

## Position Description Form (PDF)

College: Sir Sandford Fleming

Incumbent's Name: VACANT

Position Title: International Student Services & Recruitment Assistant      Payband: G

Position Code/Number (if applicable): S00583

Scheduled No. of Hours \_\_\_\_\_ 35/w \_\_\_\_\_

Appointment Type:     12 months    \_\_\_\_\_ less than 12 months

Supervisor's Name and Title: Peter Bondy, Director, International

Completed by: TraceyMcConnery, Manager International Student Services & English Programs

PDF Date: March 2018  
Updated March 18, 2021

### Signatures:

Incumbent:  
(Indicates the incumbent has read and understood the PDF)

Date:

Supervisor:

Date:

### Instructions for Completing the PDF

1. Read the form carefully before completing any of the sections.
2. Answer each section as completely as you can based on the typical activities or requirements for the position and not on exceptional or rare requirements.
3. If you have any questions, refer to the document entitled "A Guide on How to Write Support Staff Position Description Forms" or contact your Human Resources representation for clarification.
4. Ensure the PDF is legible.
5. Responses should be **straightforward and concise using simple factual statements.**

### Position Summary

Provide a concise description of the overall purpose of the position.

This position provides administrative support to the Director International, International Managers and operational support for International operations. This includes acting as the point of contact for International staff on operational matters, coordinating all travel plans, coordinating the development of the International budgets, and implementing office administration procedures,

This role also supports new initiatives and special projects as required related to international operations, and liaises with a wide variety of individuals including students, agents, applicants, administrators and service areas from across the College. At a time of rapid change and expansion, this position will be central to ensuring effective integration, planning, execution and support. Provides occasional advising to students in the area of immigration and settlement.

Determines student worker eligibility for International Student Employment Program (ISEP) and for allocating ISEP funds for college departments for approval by Manager International.

### 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. Describe duties rather than detailed work routines.

|   | Approximate % of time annually* |
|---|---------------------------------|
| <p><b>1. Coordination:</b></p> <ul style="list-style-type: none"> <li>• Responds and follows up on a wide range of issues on behalf of the Director International.</li> <li>• Liaises with academic schools and other service areas on issues as required.</li> </ul> | <b>30%</b>                      |

|  |                   |
|--|-------------------|
| <ul style="list-style-type: none"> <li>Ensures the Director is relieved of routine/non-routine matters by responding to correspondence or inquires (which could be of a sensitive or confidential nature), by providing information concerning policies, procedures, etc., and by following up on issues delegated by the Director.</li> </ul> <p>Specific duties include, but not limited to:</p> <ul style="list-style-type: none"> <li>Provides operational support and coordination to the International Education Committee including coordination of meetings (note taker, logistics, packages, pre-meet, agenda drafts), acting as the main point person for committee members, and main support person for business arising.</li> <li>Coordinates divisional events as well as international recruitment staff training and provides support for recruitment events off-site and abroad</li> <li>Coordinates logistics associated with International student employee hiring in accordance with College procedures.</li> <li>Coordinates communications related to International Student concerns/issues for the Director International.</li> <li>Coordinates the logistics and travel arrangements related to International division initiatives.</li> </ul>  |                   |
| <p><b>2. Administration</b></p> <ul style="list-style-type: none"> <li>Develops and implements effective administrative procedures to ensure the efficient operation of International office operations, including appropriate distribution, file retention and security of confidential information, scheduling of meetings, activities, and follow-up systems.</li> </ul> <p>Specific duties include, but not limited to:</p> <ul style="list-style-type: none"> <li>Supports policies and procedures related to international</li> <li>Acts as a resource person by consulting, researching and presenting information as required for special projects.</li> <li>Provides support for internal reports and external reports including government and internal reports.</li> <li>Convenes meetings, provides agenda preparation and takes notes for committees, meetings, and ad hoc events</li> <li>Assist physical resources and student service departments with coordination of employee setups and office moves, ordering of business cards and nametags, etc.</li> <li>Provides to support to units around record retention and disposition.</li> <li>Provides calendaring and scheduling support to the Director</li> <li>The incumbent also has the administrative responsibility to coordinate and process the international student health insurance plan, including processing students for coverage, liaising with the provider to reconcile registrations and invoices, point of contact for student inquiries.</li> </ul> | <p><b>30%</b></p> |

