

POSITION DESCRIPTION FORM (PDF)

Part-time Support Staff

Instructions for Completing the PDF:

- This 'smart' form template is to be completed & submitted electronically to the HR Consultant.
- Complete each section as accurately and *succinctly* as you can in the space provided. If you have questions, contact your respective HR Consultant for assistance.
- Depending on the duration of the work assignment, you will be required to complete the Cover Page and Part 1 only **or** Parts 1 & 2 **or** Parts 1, 2 and 3.

WHICH PDF SECTION(S) SHOULD BE COMPLETED?

CPT Tier I - Cover Page and Part 1 only

- Casual part-time support staff work that is temporary/transitory only and will not exceed a duration of one academic semester (4 months). For temporary assignments within this category which are recurring year-over-year within specific business cycles (e.g. start-up), please follow the directions below for Tier II.

CPT Tier II - Cover Page and Parts 1 & 2 only

- Casual part-time support staff work that is term certain but that will be for a duration of more than one academic semester up to four academic semesters (more than 4 months up to 16 months).

RPT only - Cover Page and Parts 1, 2 & 3

- Regular part-time (RPT) support staff work that is required as part of ongoing operational needs and is considered to be long-term/permanent in nature.

POSITION DESCRIPTION FORM (PDF)

Casual Part-time Support Staff

Position Title: Career Educator

Position Number: **Pay Band:** 11

Reports To: Elayne Furoy

Appointment Type: Other-details at right. **“Other” Hours Details:** 6 months

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

PDF Completed By (Manager Name): David Luinstra

Effective Date: January 6, 2019 **Last Revision:** November 29, 2019

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.

Develops and delivers career-related programming at Frost campus to students from all SENRS programs. This includes one-one-one appointments, drop-in clinics, workshops, and participation in events (e.g., job fairs, service fairs, etc). Through these various formats and interventions, the incumbent delivers information about career development, with a focus on resume and cover letter writing, job search strategy, interview skills, labour market information, and other topics. Incumbent participates in the planning of events on campus, such as Career & Employment Fairs and other campus recruitment events.

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	Student career education and support -Individually or in groups, educates and advises students/graduates on all aspects of a professional job search strategy. This includes cover letter and résumé development, portfolio development (including the co-curricular record), interview skills, networking, expectations of the Canadian labour market, cultural norms, social media, and presentation skills.	50
2	Employer relationship -Using Orbis Careers platform approves employer accounts, job postings, and posts positions on behalf of employers. -Responds to technical inquiries from employers regarding our online job-posting platform. -Troubleshoot and solve technical issues with respect to employer accounts and job postings on Orbis (Careers Platform). -Assists with coordination of job and career fairs and on-campus recruitment events.	20

	-Coordinates and assists with employment interviews as requested. -Advises employers on recruitment and selection including related legislation.	
3	Marketing and promotion -Participates in Career Services' outreach activities such as campus-wide resume clinics, and college open house, welcome days, and service fairs. -Markets, promotes, and informs students, graduates, staff, employers and potential employers about the services offered by Career Services. -Markets and promotes the Career Services website to students, alumni, staff, faculty and employers.	15
4	Technical and administrative duties -Troubleshoot and solve faculty, student and employer issues with Orbis (accounts, job postings, calendar, appointment functions), TypeFocus and InterviewStream. - Track user usage and maintain monthly statistical reports (appointments, workshops, workshop attendees, etc) -Reply and respond to email and telephone inquires about Career Services.	10
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:

Career and Work Counsellor, Social Service Worker, Human Resources

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:

-Experience in student services, international student services, career counselling, HR, or recruitment; customer service skills; problem solving and planning; experience working in team in team environment and in planning and prioritizing own work; highly proficient in computer software such as word processing, spreadsheets, email, web development, presentation software; group facilitation skills.

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
Student unable to find employment. The incumbent must investigate and analyze the unique issues facing individuals who are trying to enter the job market.
Description

Through one-on-one advising with students, the incumbent identifies barriers to employment, such as underdeveloped communication skills (speaking and writing English), problems with emotional intelligence, inability or reluctance to relocation, lack of computer skills, physical/learning disability, or lack of knowledge of the labour market.

Incumbent determines courses of action based on unique situation. Determine appropriate supports and refer if necessary.

