

POSITION DESCRIPTION FORM (PDF)

Regular Part-time Support Staff

Position Title: Return to Learn Consultant

Position Number: PT0130

Pay Band: 11

Reports To: Manager, Student Recruitment

Appointment Type: 11 Months

“Other” Hours Details: [Click here to enter text.](#)

Scheduled Weekly Hours (maximum 24 hours per week): up to 24 hours

PDF Completed By (Manager Name): Carrie Truman

Effective Date: January 2, 2018 **Last Revision:** January 27, 2020

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 Return to Learn Consultant provides enhanced consultation and support to a particular group of mature prospective students who require a higher than normal level of support related to the application process to Fleming. These students typically have been out of high school for an extended period of time and have little or no post-secondary experience. These applicants are often uncertain, uninformed and overwhelmed with program choices and typically need face-to-face support to help them choose a Fleming program and complete the college application process at Ontario Colleges.

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>Offer in-person or over the phone/email meeting (or walk-in) consultation on academic programs with prospective mature learners to discuss areas of interest, provide in-depth program information and establish whether the individual meets prerequisite requirements for program of interest. Provide follow-up appointments for campus tours, or student for a day or referrals to other departments such as academic upgrading, financial aid, or counseling. Walk potential students through the application process at ontariocolleges.ca and assist them in completing the application if required.</p> <p>Provide proactive follow-up (phone, in-person or email) regarding application processes, confirmation deadlines, housing, and deposit deadlines and to invite these students to on-campus events such as</p>	60%

	Open House or Welcome Days. Monitor and track client progress and communications.	
2	<p>Participates in the strategizing and identification of new opportunities for the college's promotion to mature learners with the Manager Student Recruitment. Assume the facilitator role in the organization, implementation and co-ordination of on campus events and activities (such as the mature learner workshop, application nights) and other special events, to promote the College to prospective mature students and influencers of prospective mature students.</p> <p>Participates in the development of the annual corporate recruitment plan based on the evaluation and debriefing of the previous year's activities and changes occurring in the external environment (OCAS, MTCU employment agencies, adult learning centers, and Academic upgrading centers). Ensures that records and evaluations of all external activities have been submitted so summaries of departmental activities and in year expenditures by activity can be completed for preparation of the annual budget.</p>	10%
3	<p>Refer prospective students to other areas such as financial aid advisors, counseling, housing or academic upgrading including booking and attending meetings with the prospective student as required.</p> <p>Build and maintain relationships with internal Fleming departments (admissions, continuing education, second career, accessibility, program coordinators, financial aid, first gen).</p>	5%
4	<p>Liaises with contacts at employment agencies/adult learning centers/academic upgrading centers to increase awareness of college programs and to promote Fleming. Making new contacts and developing new venues and opportunities to promote the college with local employment agencies/adult learning centers/academic upgrading centers.</p>	10%

	<p>Build and Maintain Relationships with other agencies/organizations to promote Fleming or assist prospective students with their goals. These include:</p> <ul style="list-style-type: none"> - Employment Ontario Service Providers (CREW, EPC, Agelic, VCCS, Watton) - Local Continuing/Adult learning Centres (13 locations) - Academic upgrading – Fleming 4 locations - Community Support Agencies/Programs (such as Ontario Works, Homeward Bound) 	
5	<p>Participate in student recruitment events both on and off campus. These would include but are not limited to Open House, Metro Fair, fairs or presentations at local employment agencies/adult learning centers/academic upgrading centers, and community events.</p>	10%
6	<p>Other Duties As Assigned (<i>do not amend this section</i>)</p>	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:

[Click here to enter text.](#)

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.

Additional Skills & Abilities:

Minimum three years' experience working in a front line customer service position in an office environment interacting with a variety of internal and external customer groups, preferably based in an educational or employment Ontario service provider setting. Excellent communicator with strong diplomacy, and oral and written communication skills, who conducts themselves with a customer service orientation. Superior customer service delivery experience in a variety of settings (in person, phone, email, 1:1, small group, trade show and large group settings). Ability to be tactful, creative and the ability to problem solve routine situations with diplomacy. Proven organizational skills with effective use of technology. Strong time management skills with the ability to balance competing demands, set priorities, meet deadlines, with attention to accuracy and details. Strong presentation skills with experience in the delivery of presentations. Experience working with external organizations. Ability to meet the requirements of peak activity times throughout the year that will necessitate scheduled changes in hours of work, day, evening and occasional weekend commitments. Ability to operate a personal computer utilizing a variety of software (ie. presentation software, project management software, database, spreadsheet). Access to a vehicle for travel to local area schools, events, meetings, other campuses is required. Must be physically able to lift and carry boxes and display materials that can weigh up to 30 pounds.

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

Task / Activity Assist potential student with program selection after extended period of time out of formal education.
Description Demonstrate active listening and ask thoughtful questions to determine the student interests, abilities, and needs to apply to suitable college programming. Assist with program selection, requirements, application process, and next steps to successfully attend programming.

Example #2

Task / Activity Build and maintain relationships with external community employment agencies/adult learning centers/academic upgrading centers.
Description Develop and maintain positive relationships with key contacts at employment agencies/adult learning centers/academic upgrading centers. Visit employment agencies/adult learning centers/academic upgrading centers in person, conduct office hours and presentations, communicate via email and phone. Share information regarding education options and upcoming events, services available at Fleming College.

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 specialized.

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

Task / Activity

The return to learn consultant recognizes that numerous potential students that they are working with have similar questions/concerns about a certain topic

Description

The return to learn consultant works with the marketing team to create marketing and online materials web materials to address these questions and provide information to any future potential students who would have similar questions. They incorporate this information into their future return to learn presentations and workshops and proactively share this information with clients as they meet one-to-one with them.

