

## POSITION DESCRIPTION FORM (PDF)

### Regular Part-time Support Staff

**Position Title:** Program Assistant (Frost)

**Position Number:** PT0192 **Pay Band:** 8

**Reports To:** Manager, Continuing Education

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

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

**PDF Completed By (Manager Name):** Eva Rees

**Effective Date:** 01-Nov-2019 **Last Revision:** [Click here to enter text.](#)

### 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.

The Continuing Education Program Assistant (Frost) provides front line customer service to Continuing Education students (including online & Ontario Learn & face to face), related to providing information on courses, programs and certificate selections, admission and registration-related inquires. The incumbent is the primary point of contact for Frost course logistical support, including signage, course material preparation, parking/catering and supplies ordering as well as delivering support services that enhance the student experience.

This position is first point of contact for faculty and student support for the SENRS online courses. This includes ongoing troubleshooting of new and existing on-line course set up and technical issues.

The incumbent provides ongoing support for the effective promotion and delivery of new and existing courses and provides feedback to Program Officers to assist with program development & improvement.

## 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	<p><b>Customer Service</b> Provides front-line customer service support at Frost Campus to Continuing Education students (including online, face-to-face, and Ontario Learn) and the college community with responsive in-person, phone, email service that reflects the department objectives to provide excellent and timely service. Liaises with Registrar's office staff as needed to facilitate customer service, including registration.</p> <p>Will partner with the centralized CE department at Sutherland Campus to assist students making course selection and certificate decisions and ensures students meet admission requirements.</p> <p>Aids in the development and improvement of new and existing programming by</p>	20%

	<p>providing Program Officers with information and feedback gathered through customer service functions at Frost Campus.</p> <p>Guide and advises students on course/certificate selection, course changes, waitlist maintenance as needed for Frost students.</p> <p>Offers information and services in a timely manner to orient new students, support course completions and enhance the experience for Continuing Education students. Ensures academic regulations and operational procedures of the Registrar's Office are followed and maintained accurately.</p>	
2	<p><b>Course Logistics Support</b></p> <p>Assists the Program Officer (Frost) with course readiness needs by communicating with other internal staff and external suppliers, service departments and faculty as needed regarding logistics.</p> <p>Logistical support may include preparation of marketing materials and distribution (on-campus and CKL region), ordering/coping/sourcing of instructional materials, signage and equipment, assembling training binders, preparing instructor package (class list/evals/tent cards/room setup), set up of welcome signage, arranging of catering/parking/IT access and onsite troubleshooting, course evaluation collection and reporting to FDR, material/curriculum updates (document/word processing), web site support (troubleshooting errors, updates etc.).</p> <p>Assists in completion of Grad Audits and production of Certificates of completion.</p>	20%
3	<p><b>Frost Online Course Support</b></p> <p>Supports Frost/SENRS on-line course students with by facilitating the course login and access information, assists students in completion of the on-line courses by troubleshooting technical issues, maintains the WWOCS Reporting Process, surveys on D2L and intelligent agents to report to water training email when Operators pass approved courses.</p> <p>Supports faculty/content experts in developing or enhancing courses at Frost Campus/SENRS (e.g., Math for water operators, Annular Space and Sealing, Nitrogen and Phosphorus Removal) ongoing as required. Working with the LDS department as needed, the incumbent will recommend the course structure for new self-study courses, guide faculty on how the course online assessments are handled, and provide instructions and tips for students to assist in navigation and completion of the courses.</p> <p>Supports the re-certification process annually for courses which will expire with MOECC/OWWCO. Extracts the online course materials for re-certification approvals. Ensures the Wells and Water courses continue to function in the supported HTML/Desire to Learn system.</p>	55%

	The incumbent will ensure that the online course student interface is consistent and well presented, the course feedback from students has been incorporated into materials, will consult with content experts where materials may not be clear during the analysis. In addition, the incumbent will ensure quality control of the new courses and therefore student satisfaction with their on-line course experience.	
5	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:**