Supports could include developing a resume/cover letter suitable for job search, educating students on labour market in area where student is available to work, mock interviews, referral to community resources.

Example #2

Task / Activity
Request by faculty member for a specific career related workshop which involves up to date labour market data presented.
Description
Incumbent must develop appropriate resource materials for this program's workshop and present information on specific program related job markets. Incumbent must do extensive research and analysis of current and future labour market trends (including professional associations, government reports, internet sites, and sectorial trends and issues) that impact on the employment market of graduates in each academic program to develop the specific workshop.

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

Task / Activity Providing job search advice to students
Description The incumbent must ascertain the student's current level of understanding of the conventions of job searching in the Canadian context. After a preliminary conversation about what their goals are and reasons for seeking advice, the incumbent outlines a strategy as well as specific actions the student should take that will have the best chance of helping the student be successful in this area.

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:

Development of new techniques or new information from existing data.

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 Not applicable
Description This position works in an office environment and will spend the majority of their time speaking one-on-one or in small groups with students, entering data into software using a computer, using a keyboard for email and other functions, and other administrative tasks.

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 not a consideration.

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

Task	% of Time
Typical office environment	100

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

Description
Carrying signage for events (e.g., Job/Career Fair, pop up events, service fairs, orientations, welcome days, special events). Carrying materials for presentations and workshops

Example #2

Task / Activity Typical office environment
Description Very little physical effort required. Typically the incumbent is expected to work at their computer, deliver presentations, or work with clients one-on-one or in small groups.

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

Task	% of Time
Seated at desk in front of computer	70
Standing to deliver presentations or workshops	20
Carrying or lifting materials for workshops or events	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 Employer data
Description Entering information or verifying information in Orbis database when preparing for upcoming Career Fair or other on-campus recruiting event. Verifying jobs that are posted in Orbis to ensure they are a legitimate opportunity and meet our posting criteria.

Example #2

Task / Activity Developing and modifying workshops
Description Creating new content, formats, and activities related to workshops or classroom presentations.

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
Employer data	50
Presentations	50

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 Career Fair
Description Incumbent works with larger team to plan Career Fair and is largely responsible for the Frost Campus event. This involves communicating with a large number of external employers in order to confirm their participation in the event. It also involves communication and coordinating with several internal department (e.g., PRD) to ensure a smooth and successful event. The event has strict timelines and must follow a precise critical path in order for the event to be successful.

Example #2

Task / Activity Request from faculty members to deliver in-class presentation
Description Faculty members may ask incumbent to deliver a presentation on a topic (such as resumes or cover letters) on short notice. The incumbent must quickly determine the needs of the client, decide how much depth of information they can provide, and draft a new presentation or modify an existing presentation to meet the needs of the requestor.

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.

Task	% of Time	Predictability*
Career Fair	50	PR (Predictable)

		Choose an item.
Classroom presentations	50	TP

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 Day-to-day work
Description Incumbent works to general guidelines. Incumbent has autonomy for making decisions related to how day-to-day activities are carried out. For example, when working with students, the incumbent relies on their experience in order to provide the appropriate level of service. When working with faculty, the incumbent is expected to collaborate effectively, using their knowledge of career developed coupled with the faculty member’s subject matter and industry -specific expertise.

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?
Work is carried out in accordance with general instructions and policies.

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 exception only.

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.

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	Career and job search advice	Daily
Faculty	Collaboration on workshops, tours, presentations	Weekly
Employers	Approving jobs and new employers, planning events (Career Fair, speaker series, etc), participating in PAC meetings, etc.	Weekly
Students	Presenting to students attending our workshop series	Monthly
		Choose an item.
		Choose an item.

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 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 Planning Career Fair
Description Incumbent is by and large responsible for their own actions and has decision making authority at a local level on issues such as promotion of the event, number of employers, which employers to invite, format and location of employers, hospitality, and supplementary programming leading up to the event.

Example #2

Task / Activity Providing job search advice to students
Description Incumbent has overall responsibility for determining what course of action or recommendation that they provide to the student. They are not expected to check or confirm their decision with colleagues or their manager as the student is expecting expert service in the moment.

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 Choose an item.	
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:

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.

Click here to enter text.