

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

Position Title: Manager, Food & One Card Services
Position Number:
Pay Band: 10
Incumbent: VACANT
Location/Campus: Sutherland
Division/Department: Housing, Food & Student Conduct
Immediate Supervisor (title): Director, Housing, Food & Student Conduct
Date of JFS: November 1, 2019
Last Evaluated: November 6, 2019

Type of Position:

- Administrative (Temporary, one year) Part-Time Administrative
 Sessional Academic Part-Time Academic
 Part-Time Support Other

I have read and understood the contents of the Job Fact Sheet (if completed by an incumbent):

Incumbent: _____ Date: _____

Recommended by:

Position's Manager: _____ Date: _____

Approved by:

Senior Manager: _____ Date: _____

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POSITION SUMMARY

The incumbent manages the day to day operational functions of Food Services and the One Card Program at Fleming. The position is primarily responsible for customer service to students and staff, fiscal / budget oversight, and technically related operations, serving internal College groups and community partners. Key aspects of this role include working to enhance Food Service levels to students and staff and expand the Fleming One Card into a successful, revenue generating operation that benefits all stakeholders in terms of service and amenities.

The incumbent establishes and develops business policies and procedures to ensure growth and improvement to departmental operations, including financial accuracy and statistical reporting. The policies must comply with changing legislative requirements, Fleming's policies and procedures, and academic program needs. Develops training and orientation materials to support organizational improvements. In addition, the incumbent is responsible for the introduction of innovations and implementation of technological advancements to ensure the programs and services meet the needs of the Fleming community.

The incumbent works in conjunction with the Housing Services in the development, marketing and management of the residential meal plans including financial reconciliation and reporting. The incumbent liaises with multiple offices on campus as well as with key stakeholders in the Peterborough / Lindsay communities that benefit or could benefit from the Fleming Card program. Responsible to responding to after hour service disruptions and implementing resolutions.

KEY DUTIES

% Of Time

Food Services Operations

(30%)

- Monitors the food service contract(s) on behalf of the College to ensure compliance, responding to contract breaches as required;
- Ensures that Food Service Provider complies with all applicable health, fire, W.H.M.I.S., sanitary and other laws, regulations and directions of any competent government authority relating to the operation of Food Services Facilities;
- Ensures that food service facilities are appropriately equipped, maintained and repaired in consultation with the Food Service Provider and Facilities Services;
- Maintains an up-to-date list of College capital assets related to food services operations;
- Holds regular food service advisory meetings to solicit student and staff feedback;
- Liaise with Residence Department regarding residence meal plan;
- Liaise with Food Services Provider Director and Chef on day-to-day operations;
- Supervise food service renovations as part of capital investments, as required;
- Monitor market trends in food and beverage sales with industry best practises;
- Monitor vending sales and service while looking for growth opportunities, including assessing food stations not meetings service levels / sales expectations;
- Recommend food units operating hours;
- Recommend menu pricing and selection;

One Card Operations

(30%)

- Monitors One Card services and systems, including marketing, budgeting, vendor management and operational administration;

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- Collaborates with One-Card vendors (software, hardware, supplies) and retail partners to ensure technology and practices meet the current needs of card holders;
- Works with college departments and service partners to ensure a quality process and system (IT, Student Services, Finance & Accounting, Alumni, Security & Parking, and card holders);
- Reviews/shares best practices with other institutions and stays abreast of industry trends; Ensures industry knowledge is current;
- Work with vendors to ensure technology being used and practices meet the current needs of card holders;
- Manages daily attendance activities of one card transactions and records the daily attendance records. Continuously monitor inventory /supplies, ensures procedures are completed daily;
- Recommends, establishes implements and monitors preventative measures to guard against internal and external thefts;
- Ensures effective and efficient allocation of fiscal and physical resources within the portfolio; Monitors, analyzes and optimizes financial performance;
- Works closely with Housing team to prepare budgets and business plans;
- Explains variances and executes corrective plans for the remainder of the year;

Financial Management and Reporting

(20%)

