

CAAT SUPPORT STAFF JOB EVALUATION SYSTEM

POSITION DESCRIPTION FORM (PDF)

College: Sir Sandford Fleming College

Incumbent's Name: VACANT

Position Title: **Employment Programs Technical Assistant**

Classification: PT

Payband: 6 Position No: n/a

Appointment: 12 month 11 month 10 month 9 month OTHER:

Temporary Feb 1 to Dec 24

Scheduled No. of Hours per Week: 24

Reports To: Manager Employment Programs

Completed By: Shanthi Rajaratnam

Signature of Incumbent: _____ Date:

(Indicates incumbent has read and understood Position Description Form).

Immediate Supervisor: _____ Date:

(Signature)

Instructions for Completing the PDF:

- 1) Please read the entire form carefully before completing any of the sections.
- 2) Answer each section as completely as you can. If you have any questions contact your Human Resources representative for clarification.
- 3) If further space is needed for any section, attach additional sheets.
- 4) Ensure PDF is completed in electronic format.

A. 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 Employment Programs Technical Assistant position at Fleming CREW in Peterborough supports the successful delivery of Employment programs and the operation of the Employment Centre.

B. 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. Keep sentences short, simple and to the point. Describe duties rather than detailed work routines.

Approximate % of

KEY DUTIES:

1. Responsible for accurate documentation, maintenance of electronic files, and tracking of participant activities:

- Entering participant and employer information into Employment Ontario Information System (CaMS - EOIS)
- Collecting required information from various sources (electronic shared files, email, paper)
- Coordinating with other program staff to establish processes for the timely collection of data
- Verifying that documentation is complete
- Using other tools such as Excel, OneDrive, MSTeams, etc. to accurately track and share information as required.
- tracks budget and initiates payments using electronic systems
- Maintains student records and enters financial support information.

80%

3. Backs up Reception, Resource and Information Assistant over lunch and vacation periods) by:

- Acting as the first point of contact for all walk-in, phone and on-line clients.
- Calendar Management: Booking appointments, scheduling workshops and reserving rooms.
- assisting clients with their registration and explaining services through an orientation to the resource centre
- assisting clients with use of the resource centre equipment including computer, photocopier, fax, printer, phone
- making informal referrals to appropriate resources

<ul style="list-style-type: none"> troubleshooting technical problems relating to office equipment and RI Centre computers to ensure they are functional 	10%
4. Participates as a member of the employment services team and participates in meetings, events and activities as required. Maintains road signs.	5%
5. Other duties as assigned	5%

Time Annually*

TOTAL: 100%

To help you estimate approximate percentages:

- | | | |
|------------------------|-----------------------|---------------------|
| * 1/2 hour a day is 7% | 1/4 day a week is 10% | day a month is 2% |
| 1 hour a day is 14% | 1 week a year is 2% | 1 day a month is 4% |
| 1 hour a week is 3% | | |

C. SKILL

1. TRAINING/TECHNICAL SKILLS

- 1.1 Indicate the **minimum** level of independent studies, formal education, internal and/or external training programs including professional, and technical or apprenticeship courses necessary to fulfil the requirements of the position.

2 year diploma or equivalent in Executive Office or Business Administration

2. EXPERIENCE

- 2.1 Specify the **minimum** number of months and/or years of practical experience in any related work necessary to fulfil the requirements of the position.

Relevant work and/or related program experience, preferably in an employment, training and/or education environment.

2 years experience:

- General office procedures in a busy customer service oriented setting preferably in an employment, training and/or education environment.
- Specific applications i.e. word processing, spreadsheets, information management systems,

- databases, websites, Social Media, e-mail. Intermediate to Advanced Skills in these applications
- Utilizing communication skills, both written and verbal, including clear and efficient telephone skills
- Working independently, prioritizing and organizing and problem solving own workload within a diverse customer service team environment.
- Providing excellent customer service, including the ability to relate to job seekers, employers and/or community at large, from varying social, academic, economic and cultural backgrounds
- Data verification.

