

Fleming College

POSITION DESCRIPTION FORM (PDF)

Regular Part-time Support Staff

Position Title: Facility Operations Assistant

Position Number: PT0205 **Pay Band:** 7

Reports To: Facility Manager, Frost Campus

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

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

PDF Completed By (Manager Name): Facility Manager, Frost Campus

Effective Date: January 5, 2021 **Last Revision:** December 3, 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.

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PART ONE:

POSITION SUMMARY

The incumbent reports to the Facility Manager, Frost Campus, and will provide daily administrative and operational support to the Physical Resources Department (PRD), including all managers.

The incumbent is the first point of contact for students, visitors, and the general public entering the campus, and is key to conveying Fleming College's commitment that "We will be a welcoming place for all."

The incumbent will work closely with our Computerized Maintenance Management System (CMMS) and for coordinating services by external contractors as well as part of the switchboard team answering phones calls and properly directing people accordingly.

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><u>Operations</u></p> <ul style="list-style-type: none"> • Serves as first point of contact for students, visitors, and the general public and the Physical Resources Department office, answering questions, inquiries, resolving general complaints in person, e-mail or by phone. • Answers emergency and non-emergency phone lines including switchboard and documents information regarding calls for service <ul style="list-style-type: none"> - dispatches security guards in response to calls for service and provides support and documentation during process - contacts emergency services if/when required based on the situation and established policies and procedures • Acts as the point of contact for picking up keys and ID cards and is responsible for maintaining pick up information. • Maintains procedural information to include revisions and updates i.e. closing procedures, emergency contacts and personnel changes. • Ensures that Administrative Staff and others participating in communication protocols have up-to-date information and that information is posted in the designated areas on campus. • Acts as the contact for coordinating on campus recycling program and document shredding. • Acts as the key contact for outside agencies interested in renting space within facility and consults with Facility Manager in the case of any booking rentals. • Processes rental contracts/agreements. 	75%

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	Summary Details	Percentage %
	<ul style="list-style-type: none"> • Follows up with invoicing and external clients to ensure customer satisfaction. • In consultation with PRD managers or other PRD staff, consults with and arranges outside contractors for building maintenance and services and assists in coordinating contractor job schedules to avoid conflicts i.e. fire alarm inspections, power shutdowns. • Actively utilizes Computerized Maintenance Management System (CMMS including: <ul style="list-style-type: none"> - Entering work orders - Creating recurring or scheduled work orders - Creating reports and statistics as required • Researches suppliers and obtains quotes, prepares purchase requisitions, follows up on orders and verifies invoices for on-time payment. • Facilitates acquisition of purchasing cards to PRD staff as required, tracks and processes all invoices. • Deposits department money, when required. • Procures and maintains inventory control and supply of consumables including white boards, white board markers, waste and recycling bins. 	
2	<u>Administrative Support</u> <ul style="list-style-type: none"> • Guides and explains basic IT training needs such as demonstrating to maintenance staff the CMMS system, use of e-mail, use of calendar and other fundamental applications. • Researches current processes and practices for a wide variety of work performed by various PRD staff and managers and drafts written Standard Operating Procedures for review and approval by Manager. 	10%
3	<u>Parking Related Duties:</u> <ul style="list-style-type: none"> • Assists with front line customer service related to Parking Operations. • Provides general information to clients and the public about parking processes. • Coordinates visitor and special event parking as part of the space booking and event planning process. 	10%
4	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.

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PART TWO:

TRAINING & TECHNICAL SKILLS

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

Formal Education Requirements:

Completion of a two (2) year college diploma.

Field(s) of Study:

Business/Office Administration

Other Vocational Certifications and/or Apprenticeships:

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 one year up to three years.

Additional Skills & Abilities:

- Experience working in a fast paced and deadline driven environment. Experience in providing service to both internal and external clients. Experience working with database and spreadsheet applications. Experience in multi-tasking in order to deal with large numbers of diverse requests. Experience handling customer complaints. Experience with computers and hand held devices. One year of demonstrated experience providing superior front-line customer service to the public, and using Microsoft applications (i.e. spreadsheets, word processing, email).
- Excellent communication and organization skills.
- Experience in a facilities, security or emergency services environment answering emergency and non-emergency calls, prioritizing response options and dispatching appropriate resources.