Business or Office Administration

**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.

- Experience with client service and proven ability to communicate effectively with a variety of clients from varying social, academic, economic and cultural backgrounds.
- General knowledge of post-secondary programs and Continuing Education courses
- Experience and demonstrated proficiency using learning management systems, web design software.
- Strong skills working with word processing, large business systems, data bases and spreadsheets (i.e., Word processing, spreadsheets, Email, etc.)
- Experience and demonstrated proficiency in an on-line environment utilizing an Enterprise Resource Planning (ERP) system. Ability to navigate the external web and internal web-based information.
- Experience co-coordinating several project components and using oral and written communication skills to liaise tactfully and diplomatically with multiple stakeholders both within the dept. and with other college depts.
- Experience working independently, prioritizing, organizing and problem solving own work in a customer service team based environment.
- Experience dealing with sensitive and confidential information in an appropriate manner and in keeping with College policies related to confidentiality and the Freedom of Information
- Demonstrated accuracy in documentation and verification skills as they relate to records management and various educational documents.

**Additional Skills & Abilities:**

none

## 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**

Potential student lacks sufficient information/knowledge to make course/certificate selection and is directed to the CE office at Frost

Potential student asks incumbent for help and advice. Incumbent must ask probing questions to obtain information about career goals and skill / training gaps.

The incumbent will determine what courses, programs or certificates could meet/address their needs. Requires incumbent to analyze the information they receive from the potential student, provide options for them and help develop a plan to obtain skills and credentials. Course and program information is available on the CE website and other printed materials for reference. Occasionally the incumbent would need contact a CE faculty to follow up on inquiries.

Due to unique nature of CE, many inquiries are individualized and often potential student may not know the pathways to achieve their desired outcome or may need assistance identifying potential

outcome options. Uses past practice but often new or different pathways are needed to meet individual or new needs/requests

**Example #2**

Task / Activity
Description

**Key Considerations:**

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

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 different and unrelated.

**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**

A full course has a waitlist and students must be contacted to ensure course remains full. Objective is to find provide solutions to meet all student’s needs and ensure courses run without spaces and unmet demand.
Student attends the RO office to request transfer and then is directed to the CE office for action The incumbent must be vigilant to investigate if the courses in question have a waitlist, must question to identify the motivation/reason for the student transferring out of the course. The incumbent must also ensure the withdrawal policy if followed.
Incumbent will then determine if there is another course that could meet the needs (e.g. other course in the certificate, on-line alternative, next semester) applying refund/transfer policy as

applies, considering the student's availability.

Works closely with the registration staff in Peterborough to assist in the management of the waitlist and assessing the availability of the first eligible student and directing and following up to ensure the space is allocated appropriately/fairly using effective judgement and decision making to keep the course full.

Requires thorough knowledge of the systems, and tracking, refund policy, waitlist management processes. Uses electronic, web-based and paper-based resources including documented guidelines and policies to acquire knowledge. Must consult regularly with colleagues inside and outside the department to acquire knowledge and ensure student satisfaction and course capacity is management effectively.

**Example #2**

Task / Activity
Description

**Key Considerations:**

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

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:

Modify/refine existing methods and 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 Keyboarding and Mouse work
Description This role requires daily desk work, keyboarding, using a mouse with data entry. At peak volume periods this can be for more than 2 hours without the ability to reduce strain. During regular volume, there is breaks during the work shift.

**Example #2**

Task / Activity
Description

**Key Considerations:**

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

When considering ‘speed’ of fine motor movements for this position:  
Speed is a secondary consideration.

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

<b>Task</b>	<b>% of Time</b>
Sitting/Keyboarding/Phone calls	90



## 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/Keyboarding/Phone calls
Description This role requires daily desk work, keyboarding, mouse and extended time on the phone (using a headset) dealing with customers. At peak volume periods this can be for more than 2 hours without the ability to reduce strain. During regular volume, there is breaks during the work shift.