- Monitors the food services budget including operating budget and commission revenue, validating sales numbers;
- Prepares and monitors the operating budget for Food Services and the One Card Office. Responsible for operating programs within the allocated budgets;
- Is accountable for managing flow-through revenues (i.e., meal plans etc.);
- Implements the budget and related activities and continually monitors revenues and expenses to ensure conformance to plans;
- Prepares end of month financial reports using multiple sources including the One Card software , Housing reports and other reports;
- Monitors reconciliation of sales sessions and individual deposits for all One Card stores and oversees conciliation of centralized deposits to the bank;
- Oversees the financial management of the One Card operation (daily, weekly, monthly, annually reconciliations), cheque disbursements, and journal entries to process projected amounts of over 1 million in sales annually. Liaises with Finance Department to implement process improvements and resolve financial discrepancies
- Responsible for supervision of the One Card database to ensure effective data mining for information and planning purposes as well as financial controls

Marketing, Communications and Client Service

(10%)

- Expand and market the Food and One Card to students, staff, and vendors via management of future phases and projects – including introduction of new technology and services both on and off campus
- Develops marketing, sales and communication plans and activities (in collaboration with Marketing & Communications) to keep current and potential card holders engaged to use and promote the Card
- Brings input from various sources (e.g. Student Experience, Academic, etc.) to understand internal needs and opportunities;
Facilitates Food and One Card Advisory Committee Groups – whose mandate is to review various policy and operational aspects these services and make recommendations

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Development and Ongoing Expansion of Program Service

(5%)

- In conjunction with supervisor, explores and expands new services and market segments to increase program usage and revenue; Takes an entrepreneurial/visionary approach to development and expansion
- Seeks opportunities, initiates contact, and develops agreements with off-site retailer partners and other post-secondary institutions to expand card services for Fleming students at shared locations
- Develops and implements a marketing plan to champion One-Card on campus and sell its service (i.e. build use of the Card)
- Builds and maintains strong partnership relationships with campus and off-site vendors
- Expands One Card via management of future phases and projects – including introduction of new readers and services both on and off campus

Other related duties as assigned

(5%)

TOTAL:

100%

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 incumbent will oversee the Food and One Card department budgets to ensure yearly spending is in line with revenues, the incumbent must use sound judgement and follow complex steps and processes that include controlling expenses incurred from staffing, supplies, and maintenance of equipment. New, recurring revenue sources for the program will only be found by adding to the number of paying users of the One Card. Additionally, as this requires negotiation of fee rates with the appropriate user groups and departments (i.e. Student Governments, Housing, Security, etc.), the incumbent will require to make a complete and ongoing analysis and awareness of program costs, and periodic adjustments based on costs and service levels.

-The incumbent will provide an analysis and awareness of industry changes and best practices, as well as changes in policies, laws and regulations relating to Payment Card Industry standards. This awareness will be gained via relationships with the Fleming College Finance/Accounting department, other institutions, service providers, vendors and industry associations (NACCU, PCCU).

- The incumbent will identify and negotiate agreements with outside bodies (municipalities, private businesses) who may wish to accept Fleming College's One Card as a method of payment. This will require cost analysis, market research, and service & maintenance agreements. Sites chosen will contribute to the success of the program and inform future decision making.

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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 Secondary

- 1-Year Certificate 4-Year Degree
 2-Year Diploma Master's Degree
X 3-Year Diploma/Degree Post Graduate Degree
 Professional Designation Specify: _____
 Other Specify: _____

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

- A minimum three-year diploma or degree in Business Administration, Finance, Accounting, or related field; or equivalent combination of education and experience.
- Certification and/or professional designation in Project Management is an asset.

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

- Exceptional organization, planning and coordination skills (people, function, services);
- Advanced knowledge of MS Office and relational databases
- Excellent communication skills and the ability to gain resolution
- Knowledge of financial and accounting procedures
- Knowledge of various technologies and software, e.g. Student Information Systems, One Card Systems etc.

3. EXPERIENCE

Experience refers to the amount of **related, progressive** work experience required to obtain the essential techniques, skills and abilities necessary to fulfil 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.

