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**REGULAR PART TIME POSITION DESCRIPTION FORM (PDF)**

College: Sir Sandford Fleming College

Incumbent's Name: VACANT

Position Title: Student Academic Pathways Assistant

Position No: PT0188

Payband: 06

Appointment:  12 month  11 month  10 month  9 month  Other:

Scheduled No. of hours: 24

Reports To: Director, Quality Assurance, Planning and Academic Operations

PDF Date: August 13, 2015

**Last Revision: July 2019**

Completed By: Molly Westland

**Signatures:**

Incumbent:

Date:

*(Indicates incumbent has read and understood Position Description Form).*

Supervisor:

Date:

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### **Instructions for Completing the PDF:**

- 1) Please read the entire form carefully before completing any of the sections.
- 2) Answer each section as completely as you can. If you have any questions contact your Human Resources representative for clarification.
- 3) If further space is needed for any section, attach additional sheets.
- 4) Ensure PDF is completed in electronic format.

#### **A. 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.

Reporting to the Director, Quality Assurance, Planning and Academic Operations, this position is responsible for assisting with student mobility activities and administration at the College. The incumbent will assist with Open House, Pathways Fairs, partner classroom visits, Credit Transfer Institutional Grade projects, resource documentation management as well as other activities that will promote student mobility within the College community. This role will liaise with a variety of departments across the College to assist in the development and implementation of new and existing education pathways.

**B.DUTIES AND 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. Describe duties rather than detailed work routines.

Approximate % of

<p><b>KEY DUTIES:</b></p> <p><b>1. Administration and Project Support.</b> Ensures all articulation agreements are on-site and in final formal administrative files. Manages resource documentation to maintain all College and partner communications and marketing paperwork. Provides administrative and clerical support to Credit Transfer Institutional Grant (CTIG) projects within the Academic Operations department.</p> <p style="text-align: right;">30%</p>
<p><b>2. Pathways Support to Staff in Academic Operations and Schools.</b> This includes obtaining required documents for potential partners to assist in the pathway development process, providing assistance by sending course outlines to partner institutions, setting up classroom visits, working out logistics with Deans and Program Coordinators, ensuring final agreements are sent to all stakeholders and all documentation filed appropriately.</p> <p style="text-align: right;">20%</p>
<p><b>3. Event Management Assistance.</b> Provides administrative and logistical coordination and support for Open Houses, Annual Education Pathways Fair, Pop-Up Advising and Student Pathways events throughout the academic year etc. In addition, he/she will be responsible for sending invitations, collection of registrations, logistics with facilities, collection of documentation for handouts, working with schools and marketing to ensure student awareness of various educational pathway options.</p> <p style="text-align: right;">25%</p>
<p><b>4 Student Advising.</b> Provides front-line customer service pathways support to students by phone, email or via the website. This could including referring the student to other internal or external departments or resources (e.g. Program Coordinator, ONTransfer.ca, or institutional partner’s admissions office) to meet the student’s individual needs.</p> <p style="text-align: right;">20%</p>
<p><b>5. Other Duties As Assigned.</b> Provides general administrative and/or logistical support to the Academic Operations department.</p> <p style="text-align: right;">5%</p>

Time Annually\*

**TOTAL: 100%**

To help you estimate approximate percentages:

- |                        |                       |                     |
|------------------------|-----------------------|---------------------|
| * 1/2 hour a day is 7% | 1/4 day a week is 10% | day a month is 2%   |
| 1 hour a day is 14%    | 1 week a year is 2%   | 1 day a month is 4% |
| 1 hour a week is 3%    |                       |                     |

## C.SKILL

### 1. TRAINING/TECHNICAL SKILLS

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

One-year College certificate in a relevant area of study such as Office Administration or Event Management.

### 2. EXPERIENCE

- 2.1 Specify the **minimum** number of months and/or years of practical experience in any related work necessary to fulfil the requirements of the position.

More than 2 years relevant, progressively responsible administrative experience in a fast-paced, team-based office services environment.