|   |                   |
|---|-------------------|
| <p><b>3. Financial / Budget Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Supports operational planning and decision-making through providing assistance to Director and divisional managers on budgetary management.</li> </ul> <p>Specific duties include, but not limited to:</p> <ul style="list-style-type: none"> <li>• Participates in the development of budget objectives and facilitates divisional budget objectives by organizing, developing and maintaining necessary budget accounts and files.</li> <li>• Facilitates the development of the preliminary and update budgets on behalf of the Division by establishing Divisional budget schedules in line with Finance deadlines, undertaking preparatory work on the budget, liaising with Finance regarding FT and PT staffing status and budget, providing an initial analysis of status of previous year-end and summarizing analysis for Divisional managers.</li> <li>• Manipulates and analyses quarterly budget reports provided by Finance (using BARS). Investigates anomalies, liaising with Finance as necessary. Ensures proper accounts are being charged/credited, processes journal entries when necessary.</li> <li>• Assists the Divisional Management Team by advising and interacting with individuals on budgetary and day-to-day issues, working with staff in Financial Services to add/remove accounts as necessary and to ensure the proper tracking of expenditures and revenues.</li> <li>• Prepares and/or processes financial documents such as purchase requisitions, blanket purchase orders, expense claims and journal entries.</li> <li>• Responsible for visa reconciliation for the Director and Managers</li> <li>• The incumbent has the responsibility of determining student worker eligibility for International Student Employment Program (ISEP) and for allocating ISEP funds for college departments for approval by Manager International.</li> </ul> | <p><b>30%</b></p> |
| <p><b>Student Recruitment</b><br/>Occasional participation at selected international student recruitment events as needed.</p>  | <p><b>5%</b></p>  |
| <p>Other related duties as assigned</p>   | <p><b>5%</b></p>  |

\* To help you estimate approximate percentages:

|                     |                     |                     |
|---------------------|---------------------|---------------------|
| ½ hour a day is 7%  | 1 hour a day is 14% | 1 hour a week is 3% |
| ½ day a week is 10% | ½ day a month is 2% | 1 day a month is 4% |

**1. Education**

**A.** Check the box that best describes the **minimum** level of **formal** education that is required for the position and specify the field(s) of study. Do not include on-the-job training in this information.

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- Up to High School                       1 year certificate                      X 2 year diploma
  
- Trade certification                       3 year diploma / degree                       4 year degree or 3 year diploma / degree plus professional certification
  
- Post graduate degree (e.g. Masters) or 4 years degree plus professional certification
  
- Doctoral degree

Field(s) of Study:

Business Administration, Community Development, Education, Student Development, Sociology, International Studies,

**B.** Check the box that best describes the requirement for specific course(s), certification, qualification, formal training or accreditation in addition to and not part of the education level noted above and in the space provided specify the additional requirement(s). Include only the requirement that would typically be included in the job posting and would be acquired prior to the commencement of the position. Do not include courses that are needed to maintain a professional designation.

- X No additional requirements
  
- Additional requirements obtained by course(s) of a total of 100 hours or less
  
- Additional requirements obtained by course(s) of a total between 101 and 520 hours
  
- Additional requirements obtained by course(s) of a total of more than 520 hours

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**2. Experience**

Experience refers to the minimum time required in prior position(s) to understand how to apply the techniques, met HRs and practices necessary to perform this job. This experience may be less than experience possessed by the incumbent, as it refers only to the minimum level required on the first day of work.

Check the box that best captures the typical number of year of experience, in addition to the necessary education level, required to perform the responsibilities of the position and, in the space provided, describe the type of experience. Include any experience that is part of a certification process, but only if the work experience or on-the-job training occurs after the conclusion of the educational course or program.