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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:

- | | |
|--|---|
| <input type="checkbox"/> 0 – no experience | <input type="checkbox"/> 4 years |
| <input type="checkbox"/> 1 month | <input checked="" type="checkbox"/> 5 years |
| <input type="checkbox"/> 3 months | <input type="checkbox"/> 7 years |
| <input type="checkbox"/> 6 months | <input type="checkbox"/> 9 years |
| <input type="checkbox"/> 1 year | <input type="checkbox"/> 11 years |
| <input type="checkbox"/> 18 months | <input type="checkbox"/> 13 years |
| <input type="checkbox"/> 2 years | <input type="checkbox"/> 15 years |
| <input type="checkbox"/> 3 years | <input type="checkbox"/> 17 years |

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

- Experience working with multiple internal partners;
- Complex problem solving skills;
- Ability to foster a team environment;
- Experience in mediation and crisis intervention;
- Experience working non-traditional hours (evening / weekends)

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.

- The incumbent will be responsible for resolving disputes between cardholders and the One Card office (or its service partners, e.g. food vendor, etc.). These disputes may relate to system errors or human error (service or customer). Investigation of disputes may require an activity review, including customer reports, service reports, and a review of associated account and reader activity. Resolution may involve refunds, granting or denial of service, or rejection of complaints

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or requests.

- Budget Oversight. The incumbent determines the annual budget revenues and projects expenses,
- The incumbent reviews and consults with stakeholders, College departments, and Card Industry experts in order to establish new procedures and best practices. As this is a new department responsible for newly expanded services, the incumbent may not have established procedures to rely on.

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.

- The incumbent will seek direction and approval from a supervisor regarding any significant, unexpected and unbudgeted operational expenses.
- The incumbent will consult with supervisor and departments to develop and approve submission of future One Card phases/projects requiring significant financial or human resources outside of the One Card Office.
- Major operational changes, i.e. infrastructure changes and vendor contract changes.

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
- Academic Regulations
- Residence Community Standards
- IT Appropriate Use Policy
- Student Rights & Responsibilities Policy
- Sexual Violence Prevention Policy
- Harassment & Discrimination Prevention Policy
- Access & Inclusion Policy
- Health and Safety legislation; WHIMIS
- Departmental Objectives
- Strategic Plan
- AODA

5. POTENTIAL IMPACT OF DECISIONS

Potential Impact of Decisions recognizes the **potential consequences** that **errors in judgement** 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 judgement.

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Give up to three examples of the typical types of errors in judgement 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, effects on staff, students, clients or public.

- The One Card Office is responsible for the collection and use of confidential personal information in a number of service areas. The collection, use and disclosure of this information is governed under legislation such as PHIPA. As a steward of these records, the incumbent must ensure controls and protocols are in place to ensure data integrity and prevent any unauthorized use or disclosure of the information. Confidentiality breaches could result in negative press and loss of reputation, legal actions, and privacy investigations.
- Purchase equipment or expansion of services without proper research & reference checks may result in poor purchasing decisions. Unreliable equipment may cause unexpected service interruptions, delays and inconvenience to card holders, as well as waste of funding and resources to repair or remedy the issue. Introduction of unpopular or burdensome services or procedures may result in wasted resources or loss of One Card/College reputation.
- Failure to maintain good working relationships and procedures with external community vendors, lack of diplomacy and tact when communicating and developing partnerships with community members and businesses for One Card services may negatively affect the reputation of the College.

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	
			Occasional	Frequent
Internal to the College, e.g., students, staff, management, colleagues	Director, Housing, Food Services, & Student Conduct	Direction as guided by them who will make requests and recommendations for additional services, service changes, and expansion of the system.		X
	Registrar	Ensure all requirements are met with respect to the College ID portion of the One Card program – relating to issuance, suspension of	X	

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		privileges and reporting of data.		
	Deans, Chairs, Directors,	Consultation, coordination and communication of service changes, new initiatives, and customer support. Collaborative approach to managing student's support issues.		X
	Director, Information Systems	Consultation, direction – seeking guidance and information with respect to server and network performance, troubleshooting, expansion	X	
	Housing / Residence Managers	Coordination of services of One Card to students living on-campus		X
	Purchasing Dept.	Working with staff to manage vendor contract issues (compliance / breaches)	X	
	Manger, Parking and Security	Consultation, coordinating support for maintenance and expansion of door access	X	
	Faulty and Support Staff	Create materials and train faculty and support staff on the use of automated systems within the portfolio; communication to manage change impact	X	
	Student Government	Communication and consultation with when implementing service changes.	X	
	Students	Communicate regarding resolution of student complaints re: service quality or pricing complaints.		X