- 2.2 Specify any additional skills or abilities required to fulfil the requirements of the position.

- Progressive administrative office experience, preferably in a team environment; prior experience in a post-secondary academic environment would be an asset
- Exceptional communication and interpersonal skills with the ability to function professionally and efficiently in stressful situations
- Proficiency in a variety of Windows-based software including spreadsheets, database, word processing and Internet browsing applications and administrative applications including electronic calendaring.
- Ability to organize and work with data to enable appropriate decision-making
- Ability to set up efficient office processes and filing systems
- Demonstrated ability to prioritize tasks, proactively anticipate and analyze issues, effectively solve problems in a timely manner and exercise sound judgment
- Excellent time management and organizational skills.
- Ability to maintain confidentiality and demonstrate tact and diplomacy at all times
- Effective team player (with multiple teams) with a commitment to quality improvement processes
- Ability to work effectively with significant autonomy

### 3. COMPLEXITY

3.1 Describe the amount and nature of analysis, problem-solving and reasoning required to perform the duties of the position. Examples should illustrate:

- the analysis and interpretation required for problem and solution definition
  - creativity
  - the mental challenge
  - the degree of job structure
  - planning activities
  - the variety and difficulty of tasks
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- The position requires initiative and judgment as the incumbent assists the Director and the Pathways Coordinator on a daily basis to plan activities on an annual, semester and weekly basis. This includes timely responses to existing partner and potential partner institutions, calendaring of events, ensuring no overlap of visits, and that these activities are communicated to the College community.
  - Communication involves understanding and explaining the transfer credit process at the institutional partners, being able to speak to and navigate seamlessly around the ONTransfer.ca website and Fleming educational website, clarifying information/questions, promoting an understanding of the overall Pathways.
  - This position requires being aware of new partnerships and agreements as well as knowledge of all agreements that will help with student advising on academic pathways. Following applicable provincial list serves as well as other college initiatives to serve our own students.
  - This position requires flexibility for adjusting daily and weekly planning. Working with the schools to follow-up on any pathways opportunities that arise. From time to time requests from domestic or international post-secondary institutions will come in that will require the incumbent to react quickly to fill requests and ensure great customer service. There are also times when institutions will make us aware of their desire to attend the College in a very short timeline. This will require the incumbent to ensure all logistical requirements and schools requirements are complete to ensure a successful visit.

## 4. JUDGEMENT

4.1 Describe the degree of independent judgement and problem-solving required to perform the duties of the position.

Often job duties require the ability to organize and understand complex information. Work requires the ability to apply skills based upon a sound knowledge of College policies and Fleming Pathway Academic Plan as well as the provincial policy agreements (ONCAT). Duties performed require judgment, promptness, discretion and confidentiality.

The incumbent is called upon to use good judgment skills as well as sensitivity and diplomacy when dealing with demanding situations. He/she must be able to independently recognize issues – such as student challenges – Example: if the student does not have the required average to meet the terms of an articulation agreement and know when to escalate to the issue to the Director once all relevant details from student have been obtained.

4.2 Provide examples that illustrate how the incumbent identifies the options available and determines the most appropriate course of action. Use examples that are clearly the responsibility of the position and show the level of analysis and evaluation that is used.

The incumbent is given a request from a Dean regarding pathways for a certain program. This request is researched to find applicable partner institutions. This may include doing internet searches with institutions that have an environmental emphasis for instance, as well as searching the ONTransfer.ca website for applicable data. A report will be created to be reviewed by the Director to ensure accuracy and sent back to the School /Dean. There may be follow-up reporting that will go to the Dean's committee where opportunities with the partner institution are expanded to include a broader array of potential agreements.

There are pathway conferences and training that are identified throughout the year for both staff and leader. The incumbent must make contact with vendor organizations, ascertain costs and availability of dates and space – then register staff into conference. Hotels must be booked and travel investigated for most reasonable cost. Knowledge of college policy for expenses and travel is critical. This may include interprovincial or out of country conferences. Travel may include vehicle rental, train, or airline ticket purchases. Follow up with itinerary along with audits on all costs for College purposes is done.

