

## POSITION DESCRIPTION FORM (PDF)

### Regular Part-time Support Staff

**Position Title:** Accessible Education Services Receptionist (Frost Campus)

**Position Number:** PT0111 **Pay Band:** 7

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

**Appointment Type:** Other-details at right. **"Other" Hours Details:** 8 months (Sep-Apr)

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

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

**Effective Date:** [Click here to enter text.](#) **Last Revision:** September 16, 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.

This position provides front line reception and data processing for Accessible Education Services (AES) and Tutoring and Academic Skills (TAS) Frost. The incumbent may be asked to provide information for a range of academic matters/processes as well as Student Services to student, staff and faculty. Assists with accommodated test and external test bookings. The primary customer is students identified with disabilities and those struggling academically for a variety of reasons.

## 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	Provides front line reception work for the Frost AES department by responding to general inquiries such as disability support, academic support, counselling, accommodated and external testing; answering inquiries and providing status updates to students following up on service requests; directing students to existing AES supports such as drop-in tutorials, remedial assistance labs and resource materials; and collecting and processing payroll paperwork from student workers and answering general questions regarding completion of forms related to AES services	25
2	Responds to student inquiries about departmental services. Directs students to online booking systems (WC-Online, Accommodated Test Booking, Note Taking Express) and provides instructional assistance when needed.	25
3	Assists AES Facilitator with the booking of accommodated and external tests. Helps to trace and record both testing processes. This involves working with faculty to secure copies of tests and processing students as the present to write tests	25

	Occasional invigilation duties  Updates Ontario Learn spreadsheet and prints Ontario Learn Tests	
4	Uploads tutoring schedules to on-line booking system. Prepares student worker payroll time sheets noting discrepancies. Provides completed pay sheets to the AES Facilitator for approval.	10
5	Schedules appointments for the AES Facilitator and other staff involved with direct service delivery as required e.g. Learning Strategist, and Assistive Technologists.	5
6	Monitors office supplies inventory and orders necessary supplies as required or requested, including AES paperwork related to requests for service and payroll packages for student workers	5
7	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:**

Executive office Administration or human services field

**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 in fast-paced, computerized office environment
- Excellent customer service, interpersonal and communication skills
- Experience using a variety of computer software applications such as service booking systems, word processing, database, spreadsheets, emails, electronic calendaring
- Front-line experience in educational environment with a solid understanding of college programs, policies and procedures related to accessible education services, distributed learning, counselling and other relevant academic policies and procedures
- Experience working independently and inter-dependently as part of a team

## 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 Requests for service
Description <ul style="list-style-type: none"><li>• The incumbent interacts with students who present themselves to AES and TAS requesting a specific service, such as tutoring, or an accommodation related to his/her disability, testing requests or learning strategies.</li><li>• The incumbent asks questions to determine if the student qualifies for the requested services and if the service is immediately available.</li><li>• The incumbent provides information about engaging with the service.</li><li>• In cases where the service is not immediately available, the incumbent will initiate a service request to the AES Facilitator.</li><li>• The incumbent will be expected to efficiently manage a large volumes of requests from students and faculty while maintaining exceptional levels of customer service and personal interaction with students.</li><li>• The department provides a wide range of services and therefore inquiries span an equally wide range from arranging testing, accessing accommodations, tutoring, learning strategy and assistive technology supports</li></ul>

#### **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 Student arrives upset or in crisis
Description <ul style="list-style-type: none"><li>• The incumbent will be dealing with students who present themselves in AES as having anxiety related to their academic success.</li><li>• The student may provide vague or general information and be unsure what support he/she needs.</li><li>• The incumbent will ask the student questions related to their academic concerns to determine the nature of the issue(s) and make suggestions for appropriate support or referral to the AES Facilitator.</li><li>• The incumbent may also direct the student to other service areas for issues that do not fall within the AES range of services.</li><li>• If the student appears to be in crisis, the incumbent may need to ask the student some sensitive questions, moving him/her to a more appropriate environment when necessary. The incumbent would then consult with the AES Facilitator about the best next steps. If AES Facilitator was not available the incumbent would find another available staff member (Counsellor, Learning Strategist, manager) depending on the issue, to consult with</li></ul>

### Example #2

Task / Activity Student requests increased service
Description <ul style="list-style-type: none"><li>• Students already accessing AES tutoring support may present themselves expressing frustration over continued academic difficulty and request additional tutoring hours.</li><li>• The incumbent assesses the information received to determine appropriate referral.</li><li>• Students who are experiencing general difficulty are referred to the AES Facilitator and students who make reference to a history of learning problems are referred to the AES Facilitator and an AES Counsellor.</li></ul>

### **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 Typing and keyboarding
Description <ul style="list-style-type: none"><li>• New students present seeking tutoring</li><li>• The incumbent will need to add their information into WC online.</li></ul>

### **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 not a consideration.

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

<b>Task</b>	<b>% of Time</b>
Keyboarding skills/data entry	50

## 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.

<b>Task</b>	<b>% of Time</b>
Sitting at workstation/keyboarding	80
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 Prepares student worker payroll time sheets noting discrepancies.
Description <ul style="list-style-type: none"><li>• The incumbent will review student worker payroll time sheets</li><li>• Will need to review these time sheets noting discrepancies</li></ul>

### **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.

<b>Task</b>	<b>% of Time</b>
Dealing with students making requests for service in person	50
Performing multiple functions to reduce office traffic	20
Maintaining on-line tutor booking system	30

## 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 are tight OR may periodically change or conflict.

How would you describe the existence of critical deadlines in this role?  
Frequent 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*
Dealing with students at risk of failing	25	PR
Dealing with incoming traffic while working on notetaking files	70	PR
Dealing with upset students	5	NP

## 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 AES Facilitator
Description <ul style="list-style-type: none"><li>• Decisions about when to schedule appointments</li><li>• Sometimes made in consultation with AES Facilitator</li></ul>

### Example #2

Task / Activity Ordering 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?  
Works within established operational 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 exception only.

How frequently is the work checked?  
Most processes are reviewed monthly.

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

- Incumbent is expected to work independently. Initiatives e.g. change in procedures would need to be discussed with AES Facilitator and Director.

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

- Complaints from students and Faculty that are not easily resolved by the AES Facilitator
- Student or Faculty behaviour that is aggressive
- Procedural issues

## 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
<b>Internal Contacts</b>		
Students requesting service	Provide information, explain access to services, able to empathize with and understand the needs of others	D
AES Co-workers	Provide information, explanation	D
Instructors	Provide information, explain access to services, able to empathize with and understand the needs of others	W
Counsellors	Provide information, explanation, make referrals	W
AES student workers	Provide information, explanation	D
Greater College Staff	Provide information, explain access to services, able to empathize with and understand the needs of others	W
<b>External Contacts</b>		
Testing Centres at other education institutions	Provide information, explanation	M
Parents	Provide general information	M
External testers	Provide information, explanation	W

### 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 appointment with AES Facilitator
Description <ul style="list-style-type: none"><li>• Incumbent to review schedule, determine student need and determine when student can be seen same day.</li></ul>

### Example #2

Task / Activity Student arrives with general inquiries about the College
Description <ul style="list-style-type: none"><li>• Incumbent uses past practice, knowledge of College policies and practices and reference materials to answer questions and make appropriate referrals.</li></ul>

### **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	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?

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

## SUPPLEMENTAL DATA

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

Busy, front-line work environment

Possibility of working with upset/disagreeable/ emotionally charged individuals