- Less than one (1) year
- Minimum of one (1) year
- Minimum of two (2) years

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X Minimum of three (3) years

Progressively responsible administrative experience in a fast-paced, technology-based environment with a variety of clients from varying social, academic, economic and cultural backgrounds.

Strong interpersonal skills with well-developed experience working in a multi-cultural setting and strong skills related to cultural sensitivity and dealing with both written & verbal international communications.

Experience using a variety of Windows-based software including spreadsheets, word-processing, email, electronic calendaring, Internet browsing applications and business intelligence tools and report writers;

Experience developing and monitoring budgets and analyzing expenditure patterns;

Experience working independently, in a team environment, organizing, prioritizing and problem solving own work and handling multiple tasks and timelines from a variety of sources in order to meet deadlines.

Experience dealing with sensitive and confidential information referring to related policies and the F.O.I Act.

Experience in a customer service environment assisting a variety of clients by problem solving varied issues.

Strong analysis and problem solving skills both in relation to financial analysis and complex student situations. Experience organizing data and analyzing to identify anomalies, trends and patterns

Experience with event planning working in international education, particularly in international student support including knowledge of international networks and support programs

Minimum of five (5) years

Minimum of eight (8) years

### 3. Analysis and Problem Solving

This section relates to the application of analysis and judgement within the scope of the position.

The following charts help to define the level of complexity involved in the analysis or identification of situations, information or problems, the steps taken to develop options, solutions or other actions and the judgement required to do so.

Please provide up to three (3) examples of analysis and problem solving that are regular and recurring and, if present in the position, up to two (2) examples that occur occasionally:

#### #1 regular & recurring

|   |  |
|---|--|
| Key issue or problem encountered.   | <b>The incumbent must build financial scenarios to support operational or staffing decisions.</b>  |
| How is it identified?   | The Director asks for financial analysis related to a staffing scenario. <b>For example, the impact of contracting more recruiters overseas.</b>   |
| Is further investigation required to define the situation and/or problem? If so, describe.  | The incumbent must gather information related to current budget and expense commitments through BARS reports and other related files and analyse the potential impacts of the added expenses related to the hire of a new recruiter (salaries, office rent, travel and marketing expenses) to determine feasibility. Recruitment goals for the new recruiter as well as currency fluctuations and country taxation regulations and employment laws must be taken into consideration. |
| Explain the analysis used to determine a solution(s) for the situation and/or problem.  | Incumbent calculates estimated expenses for salary, office space, travel and marketing expenses and uses existing budget files, BARS reports and own knowledge of budget breakdown to determine whether remaining budget can support the hire of a new recruiter and if budget adjustments are needed, and based on these findings, makes a recommendation to the Director of International  |
| What sources are available to assist the incumbent finding solution(s)? (e.g. past practices, established standards or guidelines). | Past practices, the approved International Education budget, previous experience, consultation with Financial Operations, BARS reports INSERT OTHER RESOURCES  |



### 3. Analysis and Problem Solving

#### #2 regular & recurring

Key issue or problem encountered

The incumbent is responsible for identifying and analyzing variance of projected budget or actual results and identifying options. Often during the year as actual activities differ from the original projections, a variance from the original budget results.

How is it identified?

The incumbent is responsible for recalculating the revised budget and the resulting variance on a monthly basis. Through consultation with International Managers and department meetings, the incumbent will become aware of changes to planned budget, including enrolment fluctuations, staffing changes, and special projects. Further, during periodic updates the incumbent should identify the variance when reconciling actual and projected expenditures as compared to budget as in some cases others do not realize there is a problem or significant change to the costs.

Is further investigation required to define the situation and/or problem? If so, describe.

Further investigation would be required, in the case where plans have changed; the incumbent will have to ask probing questions of appropriate staff and leaders to gather information required to identify the changed components. If the incumbent identifies the variance from their reconciliations, again, they would have to ask questions to determine how the variance arose and determine what changes can be made to minimize the impact.

Explain the analysis used to determine a solution(s) for the situation and/or problem.

The analysis to determine the impact of the problem and/or a solution would be to take the information gathered and with the updated costing components, project the revised costs to the end of the budget. This would quantify the issue to be resolved. The incumbent would identify the increased individual components from original, identify the costs not yet committed to and provide some possible solutions to enable the project leader to make an informed decision as to how to modify the remaining budget.