**5. MOTOR SKILLS**

5.1 Describe aspects of the position that require fine motor movements (delicate, intricate or precise). Provide examples that illustrate the dexterity, complexity, co-ordination and speed that is required.

Keyboarding skills – required to manoeuvre between several software applications at once to coordinate, analyze and report data, ensuring speed and accuracy. Use of telephone, voice mail options, managing multiple lines and various functions. Excellent coordination in the timely distribution of information is required.

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

Task	% of Time
Keyboarding skills for data entry, extractions, queries.	70%

**D.EFFORT**

**6. PHYSICAL DEMAND**

6.1 Describe the demand on physical energy used to complete task(s) by illustrating:

- 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

Some physical demand, lifting and carrying boxes (i.e. boxes of agreements from other departments). Some requirement for repetition and/or speed. Incumbent works in an office environment with the ability to move around and change positions as necessary.

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

Task	% of Time
Sitting at desk when keyboarding	70%
Lifting/carrying boxes/equipment	5%
Sitting in meetings	10%
Intermittent sitting, standing, walking, etc.	15%

## 7. SENSORY DEMAND

7.1 Describe the demand on mental energies while performing task(s). Use examples that illustrate:

- the level or degree of concentration ie visual, auditory, tactile or some other form of physical concentration on a mental process, and
- frequency of the requirement for careful attention to detail and accuracy.

High levels of concentration and patience are required due to the nature of the position and the frequently changing priorities. Incumbent is required to read, prepare reports, operate a computer, listen/provide advice to students/faculty/staff. Must cope with interruptions and changing demands on an ongoing basis. Requires concentrated attention and sensitivity to the nuances of verbal, non-verbal and written communications.

A large volume of varied tasks must be managed without losing sight of details, being aware at all times of priorities, current issues and deadlines. The ability to absorb, analyze and apply new information to current situations is a constant requirement. Attention to detail and accuracy is essential.

7.2 Indicate the percentage of time that is required in performing the task(s) discussed above.

<b>Task</b>	<b>% of Time</b>
Interruptions	20-30%
Occasional prolonged exposure to VDT	60-70%
Concentration and close attention to detail	60-70%
Changing Demands	40%



**8. STRAIN FROM WORK PRESSURES/DEMANDS/DEADLINES**

8.1 Describe and provide examples that demonstrate the strain associated with, or caused by frequency and predictability of deadlines, interruptions, distractions and/or workloads, multiple and/or conflicting demands and/or dealing with people in difficult situations.

Job involves some conflicting work pressures or demands. Careful attention to detail and accuracy are essential. Some interruptions occasionally changing deadlines, multiple demands occur regularly and are usually unpredictable. The time required to solve an unanticipated interruption depends on the nature of the issue and would conflict with already established priorities. The incumbent is regularly under pressure to meet critical deadlines. Deadlines change as college priorities/processes change. The incumbent must use initiative and professionalism when dealing with occasionally changing deadlines, distractions and/or demands.

**Some examples would be:**

A typical workday would include the incumbent's normal workload with multiple, varying demands from external institutions, Deans, Pathways Coordinator, and the Director. At the same time, the incumbent deals with unpredicted interruptions such as a student advising issues and inquiries.

8.2 Indicate the predictability of the strain and percentage of time that is required in performing each of the tasks discussed above.

<b>Task</b>	<b>% of Time</b>	<b>Predictability*</b>
Interruptions	30%	NP
Meeting deadlines	40%	TP
Peak period deadlines	50%	TP
Unanticipated delays, dealing with difficult people	20%	NP

\* **Predictability:**

PR = Predictable

UP = Usually Predictable

TP = Tends to be Predictable

NP = Not Predictable

## E. RESPONSIBILITY

### 9. INDEPENDENT ACTION

9.1 Describe the kind of instructions that are required or provided at the beginning of a typical work assignment.

There is considerable freedom to act independently. The incumbent is aware of the day-to-day responsibilities of the position. The incumbent initiates and follows through on various academic processes. The Director outlines special projects generally. The incumbent determines appropriate process for completion of tasks. Some assignments are completed with no supervision and independent judgment and thinking is required throughout the span of an assignment.