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	Food Service Provider Staff	Carding and re-carding One Cards Operational meetings, complaint resolutions, new service initiatives		X
	Advisory Committees	Facilitating meetings made of staff, faculty and students	X	
External to the College, e.g., business and industry representatives, suppliers, advisory committee members, staff at other colleges, government officials, and general public.	One Card Vendor	Operational functions and services		X
	Sales representatives – Suppliers of card program consumables	For purchasing of day-to-day supplies required for the production of ID cards.	X	
	Sales/Service/ Tech representatives	For maintenance, troubleshooting and expansion of the ONE Card system. The incumbent will also attend user groups and training opportunities.	X	
	National Association of Campus Card Users	To gain and share information regarding best practices, industry standards, innovations and changes in technology and legislation that may pertain to aspects of ONE Card and the Payment Card industry in general. To attend and participate in conferences and user groups	X	
	Partner Businesses	The incumbent will be responsible for establishing Service Level Agreements with partner businesses, including equipment rental and maintenance, as well as service fees or commissions. The incumbent will also be responsible for training, and		X

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	Partner Institutions	<p>establishing procedures for financial reconciliation, technical assistance.</p> <p>Service Agreements – The incumbent will investigate and establish agreements with partner institutions to provide expanded services to the mutual benefit of the respective schools</p>	X	
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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

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7a. CHARACTER OF SUPERVISION/FUNCTIONAL GUIDANCE

Character of Supervision identifies the **degree and type** of supervisory responsibility in a position or the nature of functional/program supervision, technical direction or advice involved in staff relationships.

(√) Check the applicable box(es) to describe the type of supervisory responsibility required by an incumbent in the position:

- Not responsible for supervising or providing guidance to anyone.
- Provides technical and/or functional guidance to staff and/or students.
- Instructs students and supervises various learning environments.
- Assigns and checks work of others doing similar work.
- X Supervises a work group. Assigns work to be done, methods to be used, and is responsible for the work performed by the group.
- X Manages the staff and operations of a program area/department.*
- Manages the staff and operations of a division/major department.*
- Manages the staff and operations of several divisions/major departments.*
- Acts as a consultant to College senior management.
- Other e.g., counseling, coaching. Please specify:

* Includes management responsibilities for hiring, assignment of duties and work to be performed, performance management, and recommending the termination of staff.

Specify staff (by title) or groups who are supervised/given functional guidance by an incumbent.

One Card Office Coordinator (I/O) – FT OPSEU
PT Student staff (3)
Contract Food Service Providers

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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	1
Non Full-Time Staff (FTE)*	3 part time (students) Average 15hrs x 40 weeks annually = 1
Contract for Service**	
Total:	2

* 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.

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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 Physical Effort Required	Frequency (note definitions below)				
	Occasional	Moderate	Considerable	Extended	Continuous
Heavy Lifting	X				
Carrying medium weighted objects	X				
Sitting			X		
Walking, climbing stairs			X		
Working evenings and weekends	X				

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.

Types of Activities that Demonstrate Sensory Effort Required	Frequency (note definitions below)					Duration
	Occasional	Moderate	Considerable	Extended	Continuous	Short Intermediate or Long

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Report writing			X			L
Extensive detail and accuracy while preparing financial and statistical documentation			X			L
Listening, counselling, advising during discussions with students and staff usually in a high state of anxiety		X				I
Direct customer service			X			I
Staff Training		X				I

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.

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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
Travel (intercampus and externa)	X		
Required to walk between physical buildings to access college services or perform duties.		X	
Exposure to aggressive and verbally abusive clients.	X		
Irregular hours to accommodate service delivery	X		

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
High paced noisy environment		X	
Angry students, sometimes become aggressive and violent	X		

Frequency:

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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:

Responding to after hour service calls, extended work hours are a normal part of the position.