

Position Description Form (PDF)

College: Sir Sandford Fleming

Incumbent's Name:

Position Title: Athletics and Recreation Assistant Peterborough Sport and Wellness Centre – PSWC Payband: D

Position Code/Number (if applicable): S00456

Scheduled No. of Hours: 35 hrs/wk

3:00 pm - 11:00 pm

Hours subject to change with appropriate notice based on operating hours of the Peterborough Sport and Wellness Centre.

Appointment Type: 12 months less than 12 months

Supervisor's Name and Title: Greg Jefford, Manager Student Experience and Athletics

Completed by: Manager, Student Experience and Athletics

PDF Date: January, 2011
Last Revision: January 20, 2020

Signatures:

Incumbent:
(Indicates the incumbent has read and understood the PDF)

Date:

Supervisor:

Date:

Support Staff PDF

Instructions for Completing the PDF

1. Read the form carefully before completing any of the sections.
2. Answer each section as completely as you can base on the typical activities or requirements of the position and not on exceptional or rare requirements.
3. If you have any questions, refer to the document entitled "A Guide on How to Write Support Staff Position Description Forms" or contact your Human Resources representation for clarification.
4. Ensure the PDF is legible.
5. Responses should be **straightforward and concise using simple factual statements**.

Position Summary

Provide a concise description of the overall purpose of the position.

Initial point of contact to provide excellent customer service and contributing to the Peterborough Sport and Wellness Centre being a welcoming place for all students, community members, guests, staff and faculty that include Varsity, Extramural & Intramural Coaches & Conveners, for all aspects of PSWC & Fleming Athletics & Recreation services.

The PSWC Athletic Assistant will be responsible for ensuring that all Peterborough Sport and Wellness Centre and Fleming College Athletic and Recreation operating policies and procedures are adhered to and emergency or customer service situations are appropriately responded to. Act as building support in the absence of City/Fleming Managers for all City/Fleming programs, special events, activities and services when issues or concerns arise, provide clarification and customer service support when required. Support front-line program and customer service staff when required to assist in dealing with difficult situations. Act as the primary contact in emergency situations, including power outage, fire, evacuation etc. and handle customer service issues when called upon by PSWC staff.

Provide support services to the staff of the Athletics and Recreation Department, including special events and functions related to PSWC and Fleming operations.

Assists with enquiries in person, phone, e-mail and social media as needed. Assists with OCAA & CCAA Varsity eligibility forms, declaration lists, player rosters, team travel itineraries and maintain office files and security/allocation of building keys.

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. Describe duties rather than detailed work routines.

	Approximate % of time annually*
<p>1. Clerical and Office Support for Varsity, Intramurals, Special Events, and PSWC services. Utilizes Evolve to access student information for course load determination and academic eligibility for Varsity eligibility. Assist with training for new Part Time staff for front desk coverage. Orders supplies for office as required</p> <p>Assists Support staff, Coaches, Volunteers, placement students and student workers with direct and in-direct programs and services such as Varsity Home Games, Intramurals, and Recreation events, Gym rentals, and periodic inquiries, support and referrals related to the Sports Complex/fields.</p> <p>Ensure Varsity game program and sheets are completed correctly prior to game commencing and after the game has ended. Sends game sheets to media, OCAA, College and Senior convener of the league.</p>	47.5
<p>2. Act as building support in the absence of City/Fleming Managers for all City/Fleming programs, special events, activities and services when issues or concerns arise, provide clarification and customer service support when required. Support front-line program and customer service staff when required to assist in dealing with difficult situations.</p> <p>Act as the primary contact in emergency situations, including power outage, fire, evacuation etc. and handle customer service issues when called upon by PSWC staff. Provide support services to the staff of the Athletics and Recreation Department, including special events and functions related to PSWC and Fleming operations. Enquiries are in person, telephone, mail, social media and e-mail and occur throughout the shift. Dispense recreational equipment and intramural equipment/supplies.</p>	47.5%
<p>3. Other related duties as assigned</p>	5%

* To help you estimate approximate percentages:

½ hour a day is 7%	1 hour a day is 14%	1 hour a week is 3%
½ day a week is 10%	½ day a month is 2%	1 day a month is 4%
1 week a year is 2%		

1. Education

A. Check the box that best describes the **minimum** level of **formal** education that is required for the position and specify the field(s) of study. Do not include on-the-job training in this information.