9.2 Describe the procedures policies and past practices that are available to serve as guidelines for typical work assignments and indicate how often they are referred to.

• College Policies & Procedures	• College Academic Calendar
• Strategic Mandate Agreement	• ONTransfer.ca website
• Strategic and Academic Plans	• Fleming's Educational Pathways website

9.3 Indicate how regularly work is checked (i.e. several times daily, in process, weekly, monthly or at the completion of a project). Describe how the work is reviewed (i.e. by detailed review, by exception, by report or by discussion).

Much of the work of the incumbent is performed independently and is not checked on a regular basis. Work is reviewed by exception and/or discussion of processes. On occasion or in unusual situations, the incumbent may refer to the Director for clarification.

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

Providing operational support to Pathways department, the incumbent must be able to develop and/or modify new processes to meet the needs of the Dept and staff as needs change. This will become evident as we complete our pathways framework and react to the changing requirements of the Academic Division. This may include setting up regular Dean pathway meetings as we finalize our pathways department processes, taking meeting notes and running new regular reports as they are created. Incumbent is responsible for managing calendars, coordination of meetings and classroom visits, ensuring office administration runs smoothly including filing, both paper-based and electronically, reviewing requests from external institutions and forwarding documentation, event planning for open houses and pathways event, communications

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

When there is a request for a meeting or information regarding a potential new pathway agreement, the incumbent will refer to Director or Pathways Coordinator.

**10. COMMUNICATIONS/CONTACTS**

10.1 Describe the nature of contact and purpose involved in communicating information (i.e. to provide advice, explanation, negotiate, or influence others to reach agreement, etc.), and the confidentiality of the information involved.

Nature of Contact	Purpose	Frequency (D.W.M.I.)*
AO Director, Pathways Coordinator, School contacts	General correspondence and issues; appointments; messages; departmental projects; departmental meetings; planning discussions; systems issues	D, W
IT	Issues related to the network/lab	I
Schools contacts, Deans, Pathway Coordinator, Director	Event planning, classroom visits, meeting management.	W/M
Students	Student advising, assisting with classroom visits	M

\* D = Daily      W = Weekly      M = Monthly      I = Infrequently

**E. RESPONSIBILITY**

**11. RESPONSIBILITY FOR DECISIONS/ACTIONS**

11.1 Describe the impact that the incumbent's decisions and/or actions have on internal and public relations, the responsibility for information management, equipment, assets and records.

The incumbent has responsibility for information management and maintaining accuracy of records for the smooth functioning of the Pathways department. The incumbent must ensure accurate communication to other Academic Operations team members as the semester planning cycle unfolds. Incumbent is relied on to ensure consistent, timely information flow throughout division. There is risk to partnerships if required documentation is not sent in a timely manner. Out of date data will result in students not being able to access proper academic pathways because requirements were not met.

11.2 Identify the processes used to detect errors and the effect on the organization if errors are not discovered and corrected

Inherent in the position is that the incumbent check and re-check any of the work or procedures for which he/she is responsible. Errors may be detected through, faculty and staff feedback and/or subsequent processes. There is documentation on the ONCAT website, Fleming’s Educational Website and our filed articulation agreements that help with verification and audit. The effects on the organization may be embarrassment, errors in articulation agreements, financial liability and or a negative perception of the organization in the College community.

**F. WORKING CONDITIONS**

**12. WORK ENVIRONMENT**

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

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

<b>Environment</b>	<b>% of Time</b>
Regular, ongoing computer use	50%
High traffic, constant interruption and noise level precludes concentration	10%

**G. SUPPLEMENTAL DATA**

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

N/A