What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).

The incumbent analyzes various budget departments that may be under spent and could possibly cover some of the budget overage. E.g. expenditures could be eligible under more than one expense department. Therefore, the guidelines could be such that the incumbent could move the expense to another department which is under budget that could cover some of the variance. The Finance Department could also provide direction in some instances.

**#3 regular & recurring**

Key issue or problem encountered

**Budget Tracking and Records Management**

During preliminary Budget Development & Budget Update, many reports are not readily available, or data is not up-to-date when looking at variance reports (for example, invoices for overseas recruitment activities are received twice per year only).

How is it identified?

The incumbent checks the information based on knowledge of the current enrolment, recruitment and student services activities and identifies discrepancies. Further inquiry and consultation with director, managers and international recruiters is required to obtain accurate information. The incumbent must have established and maintained a file management system to ensure relevant correspondence has been kept on various issues. The incumbent verifies the records against the current understanding and provides document and history to the manager to clarify the situation.

Is further investigation required to define the situation and/or problem? If so, describe.

The incumbent needs to identify who within the department and recruitment offices overseas has access to the information. S/he is required to proactively obtain information from different sources (internal, overseas offices, external partners) based on budget development and budget deadlines.

Explain the analysis used to determine a solution(s) for the situation and/or problem.

This requires analyzing the data to ensure they include and exclude the various data that is applicable, with an understanding of the different expenses tied to department activities.

What sources are available to assist the incumbent finding solution(s)? (e.g. past practices, established standards or guidelines).

Budget services, budget history, department leaders, international recruiters, external partners

**3. Analysis and Problem Solving**

**#1 occasional** (if none, please strike out this section)

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Key issue or problem encountered

How is it identified?

Is further investigation required to define the situation and/or problem? If so, describe.

Explain the analysis used to determine a solution(s) for the situation and/or problem.

What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).

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**# 1 occasional** (if none, please strike out this section)

Key issue or problem encountered

How is it identified?

Is further investigation required to define the situation and/or problem? If so, describe.

Explain the analysis used to determine a solution(s) for the situation and/or problem.

What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).

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|  | <b>Staffing approvals result in the need for additional office space.</b>  |
|  | The Director or Manager(s) request that the incumbent find appropriate office accommodation and/or furnishings.  |
|  | Additional information may be required from administrators to determine if shared accommodations are appropriate; to identify the permanency and/or proximity to other related staff members.  |
|  | The incumbent determines the furnishing needs and electronic supports required for the position in order to determine what location would best suit the new staff. Incumbent then prepares a "to scale" drawing and consults with the Physical Resources for confirmation of the move. If the move results in relocation of an existing staff member, the incumbent consults with the appropriate Manager and determines subsequent shuffle(s) using the same process. |
|  | CAD drawing (not to scale) from Physical Resources Manager, past practices and previous experience   |

**4. Planning/Coordinating**

Planning is a proactive activity as the incumbent must develop in advance of acting or proceeding, while coordinating can be more reactive in nature.

Using the following charts, provide up to three (3) examples of planning and/or coordinating that are regular and recurring and, if present in the position, up to two (2) examples that occur occasionally.

**#1 regular & recurring**

List the project and the role of the incumbent in this activity.

**Development of the budget and coordination of budget processes within the division.**

The incumbent receives the Divisional Preliminary/Update budget packages from Finance and reviews all salary sheets to determine if all staffing is captured accurately. Incumbent develops a draft of each department's budget for review and consultation with Managers. Managers are given a deadline to return their budgets with appropriate modifications in order for the incumbent to merge all department budgets together for final Divisional review by the Director.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

The incumbent must organize own work schedule to ensure the information is received from Managers, verified and entered so that deadlines are met. Ability to work with extensive data and merged documents, ensuring nothing is missed. Incumbent provides his/her expertise as required by the Management team; must be able to manage these requests within his/her own workload demands.

List the types of resources required to complete this task, project or activity.