- Up to High School
- 1 year certificate
- 2-year diploma
- Trade certification
- 3 year diploma / degree
- 4 year degree or 3 year diploma / degree plus professional certification
- Post graduate degree (e.g. Masters) or 4 years degree plus professional certification
- Doctoral degree

Field(s) of Study:

1-year Certificate in Office Administration

B. Check the box that best describes the requirement for specific course(s), certification, qualification, formal training or accreditation in addition to and not part of the education level noted above and in the space provided specify the additional requirement(s). Include only the requirement that would typically be included in the job posting and would be acquired prior to the commencement of the position. Do not include courses that are needed to maintain a professional designation.

- No additional requirements
 - Additional requirements obtained by course(s) of a total of 100 hours or less
 - Additional requirements obtained by course(s) of a total between 101 and 520 hours
 - Additional requirements obtained by course(s) of a total of more than 520 hours
- | |
|---------------------------------|
| |
| CPR and First Aid Certification |
| |
| |

2. Experience

Experience refers to the minimum time required in prior position(s) to understand how to apply the techniques, methods and practices necessary to perform this job. This experience may be less than experience possessed by the incumbent, as it refers only to the minimum level required on the first day of work.

Check the box that best captures the typical number of year of experience, in addition to the necessary education level, required to perform the responsibilities of the position and, in the space provided, describe the type of experience. Include any experience that is part of a certification process, but only if the work experience or on-the-job training occurs after the conclusion of the educational course or program.

<input type="checkbox"/> Less than one (1) year	
<input type="checkbox"/> Minimum of one (1) year	
<input checked="" type="checkbox"/> Minimum of two (2) years	Experience in a customer service environment serving a diverse client group. Experience working independently in a team environment, organizing and prioritizing own work. Experience using a variety of computer software programs including Evolve, word processing and data processing. Knowledge in Athletics & Recreation in a College setting is an asset. Experience in responding to an emergency situation/issue.
<input type="checkbox"/> Minimum of three (3) years	
<input type="checkbox"/> Minimum of five (5) years	
<input type="checkbox"/> Minimum of eight (8) years	

3. Analysis and Problem Solving

This section relates to the application of analysis and judgement within the scope of the position.

The following charts help to define the level of complexity involved in the analysis or identification of situations, information or problems, the steps taken to develop options, solutions or other actions and the judgement required to do so.

Please provide up to three (3) examples of analysis and problem solving that are regular and recurring and, if present in the position, up to two (2) examples that occur occasionally:

#1 regular & recurring

Key issue or problem encountered.	Student ID cards (which allow access to the facility) not scanning at City or Fleming desk.
How is it identified?	Card scanned on city computer states student does not meet required eligibility to access the PSWC
Is further investigation required to define the situation and/or problem? If so, describe.	Student will be sent to the Fleming desk. Evolve is used to verify if the student is full or part time. If the student is full time, contact (through phone or email) is made to Fleming IT and City of Peterborough IT with the student name, number and program. A request is made that the student be added manually to the Database, which allows him/her access to the PSWC. If the student is part time, options are explained. This sometimes leads to update students.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Evolve is used to verify if the student is full or part time.
What sources are available to assist the incumbent finding solution(s)? (e.g. past practices, established standards or guidelines).	Evolve is a main source of assistance for this problem.

3. Analysis and Problem Solving

#2 regular & recurring

Key issue or problem encountered	Responding to a facility incident/concern and/or emergency – for example a power outage, pool fouling, fire alarm, member/student/community injury.
How is it identified?	Responding to incident when called (pool fouling), respond to alarm or power outage when occurs.
Is further investigation required to define the situation and/or problem? If so, describe.	Incumbent would determine the type of incident and initiate the appropriate procedure.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Follow facility incident and emergency procedures for injury, power outage, pool fouling, consult with the facility operator on mechanical issues and direct staff in the facility as per policies and procedures.
What sources are available to assist the incumbent finding solution(s)? (e.g. past practices, established standards or guidelines).	PSWC and Fleming College Athletics policies and procedures

#3 regular & recurring

Key issue or problem encountered	Daily issues concerning proper usage of Multipurpose room or Gymnasiums A, B and C and associated functionality.
How is it identified?	Multipurpose rooms and Gymnasiums A, B and C are used regularly, and each day presents a new schedule. Changes are made to this schedule – sometimes changes that have not been communicated properly. Scheduling changes need to be assessed and bookings re-arranged in order to please all patrons involved.
Is further investigation required to define the situation and/or problem? If so, describe.	Usually while the patron is standing directly in front of you, contact needs to be made with City Staff, or quickly check any calendar that may be available (either on line or printed) and hope they are accurate.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	If after investigating and no defined changes have been found, a decision would be referred to the in-charge person on how to re-arrange all activities and accommodate all patrons so they are safe and content, ensuring fees are collected and booking procedures are explained to the patron for further correspondence.

