when required based on the situation and established policies and procedures</p> <p>Has the ability to activate the College Emergency Notification System if required based on the nature of the incident and the information available. May also support communication initiatives.</p> <p>Responsible to maintain daily log of security guard activity.</p>	25%
3	<p>Facilities, and Information Operations</p> <p>Provides general information to students, employees and visitors on a wide variety of enquiries, typically directional in nature regarding the locations of various college services, offices, meetings.</p> <p>Provides shared operation of the Fleming College main switchboard by promptly answering all incoming calls and routes calls to the appropriate areas. Answers general questions and presents a positive first impression of Fleming College.</p> <p>Provides support on the creation, implementation and accuracy of wayfinding, event and employee signage.</p> <p>Front line Facilities related customer service including but not limited to receiving and entering work requests through the Facilities Work Order</p>	25%

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	Summary Details	Percentage %
	<p>process (manual or computerized), issuing keys and day-to-day room bookings.</p> <p>Assists with planning and organizing internal and external event set ups & layouts and moving of furniture and other materials.</p> <p>Ensure that Academic activities run smoothly by providing information and resources to instructors and students.</p> <p>Responsible for lost and found property including the creation and maintenance of a tracking database and the disposal of unclaimed property as per the guidelines set by manager.</p>	
4	<p>Administrative Support</p> <p>Provides administrative support with making identified updates to application forms, parking regulations, security procedures and entering requisitions. May provide input to these changes based on operational observations.</p> <p>Provide administrative assistance, as required, for the physical resources department including, but not limited to, invoice reconciliation and PRD mailbox support.</p> <p>Orders office supplies requested by departmental managers.</p>	5%
5	<p>Other Duties As Assigned <i>(do not amend this section)</i></p>	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.

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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 year certificate.

Field(s) of Study:

Emergency Communications, Office Administration or Records Management

Other Vocational Certifications and/or Apprenticeships:

Non-Violent Crisis Intervention would be an asset
Standard First Aid & Level C CPR would be an asset

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:

- One year of demonstrated experience providing superior front-line customer service to the public, and using Microsoft applications (i.e. spreadsheets, word processing, email).
- Excellent communication and organization skills.
- Experience in a facilities, security or emergency services environment answering emergency and non-emergency calls, prioritizing response options and dispatching appropriate resources.
- The incumbent must provide satisfactory Police Records Check due to responsibility for handling cash, and possibility of exposure to sensitive information connected with investigations.
- Non-Violent Crisis Intervention would be an asset.
- Standard First Aid & Level C CPR would be an asset.

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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 Booking a room or other space for a student or employee.
Description The incumbent would check a variety of room schedules (Evolve, Shared Calendars, CMMS) to determine availability. If a space matching the criteria is available it would be scheduled for the requestor. If no space is available the incumbent is required to work with the requestor on alternate options or contact those already booked into a space to negotiate changes based on the priority of each request.

Example #2

Task / Activity A client or third party contacts the Incumbent to request first aid or report a medical incident/situation.
Description The analysis required for many medical incidents requires the Incumbent to determine the response required based on the information (signs and symptoms) provided by the client or caller and the situation that caused the injury. The incumbent will question the client or caller and then make the decision regarding response required. (example – arm hurting – banged arm versus signs of heart attack) Once the incumbent has completed analysis and determined appropriate course of action, there is a clear procedure for the incumbent to follow with regard to determining the level of response required for a life threatening injury.

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

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How would you describe the complexity of the work?
All duties are straightforward and non-varied.

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 A client is unable to find the contact information of an employee.
Description Incumbent is required to determine where to find the information (Evolve, Email, Service Directory etc) and if it is appropriate to release the information that is requested. If the information required is not available to the Incumbent then the Incumbent will contact the necessary internal department to get the information.

Example #2

Task / Activity Assists with determining the number of parking permits and/or access cards to order for all campuses.
Description Once the inventory is compiled the Incumbent will compare the available stock to the previous year's sales and then add an additional 2% for potential increase in sales. When changes are made to the parking tiers or lot configurations, further analysis is required of potential sales based on the changes. (i.e open lot changed to premium lot, removal of coin access, lot expansion, etc)

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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.

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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 Entering data in parking database
Description Correctly enter data in parking database to ensure user will able to operate parking gates, or open a door etc. or license plate will match when trying to sort out a ticket problems. Concentration required to ensure accuracy of data inputted while balancing multiple, unpredictable interruptions.

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:

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
Entering data into system, computer, database work	70%

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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 Carries lost and found box to security at end of each day
Description Lost and found box weighs up to 11 pounds

Example #2

Task / Activity Sitting at desk
Description Sitting at desk for long periods (can't leave desk area unattended but can walk around desk area)

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

Task	% of Time
Sitting	80%
Carrying	2%

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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 Managing response to reported emergencies.
Description Managing response to reported emergencies. Concentration required to ensure accuracy of information to asses level of urgency while balancing multiple, unpredictable interruptions. including walk up customers and Switchboard monitoring.