Previous budget spreadsheets, full-time staffing figures provided by Finance, Collective Agreement salary grids.

How is/are deadline(s) determined?

A budget submission deadline is established by the Finance Department. Incumbent uses the external deadline to establish a Divisional schedule of deadlines in order to meet the Institutional deadline.

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

If the Finance Department changes the process or requires new or different information, the incumbent will adjust the divisional schedule for Managers to accommodate the change.

**4. Planning/Coordinating**

**#2 regular & recurring**

List the project and the role of the incumbent in this activity.

**Divisional Retreat**

The incumbent is assigned to lead a group of employees in the organization of an annual retreat.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

Ability to lead a brainstorming session on retreat options; must ensure the retreat is all encompassing for a diverse audience; coordinate activities to ensure team is not repeating others' work; assign tasks based on the expertise of the project members; must be able to break large plan into manageable smaller plans; each member is responsible for the completion of assigned task, with the incumbent coordinating activities and ensuring appropriate steps and target dates are met; regular meetings/updates are held to ensure project stays on time and budget; incumbent must be able to integrate the work styles of others and resolve minor conflicts

List the types of resources required to complete this task, project or activity.

Incumbent uses past retreat files as references to help set the stage for the ever changing group of organizers; incumbent develops a critical path and references it regularly to help keep the group on track

How is/are deadline(s) determined?

Incumbent would assign task deadlines occasionally to co-workers and student workers based on date of retreat.

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

Divisional Management Team, which includes the incumbent, make the final decision on the retreat activity. Incumbent is the liaison between Management and the organizing group and facilitates necessary changes.

**#3 regular & recurring**

List the project and the role of the incumbent in this activity.

**A new corporate steering committee needs to be established and have regular meetings scheduled.**

The manager provides incumbent with list of sixteen (16) participants that need to meet within a short period of time.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

Calendaring, organizational abilities, communication skills

List the types of resources required to complete this task, project or activity.

Past practice, previous experience  
Incumbent requests details on mandatory participants, knowing the task will not be possible without some flexibility and assesses urgency for this meeting.

How is/are deadline(s) determined?

Incumbent works within timelines provided by manager

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

A review of all available electronic calendars and meeting space is conducted and the incumbent provides Manager with several options, none of which are perfect, in order to process

#### 4. Planning/Coordinating

**#1 occasional** (if none, please strike out this section)

List the project and the role of the incumbent in this activity.

**Event Planning for External and/or Partnership Events.**

Working with potential and existing external partners (domestic and international partners, government agencies, recruitment agencies) the incumbent The incumbent is responsible for planning and logistics of recruitment and partnership events.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

Identifying key college stakeholders and coordinating their involvement developing and managing critical paths and flagging issues as necessary.

Coordination skills and research of protocols and cultural awareness (flag protocols, cultural dietary expectations/restrictions, gifts) are required to ensure the success of the event.

List the types of resources required to complete this task, project or activity.

Budget parameters are established at the outset. Experts in different areas are brought on board.

How is/are deadline(s) determined?

The event date is generally set prior to the incumbent becoming involved.

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

The incumbent can determine if changes are required and assess the initial impact on others, as can other members of the project team.

#### 5. Guiding/Advising Others

This section describes the **assigned responsibility** of the position to guide or advise others (e.g. other employees, students). Focus on the actions taken (rather than the communication skills) that directly assist others in the performance of their work or skill development.

Though Support Staff cannot formally "supervise" others, there may be a requirement to guide others using the incumbent's job expertise. This is beyond being helpful and providing ad hoc advice. It must be an assigned responsibility and must assist or enable others to be able to complete their own tasks.