What sources are available to assist the incumbent finding solution(s)? (e.g. past practices, established standards or guidelines).

Perfect Mind is available to check scheduling on the City System as well as a daily printed calendar that shows an hour-by-hour schedule of the gym usage. Confer with City staff.

4. Planning/Coordinating

Planning is a proactive activity as the incumbent must develop in advance a method of acting or proceeding, while coordinating can be more reactive in nature.

Using the following charts, provide up to three (3) examples of planning and/or coordinating that are regular and recurring and, if present in the position, up to two (2) examples that occur occasionally:

#1 regular & recurring

List the project and the role of the incumbent in this activity.

Assists with Hosting of Varsity/Extramural/Intramural Tournaments/Invitational's/Activities.
Incumbent is responsible for registration, processing of fees if applicable, collection of Information about Athletes, tracking of participation, invoicing Colleges for any expenses incurred and any visual aid required (Signs for change rooms, referee rooms, meeting rooms, parking and other signs as needed)

What are the organizational and/or project management skills needed to bring together and integrate this activity?

Incumbent must be able to contact participating Colleges and the Ontario Colleges Athletics Association (OCAA) to collect information as needed.
Incumbent must create and maintain database for collection and organization of registration information and collections of fees.

List the types of resources required to complete this task, project or activity.

Incumbent will use Word for Registration packages, Access for registration tracking; excel for tracking of fees collected.

How is/are deadline(s) determined?

Deadlines are determined by date of event and guidelines set by the OCAA.

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

OCAA executive, the Athletic Coordinator can determine changes as necessary. If the OCAA implements changes – the new changes and deadlines must be adhered to accordingly

4. Planning/Coordinating

#2 regular & recurring

List the project and the role of the incumbent in this activity.

Special event logistics. Incumbent assists staff and/or host of the event to ensure set requirements are met and customer is supported, as needed (e.g. events such as birthday parties, gym usage, pool activities, multi-purpose room usage, etc.)

What are the organizational and/or project management skills needed to bring together and integrate this activity?

Staff communication and setting priorities between event responsibilities and other position duties

List the types of resources required to complete this task, project or activity.

Assist with and support facility logistics with other PSWC /Fleming Athletic & Recreation staff.

How is/are deadline(s) determined?

Program deadlines, event timelines

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

PSWC Manager or Manager, Student Experience and Athletics , Coordinator(s)

4. Planning/Coordinating

#1 occasional (if none, please strike out this section)

List the project and the role of the incumbent in this activity.	Assists with Annual Athletic Banquet
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Creation and maintenance of current Coaches / guests and athletes data, Excel sheet to ensure athlete's fees are paid, design and implementation of floor design and banquet seating, theme and all decorations. Design and implementation of invitations and program guide to Athletes, VIP's and Media members.
List the types of resources required to complete this task, project or activity.	Athlete's data created and maintained in Access, Financial data created and maintained in Excel, Invitations, decorations, and table cards created in Publisher or Word and seating arrangements and floor design created in Visio for Annual banquet. Arrangements must be made for projector, display screen, laptop connection and sound system.
How is/are deadline(s) determined?	Banquet date set by Athletic Co-ordinator with approval of Manager, Student Experience and Athletics
Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.	Athletic Coordinator with the approval of Manager of Athletics & Recreation Services determines any major changes, if necessary (when Athletic Coordinator not available) incumbent must be able to make decision of changes. Other changes – such as decorations, seating plans, program scheduling, and invitation design can be decided by the incumbent, but must be communicated to fellow employees.

#2 occasional (if none, please strike out this section)

List the project and the role of the incumbent in this activity.	Support PSWC program areas and staff teams in the event of late/no staff to ensure program ratios area met.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Consult staff schedules, phone lists etc. to ensure staffing needs are met. Make decisions about participant numbers and staffing ratios in the event of late or no staff.
List the types of resources required to complete this task, project or activity.	Consult staff schedules, phone lists, facility schedules
How is/are deadline(s) determined?	PSWC coordinators

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

Incumbent contacts manager on call for support

5. Guiding/Advising Others

This section describes the **assigned responsibility** of the position to guide or advise others (e.g. other employees, students). Focus on the actions taken (rather than the communication skills) that directly assist others in the performance of their work or skill development.

Though Support Staff cannot formally "supervise" others, there may be a requirement to guide others using the incumbent's job expertise. This is beyond being helpful and providing ad hoc advice. It must be an assigned responsibility and must assist or enable others to be able to complete their own tasks.

Check the box(es) that best describe the level of responsibility assigned to the position and provide an example(s) to support the selection, including the positions that the incumbent guides or advises.

