

# Fleming College

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## POSITION DESCRIPTION FORM (PDF)

Regular Part-time Support Staff

**Position Title:** Shipper/Receiver/Maintenance Worker - Frost

**Position Number:** PT0207      **Pay Band:** 6

**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:**      **Last Revision:** [Click here to enter text.](#)

### 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 Shipper/Receiver/Maintenance Worker at the Frost campus is the primary point of contact for all goods entering (being received) and exiting (being shipped or mailed). In addition, this position is responsible for internal deliveries, inter-campus deliveries and mail distribution as required. The efficient flow of items on a timely, accurate and uninterrupted basis is important to all departmental and ancillary operations of the College. The incumbent performs general maintenance duties at the Frost campus, including furniture assembly, ceiling tile installation, repairs of curtain hardware and furniture, snow removal and installing whiteboards and artwork. The incumbent will assist with office moves and event setups and moves items in and out of storage.

### 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	<ul style="list-style-type: none"> <li>• Receives all deliveries entering through loading dock at Frost campus, verifies number of packages to packing slips/bill of lading, signs packing slips, checks for damages.</li> <li>• Verifies items that require entry into ERP system and keys each. Verifies in system of the PO, quantity, dates, requestor, supplier etc.</li> <li>• Processes receipts for items arriving from Visa orders, blanket orders and signs packing slips.</li> <li>• Maintains shipping and receiving log of all inbound and outbound shipments as requested.</li> <li>• Checks to ensure SDS sheets are received with inbound shipments through loading dock area.</li> <li>• Assists with keeping loading dock in safe and organized manner.</li> <li>• Assists in disposal of College assets as per procedure</li> </ul>	30%
2	<ul style="list-style-type: none"> <li>• Performs a variety of maintenance and repair tasks including but not limited to minor wall repairs and associated painting, snow removal, installing whiteboards, chalkboards, sharpeners and artwork; repairing keyboard trays or placing order for new one to be installed by vendor</li> <li>• Transports/resources throughout the buildings and takes furniture to and from central storage.</li> <li>• Rearranges furnishings for special classes or events.</li> </ul>	30%
3	<ul style="list-style-type: none"> <li>• Delivers all incoming material to end users.</li> <li>• Delivers incoming mail to mailroom and distributes to mail boxes.</li> <li>• Delivers shipments of consolidated office supplies to individual departments.</li> <li>• Organization and maintenance of mailboxes.setups</li> </ul>	15%

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	Summary Details	Percentage %
4	<ul style="list-style-type: none"> <li>• Operates vehicle as required on daily basis as per specified route and destinations for both pickups and deliveries.</li> <li>• Ensures security and custody of vehicle contents at all times. Ensures Shipping/Receiving lift truck equipment is maintained as required.</li> </ul>	15%
5	<ul style="list-style-type: none"> <li>• Maintains inventory of paper and envelopes, delivers to College departments as required.</li> <li>• Keys spreadsheets to allocate charges on shipments and paper charge backs, approves postage charges as valid.</li> </ul>	5%
6	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 secondary school.

**Field(s) of Study:**

[Click here to enter text.](#)

**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:**

Three years of recent experience where the primary responsibility is Shipping and Receiving for a large organization, private or public sector, including two years of hands-on experience with a computerized Receiving system. Experience using computer applications (word processing, spreadsheets, email) and the operation of automated postage machines. Experience in inventory control and warehousing, analysis of freight billings with ability to allocate charges accordingly, and a familiarity with customs and logistics paperwork and procedures. Experience working independently organizing and prioritizing own work within a customer service team environment. Experience working in an environment where they are required to be Bondable and have & maintain a clean Class G Ontario Driving Licence. Mechanical aptitude and experience making basic repairs – drywall, painting, carpentry. Lifting experience including safety techniques. Understanding of light mechanical assembly and ease of use of various hand tools. Experience with computers and hand held devices.

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Customer service ability to convey actions to staff, students and various people they would come into contact with in a pleasant and concise manner.

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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 Removal of office furniture
Description <ul style="list-style-type: none"><li>• Work Order driven</li><li>• Assesses situation, advises Manager of the difficulties and provides possible solution.</li></ul>

#### Example #2

Task / Activity Receiving package and not knowing who it belongs to
Description <ul style="list-style-type: none"><li>• Contact Manager or designate to inform them. Work out a solution as to next step depending upon what the package is.</li></ul>

#### **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.

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

### Example #2

Task / Activity Moving Multiple Offices
Description Ability to prioritize in a sequential manner. Attention to detail to ensure there is no mix up of items and belongings.

### 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:  
Follow specific steps only.

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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 Repairs using various tools.
Description Must respond to phone calls (i.e. emergencies) at the same time. Use of hand and power tools.

### 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 a secondary consideration.

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

Task	% of Time
Use of power tools.	20%



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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 Moving furniture
Description <ul style="list-style-type: none"> <li>Must lift, hold and carry furniture and equipment.</li> <li>Ability to load and unload materials and equipment from storage areas and/or vehicles.</li> <li>Ability to lift a minimum of 80 lbs.</li> </ul>

### Example #2

Task / Activity Snow Removal
Description Responsible for shoveling walkways and ensuring entrances to campus buildings are kept clear of snow and ice.

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

Task	% of Time
Lifting, holding and moving medium and heavy objects	40%
Stretching, climbing	10%

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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	Repairs using various tools.
Description	Must pay attention to detail when repairing furniture, replacing tiles, painting, shoveling snow etc.

### Example #2

Task / Activity	Courier charges
Description	Calculating, entering and balancing weekly courier charges on spreadsheet in order to track which department is to be billed back based on company fee.

### **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
Repairing furniture, replacing ceiling tiles, replacing light bulbs	20%
Purolator charges/entry/calculations	25%

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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 Event setups and moves
Description Setups and moves are frequently completed with tight timelines and relative urgency

### Example #2

Task / Activity Ceiling tile replacement
Description Ceiling tiles must be replaced if leaking or stained; urgency will depend on condition of tile

### **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 occur regularly but tend to be predictable.

Indicate the predictability of the strain and percentage of time required in each task discussed above.

Task	% of Time	Predictability*
Event setups and moves	40%	UP (Usually Predictable)
		Choose an item.

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## 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 Receiving multiple large deliveries
Description Multiple delivery trucks arrive to a single loading dock and having to coordinate the services, unload materials and facilitate proper delivery

### 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.

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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	Office moves, furniture requests, picture hanging	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 Work orders
Description Work orders are assigned and incumbent follows work orders and makes repairs

### Example #2

Task / Activity Service issues for customers
Description Ensuring all proper information is given before packages are sent out so that the address, name on package and budget code is correct.

### 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 Yes	15%
Other (please specify) Difficult weather conditions loading dock area, shoveling snow	5%
Other (please specify) Smelly, dirty conditions	15%
Travelling to pick up and deliver supplies	10%

### 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?

Recurring

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.](#)