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- The incumbent must provide satisfactory Police Records Check due to responsibility for handling cash, and possibility of exposure to sensitive information connected with investigations.
- Non-Violent Crisis Intervention would be an asset.
- Standard First Aid & Level C CPR would be an asset.

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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 Picking up keys
Description <ul style="list-style-type: none">• Work Order driven• Giving keys to staff member and closing work order

Example #2

Task / Activity Preparing Purchase Orders
Description <ul style="list-style-type: none">• Incumbent must be familiar with budget codes and accounts

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

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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 Special setup orders
Description <ul style="list-style-type: none">• Written and verbal instructions.• Safety issues found in course of duties should be addressed where possible immediately or the area secured.• Work can be visually checked, mainly "as completed".

Example #2

Task / Activity Shredding Company Onsite
<ul style="list-style-type: none">• Ensuring company has given proper notification and that they are screened in, signed in and notification has been given to PRD staff to be escorted through buildings for pick up

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:
Some choice of action within established limits.

In determining a solution for problems, the incumbent has discretion to:
Choose from a range of existing options.

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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 Preparing reports in CMMS work order system.
Description Going into system and pulling monthly reports to check history on a mechanical piece of equipment.

Example #2

Task / Activity Work Orders
Description - Incumbent must enter work orders in the CMMS and is responsible for creating recurring or scheduled work orders

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
Entering data into CMMS	15
Preparing statistical reports	5

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PHYSICAL DEMAND

Describe the degree of **physical demand** required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the type and duration of physical effort, the frequency, the strain from rapid and repetitive fine muscle movements or the use of larger muscle groups, lack of flexibility of movement, etc.

Example #1

Task / Activity Sitting at desk
Description Sitting at Info Booth desk for long periods of time

Example #2

Task / Activity Walking for site reviews
Description When facility rental clients come in, they made need to see various spaces and will need to be shown those areas.

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

Task	% of Time
Sitting at desk	40
Site review	5

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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 Visual attention to detail
Description Attention to detail required when keying work orders into CMMS, keying info into parking database

Example #2

Task / Activity Dealing with students, visitors at Info Booth, and on phone
Description Must pay close attention to visual and verbal cues when providing customer service

Key Considerations:

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

How would you describe the requirement for attention to detail in this position?

Occasional/Recurring

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

Task	% of Time
Database work	20
Customer service focus	70

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STRAIN FROM WORK PRESSURES / DEMANDS / DEADLINES

Describe the degree of **work pressures** involved in performing the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the deadlines, interruptions, distractions, multiple or conflicting demands/workloads and dealing with people in difficult situations. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Customer Service
Description Position provides front-line service, answers phones and responds to emails, while handling multiple other responsibilities.

Example #2

Task / Activity Switchboard
Description Answering calls and directing people to the correct people

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*
Customer service		NP
Switchboard		NP

INDEPENDENT ACTION

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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 Special setup orders
Description Written and verbal instructions Safety issues found in course of duties should be addressed where possible immediately or the area secured.

Example #2

Task / Activity Identifying deficiencies
Description In course of work, expected to flag any concerns or issues that require attention such as repairs or replacement of ceiling tiles, light bulbs, etc.

Key Considerations:

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

What type of instruction is typically given to the incumbent?

Works within general procedures and past practices.

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?

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

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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
Faculty and Staff	Giving keys and ID cards	Daily
Physical Resources Project Officer	Prioritizing of work; details of work orders	Daily
Manager	Issues, prioritizing work	Daily
College community	Various requests to assist, usually initiated by work orders and subsequently delegated by leader	Daily
		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:
Exchanging basic factual information.

What type of involvement does this position have with confidential information?
Does not typically deal with confidential information.

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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 Point of Contact
Description Incumbent is point of contact for keys, ID cards, recycling and shredding and facility rentals. Must ensure that accurate records are kept and appropriate individuals are updated.

Example #2

Task / Activity Contractor Relations
Description In consultation with PRD managers or other PRD staff, consults with and arranges outside contractors for building maintenance and services and assists in coordinating contractor job schedules to avoid conflicts i.e. fire alarm inspections, power shutdowns.

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 errors are typically detected for work completed by this position?

Errors usually detected through verification and review processes.

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.

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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	
Outdoor work; seasonal conditions No	
Other (please specify) Dealing with upset students, visitors, contractors, etc.	
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:

Moderately 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?

Choose an item.

SUPPLEMENTAL DATA

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

[Click here to enter text.](#)