Regular & Recurring	Occasional	Level	Example
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Minimal requirement to guide/advise others. The incumbent may be required to explain procedures to other employees or students.	Provides support for PSWC program and customer service staff Provides basic orientation to student staff. During shift changes incumbent must share information to maintain continuity of services.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	There is a need for the incumbent to demonstrate correct processes/ procedures to others so that they can complete specific tasks.	Trains Part Time week-end staff in office procedures, assist with placement students and student workers
<input type="checkbox"/>	<input checked="" type="checkbox"/>	The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities.	Provides direction to program and customer service staff during emergency situations to ensures following policies and procedures.
<input type="checkbox"/>	<input type="checkbox"/>	The incumbent is an active participant and has ongoing involvement in the progress of others with whom he/she has the responsibility to demonstrate correct processes/procedures or provide direction.	.
<input type="checkbox"/>	<input type="checkbox"/>	The incumbent is responsible for allocating tasks to others and recommending a course of action or making necessary decisions to ensure the tasks are completed.	.

6. Independence of Action

Please illustrate the type of independence or autonomy exercised in the position. Consideration is to be given to the degree of freedom and constraints that define the parameters in which the incumbent works.

What are the instructions that are typically required or provided at the beginning of a work assignment?	
Regular and Recurring	Occasional (if none, please strike out this section)
Formal supervisor contact occurs through 1-1 meetings and as necessary in person, by phone and e-mail. Provided with written or verbal instruction prior as required. Work required to be done according to established standards. Incumbent proofreads own work, and identifies discrepancies with the liberty to modify and create processes.	Incumbent can ask fellow employees for assistance.

What rules, procedures, past practices or guidelines are available to guide the incumbent?	
Regular and Recurring	Occasional (if none, please strike out this section)
Facility, Office Policies and Procedures Emergency Procedures Department Objectives, Strategic Plan Risk Management Manual	

How is work reviewed or verified (e.g. feedback from others, work processes, Supervisor)?	
Regular and Recurring	Occasional (if none, please strike out this section)
Work is reviewed by proactive discussions with staff/customers or when concerns are raised.	

Describe the type of decisions the incumbent will make in consultation with someone else other than the Supervisor?	
Regular and Recurring	Occasional (if none, please strike out this section)
Incumbent will make decisions in conjunction with the PSWC and Athletic Staff as per student or member/community participant needs.	

Describe the type of decisions that would be decided in consultation with the Supervisor.	
Regular and Recurring	Occasional (if none, please strike out this section)
Office concerns, i.e. missing money and/or break in, major complaints from clients, i.e. upset students with services, issues regarding clarification of college or PSWC policy	

Describe the type of decisions that would be decided by the incumbent.	
Regular and Recurring	Occasional (if none, please strike out this section)
Identifying alternate solutions to problems, designing registration procedures, forms.	
Identifying solutions to program staffing issues	
Identifying solutions to an emergency	
Assists with transportation and hotel accommodation for province-wide travel for varsity teams and staff.	

7. Service Delivery

This section looks at the service relationship that is an assigned requirement of the position. It considers the required manner in which the position delivers service to customers. It is not intended to examine the incumbent's interpersonal relationship with those customers and the normal anticipation of what customers want and then supplying it efficiently. It considers how the request for service is received and the degree to which the position is required to design and fulfil the service requirement. A "customer" is defined in the broadest sense as a person or groups of people and can be internal or external to the College.

In the table below, list the key service(s) and its associated customers. Describe how the request for service is received by the incumbent, how the service is carried out and the frequency.

Information on the service		Customer	Frequency (D, W, M, I)*
How is it received?	How is it carried out?		
Respond to customer service inquiries/complaints/issues from PSWC members, students and community users	Incumbent responds to telephone / in-person / fax / webpage / email inquiries by asking clarifying questions to understand the specific nature of the request. Recommends the most appropriate course of actions as per PSWC and College policies and procedures.	Fleming Student, PSWC Members, General Public, Varsity Coaches & Athletes, Intramural, Extramural & Recreation participants	D
Booking hotels for Varsity team overnights, Travel itineraries for Varsity Teams	Incumbent must understand the team demographics and any special accommodation requests along with budget restrictions, hotel amenities, location, in order to select the best accommodation options. Incumbent utilizes phone/fax/email to complete bookings.	Varsity Athlete's, coaching staff	W
Accident-Incident Reports	Staff gather information from person involved in the accident-incident and witnesses E-mail, phone	Student population, Community users	W

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

8. Communication

In the table below indicate the type of communication skills required to deal effectively with others. Be sure to list both verbal (e.g. exchanging information, formal presentations) and written (e.g. initiate memos, reports, proposals) in the section(s) that best describes the method of communication.