2.2 Specify any additional skills or abilities required to fulfil the requirements of the position.

None

3. COMPLEXITY

3.1 Describe the amount and nature of analysis, problem-solving and reasoning required to perform the duties of the position. Examples should illustrate:

- the analysis and interpretation required for problem and solution definition
- creativity
- the mental challenge
- the degree of job structure
- planning activities
- the variety and difficulty of tasks

1) When staff computers or resource centre (RC) equipment (copier, printer, fax, phone, scanner) breaks down or clients request assistance with the hardware or software (e.g. word processing, Internet) in the RC, the incumbent must analyse the problem or issue and determine how best to resolve it, preferably doing it themselves or seeking appropriate assistance if necessary. Must triage to determine if assistance is needed from Fleming IT S or external IT service provider (at a cost).

2) Must accurately input data into the EOIS, CATS, CTS and other data base systems. Regular audits conducted by the Ministry and our outcome based funding model makes us accountable for the results documented in these systems. These systems are complex and come with extensive manuals outlining the performance management characteristics and requirements.

4. JUDGEMENT

4.1 Describe the degree of independent judgement and problem-solving required to perform the duties of the position.

This position works independently, usually without direction or guidance from others in the office. As the only staff performing the duties of the job, incumbent must adhere to and reference Ministry guidelines and in-house policies and procedures on a daily basis to ensure adherence to contractual obligations. Must seek guidance and advice as needed to avoid errors and minimize risk. When serving clients on the front-line, this position will most often use a higher degree of judgement when responding to or proactively defusing client issues in the RC.

4.2 Provide examples that illustrate how the incumbent identifies the options available and determines the most appropriate course of action. Use examples that are clearly the responsibility of the position and show the level of analysis and evaluation that is used.

- 1) When documentation is received it may contain errors or missing information. Ministry Data system may highlight issues or incumbent will identify based on program rules when reviewing application. Some errors will require a call to other staff for clarification and other errors will be minor fixes based on incorrect data entry of data. Program has clear rules and guidelines which must be followed so incumbent would review and advise program staff of rules that have not been met. Program guidelines and documentation rules are available as well as assistance from ETC or manager.
- 2) As the first point of contact, the incumbent can experience a clients' language and/or disability issue(s) and effectively refer and direct them to Resource Centre resources, R & I workshops, assisted Services, services within RI Centre and/or other agency for outside service (e.g. Ontario Works). When there is a language or disability issue/barrier determined and the usual approach to communicating is not effective the incumbent determines another approach to exploring the clients' needs and/or problem. i.e. A deaf client may require the incumbent to manually write messages back and forth, a new immigrant may benefit from the incumbent speaking slower and more articulately, or clients' who are unsure and not confident about defining and communicating their needs may require extra patience and careful, efficient and effective questioning in order to make an appropriate referral.

5. MOTOR SKILLS

5.1 Describe aspects of the position that require fine motor movements (delicate, intricate or precise). Provide examples that illustrate the dexterity, complexity, co-ordination and speed that is required.

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

	% of Time
Coordinating with program staff	20%
Keyboarding, data entry	60%

D. EFFORT

6. PHYSICAL DEMAND

6.1 Describe the demand on physical energy used to complete task(s) by illustrating:

- 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

Will complete data entry functions away from the reception desk reducing the interruptions but allowing for breaks as needed.

Will respond to needs of clients in RC by standing /walking/sitting with clients – can vary as needed or to take a break.

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

Task	% of Time
Data entry	80%
Serving clients in the RC	5%
Sitting at a desk responding to phone and walk-in inquiries	15%

7. SENSORY DEMAND

7.1 Describe the demand on mental energies while performing task(s). Use examples that illustrate:

- the level or degree of concentration ie visual, auditory, tactile or some other form of physical concentration on a mental process, and
- frequency of the requirement for careful attention to detail and accuracy

7.2 Indicate the percentage of time that is required in performing the task(s) discussed above.

Task	% of Time
Collecting, inputting and reporting data in a variety of data base systems.	80%
Processing forms and other paperwork.	10%

8. STRAIN FROM WORK PRESSURES/DEMANDS/DEADLINES

8.1 Describe and provide examples that demonstrate the strain associated with, or caused by frequency and predictability of deadlines, interruptions, distractions and/or workloads, multiple and/or conflicting demands and/or dealing with people in difficult situations.

One hour per day covering the reception as well as on demand if needed (f/t staff absence, backup during staff meetings, coverage of full time receptionist/RC receptionist. During this time, they are covering and serving the reception and the RC on their own.

