Fleming College

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CAAT Job Evaluation System for Non-Bargaining Unit Employees

Ontario Colleges of Applied Arts and Technology

The Job Fact Sheet Questionnaire (JFS) is used to gather information for job evaluation purposes for the Colleges= Administrative Staff, Part-Time Support Staff, Part-Time and Sessional Academic Staff positions. Please read each section carefully before completing.

The Education and Experience sections are to be completed by the College according to the College's recruitment standards.

Upon completion by an incumbent, the JFS is reviewed and, when necessary, adjusted by the position's Manager and the Senior Manager responsible for the position. Any changes to the JFS are to be reviewed with the incumbent prior to evaluation. The JFS is then submitted to the appropriate College official for job evaluation purposes.

The JFS is not finalized until it has gone through the job evaluation process and the results have been confirmed by the College. A copy of the finalized JFS will be provided the incumbent for information purposes and as a job description.

1. POSITION IDENTIFICATION

Executive Assistant to the Vice President, Academic Experience
9
VACANT
Sutherland
Academic Experience
Vice President, Academic Experience
September 5, 2019
September 20, 2019
□Part-Time Administrative
□Part-Time Academic
□Other
he contents of the Job Fact Sheet (if completed by an incumbent):
Date:
Date:
Date:

POSITION SUMMARY

Provide a concise description of the position by identifying its most significant responsibilities and/or accountabilities.

Reporting to the Vice President, Academic Experience (VPAE), the incumbent oversees the daily operations of the Office of the VPAE and provides administrative and executive services on behalf of, and in support of, the VPAE. The incumbent is the primary front-line contact for the Office of the VPAE, providing prompt, high quality and confidential support to students, faculty, staff and the general public The incumbent is responsible for scheduling the VPAE's appointments, maintaining their schedule and files, often handling confidential and sensitive employee relations matters. The incumbent coordinates and monitors budgets for the VPAE and oversees the program development budget. This role also provides overall administrative support to various academic committees, prepares various communications and correspondence and plans academic events.

The incumbent is responsible for planning, organizing and implementing projects required by the VPAE. This includes, but is not limited to; tool creation, business process improvement, software application scoping and review and process mapping for process within the academic division. This role coordinates and assists with projects of a strategic or tactical nature impacting the academic division. This includes, but is not limited to, project management, delegating tasks to appropriate units, conducting scans to inform project plan, objects and stakeholder discussion. Coordinates and reviews Academic Experience Division's business / divisional requirements in accordance with the annual business plan.

KEY DUTIES

1. Administrative Support

- Co-ordinates activities in the Office of the Vice-President Academic Experience to ensure the smooth operation of daily activities. Manages all information, often confidential, coming into and going out of the Office of the VPAE.
- Schedules appointments, meetings, and all travel arrangements for the VPAE.
- Organizes and manages the VPAE meeting and working files, including employee/labour relations files, ensuring that research documents, reports and all relevant materials are available before each meeting.
- Co-ordinates all VPAE-level student appeals (student liaison, arrange appeal hearings, committee liaison, etc.), ensuring procedural compliance and effective communications.
- Writes and/or assists with writing Academic Division communications and correspondence. Prepares a variety of documents including letters, memos, and emails, many of which involve confidential matters and information.
- Develops reports and presentations, often of a confidential nature, for the Board of Governors, Academic Division and other groups as required (ie: Student Experience, SMT. etc.)
- Monitor, update and assist with the development of academic policies and operating procedures, as required.
- Assists the VPAE with facilitation of Annual Performance Reviews Events, which includes scheduling of meetings and follow up and making salary budget adjustments where necessary.