Check the box(es) that best describe the level of responsibility assigned to the position and provide an example(s) to support the selection, including the positions that the incumbent guides or advises.

| Regular & Recurring                 | Occasional                          | Level  | Example  |
|-------------------------------------|-------------------------------------|--|--|
| <input checked="" type="checkbox"/> |                                     | Minimal requirement to guide/advise others. The incumbent may be required to explain procedures to other employees or students.  | Purchasing procedures; Budget development for staff items; Is a point of contact for operational matters.  |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | There is a need for the incumbent to demonstrate correct processes/procedures to others so that they can complete specific tasks.  | The incumbent assists in the orientation of new managers to the division by reviewing correct processes and procedures.<br>Demonstrates correct procedures to managers re budget issues  |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities.   |  |
| <input type="checkbox"/>            | <input type="checkbox"/>            | The incumbent is an active participant and has ongoing involvement in the progress of others with whom he/she has the responsibility to demonstrate correct processes/procedures or provide direction. |  |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | The incumbent is responsible for allocating tasks to others and recommending a course of action or making necessary decisions to ensure the tasks are completed.                                       | Shared oversight (with other International team members) of student employees, placement students, and orientation volunteers is required. Incumbent trains, monitors, and allocates tasks/deadlines to student workers and/or volunteers as required. |

## 6. Independence of Action

Please illustrate the type of independence or autonomy exercised in the position. Consideration is to be given to the degree of freedom and constraints that define the parameters in which the incumbent works.

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What are the instructions that are typically required or provided at the beginning of a work assignment?

Regular and Recurring

Occasional (if none, please strike out this section)

Job duties are performed in accordance with general, broad instructions and policies that involve changing conditions and problems.

What rules, procedures, past practices or guidelines are available to guide the incumbent?

Regular and Recurring

Occasional (if none, please strike out this section)

Standard HR and financial policies and procedures are available for the incumbent to reference, as well, past experience in a complex office environment guide administrative office support.

For event planning duties, the incumbent typically works within a budget but as each event is unique, there is no past practice to follow.

How is work reviewed or verified (eg. feedback from others, work processes, Supervisor)?

Regular and Recurring

Occasional (if none, please strike out this section)

Much of the work of the incumbent is performed independently and is not checked on a regular basis. Work can be reviewed through the annual performance review, by participation at Divisional meetings, or during budget development (preliminary or update)

**6. Independence of Action**

Describe the type of decisions the incumbent will make in consultation with someone else other than the Supervisor?

Regular and Recurring

Occasional (if none, please strike out this section)

The incumbent supports other International student services managers from an operational perspective. Procedures and other decisions may be decided in conjunction with those managers.

Describe the type of decisions that would be decided in consultation with the Supervisor.

Regular and Recurring

Occasional (if none, please strike out this section)



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| <p>Identifies action required as a result of major budget discrepancies (usually presented with possible solution). Staff and HR issues requiring signature and/or approval of the Director and/or appropriate Divisional manager.</p> <p>Identifies next steps related to Student/staff/faculty/administrative complaints that require the attention of the Director / appropriate Divisional manager, once it is determined that the incumbent cannot solve it on his/her own.</p> <p>Implements changes to some operational issues that will impact areas other than the Division or that impact across the International Student Services division.</p> |  |
|---|--|

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| Describe the type of decisions that would be decided by the incumbent.   |  |
| Regular and Recurring  | Occasional (if none, please strike out this section) |
| <p>Identifies and implement and/or modifies new processes to meet the needs of the departments and staff as needs change.</p> <p>Assesses conflicts and priorities and makes decisions that impact existing schedules of interdependent managers. Coordinating of meetings, juggling of calendars to meet ever-changing needs requires understand of priorities and deadlines and ability to determine impacts of moving meetings, etc. Priorities are changing constantly.</p> <p>Identifies and pursues opportunities for combining resources or using resources in creative, more efficient ways.</p> <p>Makes planning decisions related to the yearly retreat for the Division to ensure the event meets the expected outcomes, is within budget and meets the needs of a diverse group of employees.</p> |  |

## 7. Service Delivery

This section looks at the service relationship that is an assigned requirement of the position. It considers

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the required manner in which the position delivers service to customers. It is not intended to examine the incumbent's interpersonal relationship with those customers and the normal anticipation of what customers want and then supplying it efficiently. It considers how the request for service is received and the degree to which the position is required to design and fulfil the service requirement. A "customer" is defined in the broadest sense as a person or groups of people and can be internal or external to the College.