Example #2

Task / Activity Visual attention to detail doing data entry
Description Correctly enter data in parking database to ensure user will able to operate parking gates, or open a door etc. or license plate will match when trying to sort out a ticket problems. Concentration required to ensure accuracy of data inputted while balancing multiple, unpredictable interruptions.

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?

Choose an item.

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

Task	% of Time
Data entry	65%
Emergency Response	5 to 10%

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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
A client or third party contacts the Incumbent to request first aid or report a medical incident/situation.
Description
Client reports the issue in person or by phone to the Incumbent at the Information Booth. Incumbent may also receive call from 911 dispatcher rather than client. The incumbent is required to gather the necessary information to determine the level of response required (first aid responder, security guard or emergency medical service). The analysis required for many medical incidents requires the Incumbent to determine the response required based on the information (signs and symptoms) provided by the client or caller and the situation that caused the injury. The incumbent will question the client or caller and then make the decision regarding response required. (example – arm hurting – banged arm versus signs of heart attack) Once the incumbent has completed analysis and determined appropriate course of action, there is a clear procedure for the incumbent to follow with regard to determining the level of response required for a life threatening injury.

Example #2

Task / Activity
Parking issues
Description
Informed that gates are not working properly, disabled spaces are filled, pay and display not working, vehicle damage, ice conditions Communicates by radio with Manager and other facilities staff to relay information

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 reasonable and rarely change.

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

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No critical deadlines.

How would you describe the level of interruptions this position faces?

Interruptions occur regularly but tend to be predictable.

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

Task	% of Time	Predictability*
		Choose an item.
		Choose an item.

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 Response to internal parking ticket appeals at Stage 1.
Description Incumbent can uphold, cancel or reduce the fee associated with any ticket that is appealed. Also reviews appeal responses by Part-Time Clerks to ensure consistency in the exceptions made to the Parking Regulations.

Example #2

Task / Activity Assessing emergency situations
Description Based on available information and documented procedures, the incumbent assesses emergencies & takes initiative to contact (or not contact) Emergency Medical Services or refers individuals to the Campus Nurse when an incident is reported. (average one med emergency per week)

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 established operational practices.

What degree of supervision is typically provided to the incumbent?

Regular supervision & monitoring.

How is the work typically checked and verified?

Output is reviewed by someone else.

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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.

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

- Requirement for additional staff assistance.
- Inappropriate use of parking permits by employees.
- Calling in access control vendor to investigate system malfunctions.

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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
Visiting public	Arranging for parking accommodation for guest speakers and similar event needs (verbal & written communication)	Daily
Housekeeping, Facilities	Keep in constant communication regarding foyer conditions, and general liaison with the guard concerning many issues encountered daily.	Daily
Public	Regular and ongoing service the college main switchboard	Daily
Students, Community members, Employees	Handling of daily complaints regarding enforcement actions such as parking, smoking, procedures, etc. Incumbent first endeavors to rectify complaint by explaining policy or procedure. If unresolved, makes determination to refer concerns as appropriate.	Daily
		Choose an item.
		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 explanation or interpretation, empathize with the needs of others.

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

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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

Creating of reports
<p>Description</p> <p>Creating of reports related to security and parking infractions in order to compile regular incident report statistics (weekly & monthly), update vehicle tow list and drafting letters to clients regarding policy violations (Not Student Rights & Responsibilities).</p> <p>Supervisor determines changes in statistical requirements and impact on others.</p> <p>Incumbent would determine minor changes to databases related to format and frequency of updates. Significant changes related to data being tracked would require approval of supervisor.</p>

Example #2

Task / Activity
Events and bookings
<p>Description</p> <p>Incumbent assists with events and bookings with other internal and external departments. Must consider timelines and availability of other departments in order to meet PRD deadlines.</p> <p>PRD Management determines changes in project or activity. Incumbent provides feedback to Physical Resources Operations Officer regarding possible impact on PRD Staff Work Orders.</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 errors are typically detected for work completed by this position?

Errors are easily and quickly detected in-process.

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

Results in minor embarrassment, confusion or expense.

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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	
Outdoor work; seasonal conditions No	
Other (please specify) Persons complaining about parking tickets are often verbally abusive.	10%
Other (please specify) Temp Fluctuations at Info Booth make it uncomfortable	50%
Persons looking to complain about security staff have the potential to become violent. Individuals who become extremely agitated and frustrated may subject the incumbent to violent physical gestures or verbally threaten physical harm.	2%
Info Booth in open space is noisy	90%

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.](#)