% Of Time

(25 %)

- In collaboration with various Academic Leaders and the Director, Strategic Planning ensure that program proposals and reports are complete and ready for the approval process. This includes compiling documentation and ensuring timely submission for the Board of Governors' package.
- Responsible for maintenance and updating of the Vice-President Academic Experience internal website as well
 as academic appeals and academic integrity websites.
- Supports the ongoing business of the Academic Division, the VPA and the College
- Ensures compliance with external reporting requirements. (E.g. Ministry surveys).
- Acts as a sounding board for the VPAE on a wide variety of College and employee-related matters and provides advice, as requested.
- Liaise regularly with the Manager, Governance, Policy and Freedom of Information and the Executive Assistant in the Office of the President.

2. Committees and Academic Division Meetings - Coordination

(20 %)

- Provides coordination and high level, often confidential, administrative support to Academic division/college-wide committees including, but not limited to; Academic Council, Deans and Chairs, and Academic Leaders Labour Relations meetings.
 - Clarifies procedures; manages agendas; schedules meetings; conducts all meeting organization (preparing, assembling and distributing necessary materials for review by the committee members / meeting attendees; records, prepares and distributes minutes/decisions; and follows up on action items.
 - o Schedules monthly Academic Division meetings for each academic calendar year.
 - Prepares annual schedule of all Academic Division meetings for College distribution.
 - Creates streamlined templates for agenda, minutes and materials to be used for committees and by other administrators.
 - o Manages the confidential Deans and Chairs internal website, ensuring appropriate security.
- Coordinates and organizes various (non-committee) academic related meetings and project planning sessions:
 - Schedules meetings and/or planning sessions.
 - o Assists project team with execution of meetings and follows up on deliverables.
 - o Assist with identification of stakeholders and attendees

3. Project Coordination and Process Analysis

- Organizes and coordinates high level Academic Division projects which includes:
 - o Develops and coordinates project plans for the Academic Division.
 - o Defines the scope of the project in collaboration with senior management
 - o Creates tools to effectively manage projects.
 - o Analyzes project demands and needs (time and resources); identifies key project stakeholders.
 - o Organizes meetings with project stakeholders as required.

(20%)

- o Reviews project plans and project submissions for integrity, accuracy and timeliness.
- o Captures and reports on project metrics. Distributes project status reports as needed.
- Conducts environmental scans and research to support strategic decision making related to projects led by the VPAE's office.
- Organizes and coordinates the completion of the academic portion of the Annual Business Plan and interim updates.
- Researches opportunities for new projects to add value (organizational and financial) to the Academic Division (ie: new software, improved organizational / planning techniques, revenue generating opportunities etc.)
- Sets up files to ensure that all project information is appropriately documented and secure.
- Supports the implementation of the Academic Plan.

4. Customer Service Support – Students, Faculty, Staff, General Public (20 %)

As the primary front-line first contact for students, faculty, employees and the general public visiting the VPAE's office:

- Responds to enquiries
- Locates and disburses materials to individuals as required / requested
- Resolves complaints
- Informs students, faculty and/or staff of correct policy and/or procedures
- Frequently facilitates the handling of confidential and often sensitive matters.

5. Budget/Financial

- In consultation with the VPAE, prepare VPAE and Academic overhead, department, preliminary and updated budgets.
- Co-ordinates and monitors the Academic Division operating budgets, Office of the Vice-President budget and other special budget accounts for the Vice- President Academic Experience as assigned.
 - Calculates and makes appropriate adjustments to ensure accuracy of accounts.
 - Responsible for, and has signing authority, on the operations accounts.
 - o Carries out monthly reviews to address overages; works with all stakeholders to ensure budgets are accurate.
 - Ensures that budgets under the VPAE's corporate accounts are accurate and current.
 - Reconciles and processes the VPAE's monthly expense statements.
- Oversees the Program Development budget.
 - Works with the Vice-President to identify project priorities and allocates project funding to the Schools accordingly.
 - Monitors and tracks spending of funds throughout the year, responsible for identifying budgetary risks and
 opportunities.
 - Creates, maintains and updates financial spreadsheets for course development.
- Designs and develops tools while continuously improving monitoring techniques to enhance budget efficiencies for the VPA budget including the Program Development budget.