In the table below, list the key service(s) and its associated customers. Describe how the request for service is received by the incumbent, how the service is carried out and the frequency.

| Information on the service  |  | Customer   | Frequency (D, W, M, I)*    |
|---|--|--|----------------------------|
| How is it received?   | How is it carried out?   |  |                            |
| Staff call or email the Operations Officer for information on correct procedures or information from student services.  | The incumbent clarifies the question and provides an answer either over the phone or through email.  | Staff in the International student services division and staff in the broader college. | D                          |
| Requests to make meeting and/or travel arrangements are usually received verbally or by email; specific details (e.g. dates, times, participants) would be provided by the Director or manager. | Based on office procedures and past practice, the incumbent would make the appropriate arrangements for the meeting or travel.   | Director, International Student Services Managers, some divisional staff               | Meetings - D<br>Travel - M |
| Finance distributes the budget packages to all departments in the college by first sending an email notification and following up with the detailed budget information.                         | The incumbent receives all relevant printed material, updates relevant spreadsheets and then presents the process and packages to appropriate managers and staff members.  | International Student Services managers and staff                                      | I                          |
| Front-line contact person for the Office of the Director therefore many inquiries are initially handled by the incumbent.   | The majority of service requests are straightforward with an established process on how to proceed. If the incumbent can't answer the question, ask further questions of the client in order to determine who the inquiry should be directed to. | Students, parents, public, faculty/staff, administrators in the college                | D                          |

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

### 8. Communication

In the table below indicate the type of communication skills required to deal effectively with others. Be sure to list both verbal (e.g. exchanging information, formal presentations) and written (e.g. initiate memos, reports, proposals) in the section(s) that best describes the method of communication.

| Communication Skill/                                      | Example   | Audience   | Frequency (D, W, M, I)* |
|---|---|--|-------------------------|
| Exchanging routine information, extending common courtesy | Advise of accounts that need to be used for certain purchases and/or staffing                                   | Divisional staff and Staff in other college departments    | D                       |
|   | Information sharing   | Division Managers and Staff                                | D                       |
|   | Setting up appointments, sharing information  | President's and Vice Presidents Assistants, School AT Ls   | D                       |
|   | Provides information about Division   | Community members and other College staff members.         | I                       |
| Explanation and interpretation of information or ideas    | Explain budget procedures   | Divisional Staff   | W                       |
|   | Provide explanations regarding special needs financial statements and use of contract dollars                   | Ministry officials   | I                       |
|   | Providing operational explanations  | President's and Vice President's Assistants, ATL's, staff. | D/W                     |
|   | Handling complaints and inquiries, providing operational explanations   | Students   | M                       |
| Imparting technical information and advice                | Providing just in time training for new managers and other staff on Evolve functions e.g. creating requisitions | Divisional staff   | I                       |
| Instructing or training                                   |   |  |                         |
| Obtaining cooperation or consent                          |   |  |                         |
| Negotiating   |   |  |                         |

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

### 9. Physical Effort

In the tables below, describe the type of physical activity that is required on a regular basis. Please indicate the activity as well as the frequency, the average duration of each activity and whether there is the ability to reduce any strain by changing positions or performing another activity. Activities to be considered are sitting, standing, walking, climbing, crouching, lifting and/or carrying light, medium or heavy objects, pushing, pulling, working in an awkward position or maintaining one position for a long period.

| Physical Activity                 | Frequency (D, W, M, I)* | Duration         |                     |                   | Ability to reduce strain |    |     |
|-----------------------------------|-------------------------|------------------|---------------------|-------------------|--------------------------|----|-----|
|                                   |                         | < 1 hr at a time | 1 - 2 hrs at a time | > 2 hrs at a time | Yes                      | No | N/A |
| Sitting at desk and in meetings   | D                       |                  |                     | X                 | X                        |    |     |
| Standing                          | D                       | X                |                     |                   | X                        |    |     |
| Walking                           | D                       | X                |                     |                   | X                        |    |     |
| Event planning and implementation | I                       |                  |                     | X                 | X                        |    |     |
| Medium Lifting                    | I                       | X                |                     |                   | X                        |    |     |

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 If lifting is required, please indicate the weights below and provide examples.