Example #2

Task / Activity

The return to learn consultant is working with a potential student who does not have the prerequisites required for their program of choice

Description

The return to learn consultant works to further understand the potential students goals, history and circumstances and recommends to them a course of action to reach their goals. This could include referring them to academic upgrading, referring them to an alternative program that would still allow them to reach their goal, referring them to a program that would allow them to pathway to their desired first choice program, or providing an alternative solution.

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:

Develop new 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 Key boarding/data entry
Description Input prospective student and agency information and maintain up to date contacts for communications management. Track client application process, and follow up. Track attendees at return to learn workshop and follow up on-to-one and provide summary to manager. Track visits to agencies and other organizations including key contacts. Report progress to manager quarterly via report and yearly via summary report.

Example #2

Task / Activity Effectively utilize assistive technology
Description Use fine motor skills to set up and utilize portable technology for presentations or one on one meetings including the use of tablets, mobile phone, laptop and projector.

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.

Task	% of Time
Key boarding/Data Entry	35%
Utilize technology (mobile phone, laptop, projector, tablet)	25%

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 Set up/moving items
Description Set up work/presentation areas on and off campus including; technology set up, set up and take down of pull up banners, gathering, carrying, and distributing materials and supplies such as viewbooks and other promotional materials.

Example #2

Task / Activity Driving
Description Return travel from Sutherland for regular short distance or occasional long distance to visit employment agencies/adult learning centers/academic upgrading centers or attend other recruitment events, attend off-site meetings, provide office hours, presentations, fairs and one-to-one student consultation or connections with key contacts at employment agencies/adult learning centers/academic upgrading centers .

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

Task	% of Time
Set up/moving items	10%
Driving	10%

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

Task / Activity Responding to emails and phone calls
Description Regular communication/inquiry response via emails and phone; contributing and comprehending detailed facts and information via email conversations. Listening intently to understand the potential students' career and educational goals, history and circumstances and recommends to them the course of action and/or Fleming programs that best suited to allow them to reach their goals.

Example #2

Task / Activity Developing and delivering presentations
Description Use PowerPoint and various technology to develop and deliver presentations with moving graphics, and videos to small and large sized groups in various environments; ensure all information is visible, comprehensible, and up to date.

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?

Frequent/Regular

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

Task	% of Time
Responding to Emails/Phone Calls	50%
Developing and delivering presentations	15%

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 Last minute schedule changes for meetings, presentations, office hours
Description Working with numerous individuals and groups both on and off campus; schedule changes for both external and internal parties may impact arrangements previously made. Scheduling requires continuous and collaborative follow up and abilities to adapt and be flexible at any given time.

Example #2

Task / Activity Achieving set targets
Description Targets set for each year must be tracked and met or exceeded on an annual basis. This would include the number of individuals interacted with, number of individuals who have applied to programs as a result of supports received, and the number of individuals that are registered students attending classes on day ten. The specific return to learn goals are set as a part of the EMPC (enrolment management planning committee) total College enrolment projections and day 10 targets. These goals also take into account a calculation completed with the finance department to ensure the activity of the return to learn consultant results in tuition from students for the College that more than pays for the costs associated with the position.

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 reasonable and rarely change.

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.

Task	% of Time	Predictability*
Scheduling changes	10%	NP (Not Predictable)
Meeting set targets	90%	UP (Usually Predictable)

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 Schedule management
Description Autonomous booking of schedule, including; meetings, presentations, and office hours with internal and external parties.

Example #2

Task / Activity Determining appropriate activities, information, and resources
Description Autonomous correspondence with internal and external parties to determine appropriate activities, information, and resources for events, presentations and one on one meetings.

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?
Uses procedures and past practices but may adapt them, as required.

What degree of supervision is typically provided to the incumbent?
Periodic supervision; occasional supervisory input.

How is the work typically checked and verified?
Output is reviewed by report/discussion.

How frequently is the work checked?
Mostly reviewed at point of task completion.

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

Incumbent discusses or identifies with Leader what actions require Leader check in; all other actions are performed independently requiring both initiative and/or creativity.

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

Complaints, budget/cost related, marketing materials for distribution

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
Department Peers	Provide/share information, event supports, scheduling	Daily
Student Recruitment Staff	Event/tour coordination, task assistance/completion	Weekly
Potential Students	Provide information, assist with decision making and applications, make referrals if appropriate	Daily
Other college departments	Collect and provide information, make referrals	Weekly
Agency/School staff	Information exchange, planning of events/visits	Weekly

		Choose an item.
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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 guidance/technical advice of a specialized nature; seeks to secure cooperation of others.

What type of involvement does this position have with confidential information?

Regular involvement with significant 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 Errors in Customer Service
Description Error/poor customer service i.e. lack of follow up, providing incorrect information, could result in lost enrollment or negative impact on relationship with customer

Example #2

Task / Activity Errors in scheduling
Description Missed or late attendance to events and/or meetings could result in negative impact or loss of

relationship with potential student, employment agencies/adult learning centers/academic upgrading centers.

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 are easily and quickly detected in-process.

What is the typical scope of impact to the organization for errors in this position?

Results in significant waste and negative impacts to operational effectiveness.

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	75%
Outdoor work; seasonal conditions No	
Other (please specify) Site visits/external presentations/fairs	25%
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:

Slightly disagreeable

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

Occasional

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

Occasional (10%-30% of their time in transit)

SUPPLEMENTAL DATA

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

This position requires the incumbent to assist in coordinating and executing crucial recruitment activities both on and off campus. Lack of active recruitment could result in declining enrollment.