(10 %)

6. Event Planning/Coordination

Plan and coordinates Academic Divisional events and activities as required.

TOTAL:

100%

(5%)

5

1. COMPLEXITY – JUDGEMENT (DECISION MAKING)

Complexity refers to the **variety** and **relative difficulty** of **comprehending** and **critically analyzing** the material, information, situations and/or processes upon which decisions are based.

Judgement refers to the **process** of identifying and reviewing the available options involved in decision making and then choosing the most appropriate option. Judgement involves the application of the knowledge and experience expected of an individual performing the position.

Provide up to **three examples** of the most important and difficult decisions that an incumbent is typically required to make.

- The Office of the Vice President, Academic Experience receives regular requests for information or advice/assistance - often of a highly confidential and time sensitive nature. Decision making regarding these requests is guided by varied and less defined instructions and practices requiring broader interpretation. Through in-depth information gathering and a high level of analysis, the incumbent identifies if timelines are reasonable and determines whether information or advice can be given, to whom and in what format. May also need to determine if the request should be redirected to other college departments/individuals and the consequences of doing so.
- The incumbent plans and coordinates projects for the academic division. This includes defining the scope of
 the project in collaboration with senior management and then identifying project stakeholders and time and
 resource needs. The incumbent decides on the frequency of meetings with stakeholders, the best tools to use
 to effectively manage the project as well as the type and frequency of reporting. The incumbent will also
 conduct research and analyze information to support decision making related to the projects.
- Managing the calendar and schedule of the VPAE can be complex due to the demands regularly made on their time and request for meetings within an already full schedule. The incumbent must prioritize work, taking into account project timelines, other deadlines and the Vice President's schedule. The incumbent must determine which appointments are high priority, consider options to schedule/reschedule, watch for conflicts in the schedule, while working with other staff calendars to find a time that is mutually acceptable.
- The incumbent resolves conflict and makes decisions with respect to challenging staff or students.

2. EDUCATION (to be completed by the College)

Education refers to the minimum level of formal education and/or the type of training or its equivalent that is required of an incumbent at the point of hire for the position. This may or may not match an incumbent's actual education or training.

Non-Post Secondary

	Partial Secondary School	Secondary School Completion
Post Se	econdary	
	1-Year Certificate	4-Year Degree
	2-Year Diploma	Masters Degree
\boxtimes	3-Year Diploma/Degree	Post Graduate Degree
	Professional Designation	Specify:
	Other	Specify:

The College is to identify the minimum level of education and/or type of training or its equivalent that is required for the position based upon the College's recruitment standards.

Specify and describe any program specialty, certification or professional designation necessary to fulfill the requirements of the position.

Office Administration - Executive, Business Administration or similar discipline

Specify and describe any special skills or type of training necessary to fulfill the requirements of the position (e.g. computer software, client service skills, conflict resolution, operating equipment)

- Tact, discretion and the ability to use sound judgment when dealing with sensitive and confidential matters
- Well developed planning, organization, multi-tasking and time management skills.
- Effective project management skills
- Demonstrated ability to interact effectively with a wide variety of people at all levels in an organization
- Excellent interpersonal and customer/client service skills
- Ability to gather information, analyze, evaluate, formulate and recommend appropriate courses of action.
- · Excellent verbal and written communication skills, including highly developed minute taking skills
- Excellent computer literacy skills including advanced proficiency using word processing, spreadsheet and presentation software, email communication and financial information systems
- Ability to solve problems, handle pressure, meet deadlines and apply guidelines and procedures.

3. EXPERIENCE

Experience refers to the amount of **related, progressive** work experience required to obtain the essential techniques, skills and abilities necessary to fulfill the requirements of the job at the point of hire into the position. This may or may not match the incumbent's actual amount of experience.

The College is to identify the minimum amount and type of experience appropriate for the position based upon the College's recruitment requirements.