Communication Skill/Method	Example	Audience	Frequency (D, W, M ,I)*
Exchanging routine information, extending common courtesy	Arrange transportation for travelling teams	Purchasing dept.	M/W
	Provide rosters, eligibility lists,	Ont. Colleges Athletic Assoc.	M
	Arranges for repair/replacement of computers and or photocopier/printer	Repair people	I
	Arranges for servicing of equipment and new software/hardware as needed.	City, Xerox, Fleming ITS	I
	Receives information for Communication Team support; improve services, meetings, brainstorming etc.	Students Athletic & Recreation staff	D D
	Discuss prices and arrange accommodation for travelling teams	Hotels	W/M
	Supply info on players, arrange transportation & accommodation	Coaches	D/W
Explanation and interpretation of information or ideas	Provide clarification and advice re content, dates, times & fees, services offered equipment loans and registration.	Students, faculty, Admin and Support staff and community	D/W
	Student eligibility for Varsity sports, access student grades to determine academic eligibility each semester	Admissions	M
Imparting technical information and advice			
Instructing or training			
Obtaining cooperation or consent			
Negotiating			

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

9. Physical Effort

In the tables below, describe the type of physical activity that is required on a regular basis. Please indicate the activity as well as the frequency, the average duration of each activity and whether there is the ability to reduce any strain by changing positions or performing another activity. Activities to be considered are sitting, standing, walking, climbing, crouching, lifting and/or carrying light, medium or heavy objects, pushing, pulling, working in an awkward position or maintaining one position for a long period.

Physical Activity	Frequency (D, W, M, I)*	Duration			Ability to reduce strain		
		< 1 hr at a time	1 - 2 hrs at a time	> 2 hrs at a time	Yes	No	N/A
Bending when moving equipment (lightweight items)	D	X			X		
Lifting equipment to and from storage shelves	M	X			X		
Sitting	D			X	X		
Special event set-up (medium weight items)	I		X		X		

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

If lifting is required, please indicate the weights below and provide examples.

- Light (up to 5 kg or 11 lbs)
- Medium (between 5 to 20 kg or 11 to 44 lbs)
- Heavy (over 20 kg or 44 lbs)

Office Supplies, cases of paper, cases of t-shirts/uniforms, sport equipment
Setting up recreation/event programming (nets/poles, etc.)

10. Audio Visual Effort

Describe the degree of attention or focus required to perform tasks taking into consideration:

- the audio/visual effort and the focus or concentration needed to perform a task and the duration of the task, including breaks (e.g. up to 2 hours at one time including scheduled breaks)
- impact on attention or focus due to changes to deadlines or priorities
- the need for the incumbent to switch attention between tasks (e.g. multi-tasking where each task requires focus or concentration)
- whether the level of concentration can be maintained throughout the task or is broken due to the number of disruptions

Provide up to three (3) examples of activities that require a higher than usual need for focus and concentration.

Activity #1	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Assists with multiple inquiries in person and by phone, requiring the ability to listen, concentrate, pay attention to detail and interact with the public to provide excellent customer service	D	X		
Can concentration or focus be maintained throughout the duration of the activity? If not, why? <input type="checkbox"/> Usually <input checked="" type="checkbox"/> No – desk is very busy, contact interruptions by students or PSWC clients.				

Activity #2	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Preparing detailed schedules and templates for Varsity & Intramurals.	D	X		
Can concentration or focus be maintained throughout the duration of the activity? If not, why? <input type="checkbox"/> Usually <input checked="" type="checkbox"/> No – interruptions by students or staff that need to be responded to				

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11. Working Environment

Please check the appropriate box(es) that best describes the work environment and the corresponding frequency and provide an example of the condition.

Working Conditions	Examples	Frequency (D, W, M, I)*
X acceptable working conditions (minimal exposure to the conditions listed below)		D
<input type="checkbox"/> accessing crawl spaces/confined spaces		
<input type="checkbox"/> dealing with abusive people		
<input type="checkbox"/> dealing with abusive people who pose a threat of physical harm		
<input type="checkbox"/> difficult weather conditions		
<input type="checkbox"/> exposure to extreme weather conditions		
<input type="checkbox"/> exposure to very high or low temperatures (e.g. freezers)		
<input type="checkbox"/> handling hazardous substances		
<input type="checkbox"/> smelly, dirty or noisy environment		
<input type="checkbox"/> travel		
<input type="checkbox"/> working in isolated or crowded situations		
<input type="checkbox"/> other (explain)		

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