- Light (up to 5 kg or 11 lbs)
- Medium (between 5 to 20 kg or 11 to 44 lbs)
- Heavy (over 20 kg or 44 lbs)

|   |
|---|
|   |
| Boxes of supplies, brochures, etc. for events |
|   |

### 10. Audio Visual Effort

Describe the degree of attention or focus required to perform tasks taking into consideration:

- the audio/visual effort and the focus or concentration needed to perform a task and the duration of the task, including breaks (eg. up to 2 hours at one time including scheduled breaks)
- impact on attention or focus due to changes to deadlines or priorities
- the need for the incumbent to switch attention between tasks (eg. multi-tasking where each task requires focus or concentration)
- whether the level of concentration can be maintained throughout the task or is broken due to the number of disruptions

Provide up to three (3) examples of activities that require a higher than usual need for focus and concentration.

| Activity #1 | Frequency (D, W, M, I)* | Average Duration |                  |                  |
|-------------|-------------------------|------------------|------------------|------------------|
|             |                         | Short < 30 mins  | Long up to 2 hrs | Extended > 2 hrs |
|             |                         |                  |                  |                  |

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|   |   |  |   |  |
|---|---|--|---|--|
| Preparing and analyzing budgets while attending to needs of divisional managers and staff   | W |  | X |  |
| Can concentration or focus be maintained throughout the duration of the activity? If not, why?<br>Usually<br>X No - : is disrupted on a regular basis to handle urgent issues from International students/staff that require immediate attention, there is not an office available to do this work. |   |  |   |  |

| Activity #2   | Frequency (D, W, M, I)* | Average Duration |                  |                  |
|---|-------------------------|------------------|------------------|------------------|
|   |                         | Short < 30 mins  | Long up to 2 hrs | Extended > 2 hrs |
| Trouble shooting issues for International students to ensure issues are addressed efficiently and effectively   | Multiple times weekly   | X                |                  |                  |
| Can concentration or focus be maintained throughout the duration of the activity? If not, why?<br>Usually –<br>X No is disrupted on a regular basis to handle urgent issues from International students/staff that require immediate attention, there is not an office available to do this work. |                         |                  |                  |                  |

| Activity #3   | Frequency (D, W, M, I)* | Average Duration |                  |                  |
|---|-------------------------|------------------|------------------|------------------|
|   |                         | Short < 30 mins  | Long up to 2 hrs | Extended > 2 hrs |
|   |                         |                  |                  |                  |
| Can concentration or focus be maintained throughout the duration of the activity? If not, why?<br><input type="checkbox"/> Usually<br><input type="checkbox"/> No |                         |                  |                  |                  |

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### 11. Working Environment

Please check the appropriate box(es) that best describes the work environment and the corresponding frequency and provide an example of the condition.

| Working Conditions  | Examples           | Frequency (D, W, M, I)* |
|---|--------------------|-------------------------|
| <input checked="" type="checkbox"/> acceptable working conditions (minimal exposure to the conditions listed below) | Office Environment | D                       |
| <input type="checkbox"/> accessing crawl spaces/confined spaces   |                    |                         |

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|   |  |   |
|---|--|---|
| <input type="checkbox"/> dealing with abusive people                                    |  |   |
| <input type="checkbox"/> dealing with abusive people who pose a threat of physical harm |  |   |
| <input type="checkbox"/> difficult weather conditions                                   |  |   |
| <input type="checkbox"/> exposure to extreme weather conditions                         |  |   |
| <input type="checkbox"/> exposure to very high or low temperatures (e.g. freezers)      |  |   |
| <input type="checkbox"/> handling hazardous substances                                  |  |   |
| <input type="checkbox"/> smelly, dirty or noisy environment                             |  |   |
| <input checked="" type="checkbox"/> travel  | To other campuses & Toronto – max once monthly and as needed internationally | M |
| <input type="checkbox"/> working in isolated or crowded situations                      |  |   |
| <input type="checkbox"/> other (explain)  |  |   |

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