Experience required at the point of hire. Up to and including:

0 – no experience		4 years
1 month	\bowtie	5 years
3 months		7 years
6 months		9 years
1 year		11 years
18 months		13 years
2 years		15 years
3 years		17 years

Specify and describe any specialized type of work experience necessary to fulfill the requirements of the position.

- Progressive administrative office experience in a fast paced, customer service oriented environment, preferably in a post-secondary environment
- Demonstrated experience working with confidential information and handling sensitive issues, including employee relations matters
- Experience managing projects and planning events
- Experience with independent research and analysis
- Experience with budget development and management.
- Sound knowledge of College programs, academic, administrative and organizational structures is preferred

4. INITIATIVE – INDEPENDENCE OF ACTION

Initiative – Independence of action refers to the **amount of responsibility** inherent in a position and the **degree of freedom** that an incumbent has to **initiate** or **take action** to complete the requirements of the position. An incumbent is required to foresee activities and decisions to be made, then take the appropriate action(s) to ensure successful outcomes. This factor recognizes the established levels of authority which may restrict the incumbent's ability to initiate or take action, e.g., obtaining direction or approval from a supervisor, reliance on established procedures/methods of operation or professional practices/standards, and/or built-in controls dictated by computer/management systems.

Briefly describe up to three typical job duties/types of decisions that the incumbent is required to perform using their initiative without first having to obtain direction or approval from a supervisor.

- As the main point of contact for the VPAE Office, handles complaints/concerns by students, parents, faculty, staff to avoid escalation. Uses judgment in determining when it is necessary for the VPAE to become involved or whether another avenue might be used when dealing with conflicts or complaints
- Decides on project management tools, tracking, methodology and research required for specific projects in order to ensure timely completion.
- Manages all information, including confidential and sensitive material, coming and going out of the VPAE office; organizes and expedites the flow of work.
- Provides guidance and advice to the Academic Leaders as well as staff in other areas of the College

Briefly describe up to three typical job duties/types of decisions that the incumbent is required to perform which required the direction or approval from a supervisor.

- Scope of academic projects
- Budget expenditure falling outside the parameters of the established budget
- Final agenda for various committees
- Handling of non-routine and particularly serious complaints from groups of students, or elected or Ministry
 officials or complaints regarding performance of the VPAE reports

Give specific examples of guidelines, procedures, manuals (formal or informal), computer systems/programs that are used in performing job duties and in making decisions, e.g., Government regulations, professional or trade standards, College policies or procedures, department or program procedures, computerized/manual programs/systems and any other defined methods or procedures.

- College policies and procedures
- College Strategic Plan and Business Plans
- Academic plan
- College academic calendar
- Ministry binding directives and regulations
- Collective agreements
- Freedom of Information and other legislation

5. POTENTIAL IMPACT OF DECISIONS

Potential Impact of Decisions recognizes the **potential consequences** that **errors in judgment** made by an incumbent, despite due care, could have on the College. Usually, the higher the level of accountability inherent in a position, the greater the potential consequences there are on the College from errors in judgment.

Give up to three examples of the typical types of errors in judgment that an incumbent could make in performing the requirements of the position. Do not describe errors which could occur as a result of poor performance, or ones that are rare or extreme. Indicate the probable effects of those errors on the College, e.g., loss of reputation of program/College, waste of resources, financial losses, injury, property damage, affects on staff, students, clients or public.

- Delays in responding to concerns or complaints or an error in judgment in handling a complaint from a student, staff or member of the public could lead to public embarrassment, a loss of reputation for the College and potential financial consequences.
- An error in the release of confidential information related to a student, a staff member or organizational matters could result in loss of reputation of the College, grievances or potential legal action.
- An error in judgment in recognizing that a specific item of correspondence needs to be brought forward
 urgently for VPAE review could result in damaging effects. For example, the Division failing to submit input to
 a critical policy decision by the Ministry, failure to respond to a concern or request for information that is critical
 to the future of an academic program, or loss of a financial opportunity by failing to follow up on a new initiative
 in a timely fashion.
- Failure to adequately manage a project could result in wasted resources and inability of the Academic Division to achieve some of its goals and objectives.