8.2 Indicate the predictability of the strain and percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time	Predictability*
Independently covering reception/RC	15%	yes
Serving clients during peak traffic	15%	yes
Data Entry	80%	yes

* **Predictability:** PR = Predictable TP = Tends to be Predictable
 UP = Usually Predictable NP = Not Predictable

E. RESPONSIBILITY

9. INDEPENDENT ACTION

9.1 Describe the kind of instructions that are required or provided at the beginning of a typical work assignment.

Provided guidelines, policies and procedures, forms, manual and verbal instructions (training if required).

9.2 Describe the procedures policies and past practices that are available to serve as guidelines for typical work assignments and indicate how often they are referred to.

Day to day activity/work is performed independently following established EO guidelines and past practices. Normal instructions are provided at the beginning of an assignment if applicable.

The following procedures, past practices or guidelines are available to guide the incumbent:

- Ministry issued guidelines
- Internal policies and procedures
- Past practices
- Personal experience
- Team consultation

- Discussion with Manager

9.3 Indicate how regularly work is checked (i.e. several times daily, in process, weekly, monthly or at the completion of a project). Describe how the work is reviewed (i.e. by detailed review, by exception, by report or by discussion).

Work associated with EO projects will be reviewed and submitted to ET C, Manager and Finance (some or all of these staff depending on the task being completed.) For example, reimbursement requests reviewed by Manager.

Data entry in CaMS is not usually reviewed by anyone but must be carefully checked for accuracy by the incumbent. Team and Manager reviews monthly statistical data and may identify errors or issues to be investigated further.

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

Most duties do not involve creativity. Must show initiative performing IT tasks to identify problems, risks or opportunities for improved processes. When responding to clients and employers, incumbent must think on their feet. Many questions and issues that arise have routine responses but frequently must show initiative to prevent an issue from escalating or to ensure an effective referral has been made.

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

Complaints

Non-routine requests or questions.

10. COMMUNICATIONS/CONTACTS

10.1 Describe the nature of contact and purpose involved in communicating information (i.e. to provide advice, explanation, negotiate, or influence others to reach agreement, etc.), and the confidentiality of the information involved.

Nature of Contact	Purpose	Frequency (D.W.M.I.)*
<u>Internal Contacts</u>		
f/t reception/RI	To coordinate and collaborate on work to serve customers	D
Program Staff	To provide data entry and other clerical support for program services	D
Manager	To report on program and discuss strategies to improve service	W
<u>External Contacts</u>		

Job Seekers	Client's call or drop-in to the EO RI Centre to request assistance with resume writing, apply for various programs, find out information about potential job opportunities, request photocopies of resume and/or other documents, etc.	D
Employers	Employers call and/or drop into the Centre to post positions, access hiring incentive and/or receive general program information.	D
General public and community organizations	Telephone calls and email from general public and/or community organizations.	W

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

E. RESPONSIBILITY

11. RESPONSIBILITY FOR DECISIONS/ACTIONS

11.1 Describe the impact that the incumbent's decisions and/or actions have on internal and public relations, the responsibility for information management, equipment, assets and records.

Must accurately input data into the EOIS (CaMS), CATS, CTS and other data base systems. Regular audits conducted by the Ministry and our outcome based funding model makes us accountable for the results documented in these systems. These systems are complex and come with extensive manuals outlining the performance management characteristics and requirements.

11.2 Identify the processes used to detect errors and the effect on the organization if errors are not discovered and corrected

Team and Manager reviews monthly statistical data and may identify errors or issues to be investigated further. Not all errors can be detected this way. The incumbent is expected to regularly verify information that is being entered into the various data bases.

Errors in tasks could result in extra work for others e.g. finance staff, Manager, program staff. Errors could result in inaccurate reports that under or over state the success of the service to the Ministry. Providers that do not reach their targets may not have their agreements renewed.

F. WORKING CONDITIONS

12. WORK ENVIRONMENT

12.1 Describe the physical environment that the incumbent works in. Consideration should be given to:

- The probability or likelihood of exposure to disagreeable elements,
- The nature of the disagreeable element,
- Length of exposure while on the job,
- Travel

Environment	% of Time
Works in a normal office environment	100
EO serves disadvantaged youth and others with multiple barriers to employment. On occasion, the incumbent may encounter an abusive client.	10

G. SUPPLEMENTAL DATA

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

n/a