### Example #2

Task / Activity Lifting boxes of equipment or manuals, loading onto trolley, unloading for classroom set up
Description The incumbent will occasionally be required to move boxes, up to 25 lbs on and off a trolley to set up a classroom for training

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

Task	% of Time
Sitting/Keyboarding/Phone calls	90
Lifting boxes of equipment or manuals, loading onto trolley, unloading for classroom set up	5

## 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

<b>Task / Activity</b> Online course support work which involves creating, editing, and maintaining content following templates available in the online course management system.
<b>Description</b> This task involves creating, editing, and maintaining content, developed by faculty, following templates available in the online course management system. The incumbent does require a greater than normal level of concentration to complete these tasks and there is pressure to do so quickly and efficiently while providing front-line service to walk-in students, faculty, etc..

### Example #2

<b>Task / Activity</b> Maintain large documents, inserting edits provided by faculty, and word process these for printing into student manuals
<b>Description</b> This task involves receiving hand written notes or other emailed notations, and editing large documents. The attention to detail regarding the content as well as document layout for printing (eg. page numbers, Table of Contents etc) is critical.

### 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?

Occasional/Recurring

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

Task	% of Time
Online course support	25
Maintain large documents	25

## 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 Customer Service – Front line
Description Provides front-line customer service support at Frost Campus to Continuing Education students (including online, face-to-face, and Ontario Learn) and the college community with responsive in-person, phone, email service that reflects the School’s objective to provide excellent and timely service. Liaises with Registrar’s Office staff as needed to facilitate customer service, including registration. This front line work can be unpredictable, can compete with other deadlines, and occasionally the incumbent may deal with unhappy/angry students in person or through email.

### Example #2

Task / Activity
Description

### **Key Considerations:**

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

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?  
Occasional 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.

<b>Task</b>	<b>% of Time</b>	<b>Predictability*</b>
Customer Service	35%	NP (Not Predictable)
		Choose an item.

## **INDEPENDENT ACTION**

Describe the degree of **independent action** and **autonomy** required to perform the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

### **Example #1**

Task / Activity Responding to student inquiries through email, phone or in person regarding course options
Description When providing options to students whether it be with respect to online/in-class course selection, interpretation of college policy/guidelines, etc., incumbent is required to ensure that students/college staff/external community are directed appropriately. The incumbent may modify past practices to handle new or unfamiliar situations or in order to make customer-sensitive and appropriate decisions relevant to situations or problems. The incumbent collects all relevant data to seek the guidance of CSA, Program Officers, or their supervisor in such situations.

### **Example #2**

Task / Activity
Description

### **Key Considerations:**

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

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?

Most work is completed independently; supervisory input provided upon request.

How is the work typically checked and verified?

Output is self-reviewed.

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.

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

Recommended changes to process, business process time lines, addition of tasks perceived to be outside of scope Approval of waiver of fees for irate and/or upset students, parents, faculty or public who will not accept policies and procedures. Situations which involve controversial issues where Ministry staff, M.P., lawyer, parent or community agency are involved. Freedom of Information inquiries from police and private investigators

## 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
Students, RO staff, faculty & other Fleming staff	Shares information about course offerings, registration processes, course cancellations/changes verbally (in person, phone) and in writing (email). Information comes from calendar, course outlines, and instructors' notes	Daily
Students	Provides guidance with respect to Continuing Education courses. Rather than just reading descriptions, incumbent provides additional information, insight. Anticipates frequently asked / common questions and the need for more information and provides it without being directly asked. Handles complaints.	Weekly

### 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 with moderate disclosure implications.

## 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 Responding to student inquiries regarding course selection
Routine/regular practice which does not require instruction and is expected to be completed without guidance.

### Example #2

Task / Activity Supports Frost/SENRS on-line course students
Supports Frost/SENRS on-line course students with by facilitating the course login and access information, assists students in completion of the on-line courses by troubleshooting technical issues, maintains the WWOCS Reporting Process, surveys on D2L and intelligent agents to report to water training email when Operators pass approved courses.

### **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 detected after-the-fact.

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:

Choose an item.

With regard to the disagreeable/hazardous elements referenced above, how often does the position encounter them?

Choose an item.

If this position is required to engage in business related travel, what is the frequency of the travel?

Choose an item.

## SUPPLEMENTAL DATA

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

[Click here to enter text.](#)