6. CONTACTS AND WORKING RELATIONSHIPS

Contacts and Working Relationships refers to the **types**, **importance** and **intended outcomes** of the contacts and working relationships required by an incumbent to perform the responsibilities of a position. It also measures the skill level required to be effective in dealing with contacts and being involved in working relationships. This factor does **not** focus on the level of the contact, but on the nature of the contact.

Indicate by job title, with whom an incumbent is required to interact to perform the duties and responsibilities of the positions. Describe the nature, purpose and frequency of the interaction, e.g., exchanging information, teaching, conflict resolution, team consultation, counseling.

Contacts	Contacts by Job Title	Nature and Purpose of Contact	Frequency of Contact	
Internal to the			Occasional	Frequent
College, e.g., students, staff, management, colleagues	VPAE	Obtain direction; provide status updates; act as sounding board; provide advice and opinion		X
	Academic Leaders and SMT	Exchange or obtain information; clarify directions from the VP; provide policy background and direction; schedule meetings; follow up on committee action items		x
	Faculty, staff	Respond to inquiries; handle complaints; provide guidance; follow up on action items		X
	Students	Respond to inquiries; handle complaints; provide guidance, schedule meetings with VPAE		X
	Finance department	Budget development and tracking	х	
	Office of the President	Information sharing; status updates; coordination and follow up		X
	Human Resources Department	Information related to confidential personnel matters and grievances	X	
External to the College, e.g.,	Staff at other Colleges	Information exchange; respond to inquiries		Х
business and industry representatives,	General Public	Provide information on programs, courses, services, etc.	X	
suppliers, advisory	Ministry	Exchange information; inquiries for reporting purposes	Х	
committee members, staff at other colleges, government	Community partners	Exchange information; organize events	X	
officials, and general public.				

Occasional (O)	Contacts are made once in a while over a period of time.
Frequent (F)	Contacts are made repeatedly and often over a period of time

7a. CHARACTER OF SUPERVISION/FUNCTIONAL GUIDANCE

7b. SPAN OF CONTROL

Span of Control is complementary to Character of Supervision/Functional Guidance. Span of Control refers to the total number of staff for which the position has supervisory responsibility, (i.e., subordinates, plus all staff reporting to these subordinates).

Enter the total number of full-time and full-time equivalent staff reporting through to the position. Also identify the number of staff for whom the position has indirect responsibility (contract for service), if applicable.

Type of Staff	Number of Staff
Full-Time Staff	0
Non Full-Time Staff (FTE)*	0
Contract for Service**	0
Total:	0

* Full-Time Equivalency (FTE) conversions for non full-time staff are as follows:

Academic Staff

Identify the total average annual teaching hours taught by all non full-time teachers (part-time, partial load and sessional) for which the position is accountable and divide by 648 hours for post secondary teachers and 760 hours for non post secondary teachers.

Support Staff

Identify the total average annual hours worked by part-time support staff for which the position is accountable and divide by 1820 hours.

Administrative Staff

Identify the total average annual hours worked by non full time administrative staff for which the position is accountable and divide by 1820 hours.

** Contract for Services

When considering "contracts for services", review the nature of the contractual arrangements to determine the degree of "supervisory" responsibility the position has for contract employees. This could range from "no credit for supervising staff" when the contracting company takes full responsibility for all staffing issues to "prorated credit for supervising staff" when the position is required to handle the initial step(s) when contract staffing issues arise.

8. PHYSICAL AND SENSORY DEMANDS

Physical/Sensory Demands considers the **degree** and **severity** of exertion associated with the position. The factor considers the intensity and severity of the physical effort rather than the strength or energy needed to perform the task. It also considers the sensory attention required by the job as well as the frequency of that effort and the length of time spent on tasks that cause sensory fatigue.

Identify the types of physical and/or sensory demands that are required by an incumbent. Indicate the frequency of the physical demands as well as the frequency and duration of the sensory demands. Use the frequency and duration definitions following the tables to assist with the descriptions.

PHYSICAL DEMANDS

Describe the types of activities and provide examples that demonstrate the physical effort that is required in the position on a regular basis, i.e., sitting, standing, walking, climbing, lifting and/or carrying light, medium or heavy objects, pushing pulling, working in an awkward position or maintaining one position for a long period of time.

Types of Activities that Demonstrate	Frequency (note definitions below)				
Physical Effort Required	Occasional	Moderate	Considerable	Extended	Continuous
Sitting at a desk and in meetings				Х	
Lifting/carrying (supplies, laptop, meeting material)	Х				

SENSORY DEMANDS

Describe the types of activities and provide examples that demonstrate the sensory effort that is required in the position on a concentrated basis, i.e., reading information/data without interruption, inputting data, report writing, operating a computer or calculator, fine electrical or mechanical work, taking minutes of meetings, counseling, tasting, smelling etc.

	Frequency (note definitions below)					Duration
Types of Activities that Demonstrate Sensory Effort Required	Occasional	Moderate	Considerable	Extended	Continuous	Short Intermediate or Long
Taking meeting minutes		Х				L
Research and analysis to support projects and initiatives			X			Ι
Operating a computer (word processing and inputting data)				Х		L
Report writing		Х				I
Handling complaints		Х				

FREQUENCY:

Occasional:	Occurs once in a while, sporadically.
Moderate:	Occurs on a regular, ongoing basis for up to a quarter of the work period.
Considerable:	Occurs on a regular, ongoing basis for up to a half of the work period.
Extended:	Occurs on a regular, ongoing basis for up to three-quarters of the work period.
Continuous:	Occurs on a regular, ongoing basis throughout the entire work period except for regulated breaks.

DURATION:

Short:	Up to one hour at a time without the opportunity to change to another task or take a break.
Intermediate:	More than one hour and up to two hours at a time without the opportunity to change to another task or take a break.
Long:	More than two hours at a time without the opportunity to change to another task or take a break.

9. WORKING CONDITIONS

Working conditions considers the frequency and type of exposure to undesirable, disagreeable environmental conditions or hazards, under which the work is performed.

Describe any unpleasant environmental conditions and work hazards that the incumbent is exposed to during the performance of the job.

Environment

Describe the types of activities and provide examples that demonstrate exposure to unpleasant environmental conditions in the day-to-day activities that are required in the job on a regular basis, e.g., exposure to dirt, chemical substances, grease, extreme temperatures, odours, noise, travel, verbal abuse, body fluid, etc. Indicate the activity as well as the frequency of exposure to undesirable working conditions.

Types of Activities that Involve Job Related Unpleasant Environmental Conditions	Frequency (note definitions below)		
	Occasional	Frequent	Continuous
Verbal abuse - Incumbent is front-line contact for students and parents who wish to escalate issues to the VPA office. Interactions can be emotionally charged.	X		
Travel to other campuses or community events	Х		
Extended working hours	Х		

Hazards

Describe the types of activities and provide examples that demonstrate the hazards in the day-to-day activities that are required in the job on a regular basis, e.g. chemical substance, electrical shocks, acids, noise, exposure to infectious disease, violence, body fluids, etc. Indicate the activity as well as the frequency of exposure to hazards.

Types of Activities that Involve Job Related Hazards	Frequency (note definitions below)		
	Occasional	Frequent	Continuous
Standard office work environment			Х

Frequency:

Occasional	Occurs once in a while, sporadically.
Frequent	Occurs regularly throughout the work period.
Continuous	Occurs regularly, on an ongoing basis, throughout most of the work period.

Additional Notes Pertaining to this Position: