

# Fleming College

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## POSITION DESCRIPTION FORM (PDF)

### Part-time Support Staff

#### Instructions for Completing the PDF:

- This 'smart' form template is to be completed & submitted electronically to the HR Consultant.
- Complete each section as accurately and succinctly as you can in the space provided. If you have questions, contact your respective HR Consultant for assistance.

Depending on the duration of the work assignment, you will be required to complete the Cover Page and Part 1 only **or** Parts 1 & 2 **or** Parts 1, 2 and 3.

#### **CPT Tier I - Cover Page and Part 1 only**

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

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

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

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

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

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## POSITION DESCRIPTION FORM (PDF)

Choose an item. **Part-time Support Staff**

**Position Title:** Housing & Campus Services Assistant

**Position Number:** [Click here to enter text.](#) **Pay Band:** 10

**Reports To:** General Manager, Housing Services

**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):** Rob Marsh

**Effective Date:** December 2020    **Last Revision:** March 2021

### 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

Reporting to the General Manager, Housing Services the incumbent is responsible to coordinate and execute the operational aspects of the Sutherland and Frost Residence properties to support the success of students living in residence. This includes, but is not limited to, residence admissions process, occupancy management, property operations, financial administration and directing front-line services and student workers.

As part of the Campus Services team, the incumbent shares responsibility to assist students with services related to Residence Conference Services, Campus One Card and Food Services.

### 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><b>Residence Admissions &amp; Occupancy Management</b></p> <ul style="list-style-type: none"> <li>• Develops and executes residence admissions &amp; occupancy management functions.</li> <li>• Role includes managing student application records in StarRez (Housing operating system), processing room offers and assignments, and related communications.</li> </ul>	25%
2	<p><b>Financial &amp; Budget Support</b></p> <ul style="list-style-type: none"> <li>• Develops and executes processes related to residence, one card, food services fees, student charges and collection of revenue. Role includes updating student residence accounts (charges, payments, refunds) and managing fee collection.</li> <li>• Completes related financial administration processes related to financial reconciliation, bank deposits, petty cash, invoices, tracking expenses and reporting.</li> <li>• Assists with budget preparation and monitoring using College Financial Systems.</li> </ul>	25%
3	<p><b>Housing &amp; Campus Services Office</b></p> <ul style="list-style-type: none"> <li>• Establishes and implements services standards and operating procedures.</li> <li>• Delivers front-line services related to Housing &amp; Campus Services.</li> <li>• Provides training &amp; direction to student workers.</li> <li>• Assists in mail services process.</li> <li>• In the absence of the manager, makes decisions when student's accommodations, one card and access to food services are affected.</li> </ul>	20%

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	Summary Details	Percentage %
4	<p><b>Property Operations &amp; Key Management</b></p> <ul style="list-style-type: none"> <li>• Executes processes related to semester move-in and move-out including student communications, keys, room inspections, cleaning and quality assurance.</li> <li>• Performs routine rounds of the residence buildings and create work orders to address any deficiencies.</li> <li>• Directs maintenance and repair work through the work order process.</li> <li>• Responsible for key inventory, quality control and maintaining the StarRez (Housing operating system) key database.</li> </ul>	25%
5	Other Duties As Assigned <i>(do not amend this section)</i>	5%

To calculate the relative percentage of time allocated to each cluster of key duties & responsibilities, remember to consider the total amount of hours this part-time position will normally work in a year.

For example:

An RPT position which normally works 24 hours per week for 10 months of the year would have approximately 960 annual hours (24 hrs/wk x 4 wks/month x 10 months). If this position is estimated to spend 5 hours per week completing a cluster of work associated with organizing and maintaining business files, you would allocate 20% to this function calculated as (5 hrs/wk x 4 wks/month x 10 months) divided by 960.

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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 three (3) year college diploma or, three (3) university degree.

**Field(s) of Study:**

Business/Office Administration, Finance, Systems Administration

**Other Vocational Certifications and/or Apprenticeships:**

First Aid and CPR

### 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:** 5 years

- Demonstrated experience using an information management, work order and/or financial system, such as Evolve or Star Rez.
- Experience using advanced word processing, graphics, databases, spreadsheets, and pivot tables.
- Experience leading operations in a college/university residence environment or property management role with working knowledge of related Residence policies and procedures and the Residential Tenancies Act (RTA), AODA & MFIPPA.
- Project management experience from inception to execution.
- Experience coordinating and directing the work of others in an office environment to deliver student centric services across multiple service counters.
- Experience coordinating and conduct physical quality assurance inspections of facilities to audit and report on facility conditions and to complete residence room inspections.
- Experience managing keys and access cards. Work includes audits, quality assurance, and record management with a high attention to detail.
- Experience tracking and updating facility condition records, inventory and identifying spaces for work orders or repairs.
- Experience responding to student health & safety crises such as suicidal type behaviour, medical emergencies, facility emergencies, severe anxiety and/or sexual assault conduct being reported.
- Experience designing and implementing new operating processes including documentation, system administration, reporting and end user training.
- Experience with managing accounts receivable, reconciliation, financial administration and tracking budgetary expenditures.
- Experience analyzing financial data and creating financial reports.
- Experience in record management practices and budget preparation.

**Additional Skills & Abilities:**

[Click here to enter text.](#)

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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
Organizing the major move-in of students (September).
Description
Long term project planning from move in to move out with a variety of start dates as processes occur concurrently. Must coordinate the offers, maintain waitlist, and process fees.
For move-in, incumbent must have a good knowledge of the significant amount of materials needed and have said materials ready (inspection forms, keys, KeyScan cards, files, signage, etc) and have rooms assigned and all details organized before students arrive. Notes for any outstanding amounts must be in student file and funds must be collected prior to move-in. Each resident must have their one card access confirmed and steel keys issued ensuring there are no errors through a quality assurance process.
The incumbent will coordinate the physical preparation of the student bedrooms to ensure cleaning and work orders are complete to a high-standard. This includes providing training to other staff to complete the work and a physical walk-through of all spaces. This required the incumbent to create standard operating procedures and checklists to ensure quality.

#### Example #2

Task / Activity
Coordinates the collection and tracking of fees and student campus service accounts that includes residence, food and campus service fees, deposits, and other funds.
Description
Incumbent must have a thorough knowledge of fee payment deadlines, external funding guidelines, and accounting principles.
Current and accurate financial information needs to be tracked in order to ensure all charges have been loaded, payments have been received, fees correctly allocated and the student account is accurate.
Project management skills are required to establish outcomes, milestones, key dates and required resources in a timely fashion to ensure a positive student experience and satisfaction with administrative services.
Upon withdrawal of services, the incumbent must process refunds coordinating work with the Registrar's Office and finance to credit the student's account correctly and in a timely manner.

#### **Key Considerations:**

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

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Is the work considered to be routine/non-routine?

Routine

How would you describe the complexity of the work?

Some duties are varied and complex.

Describe the business processes used by the position.

Processes are different and unrelated.

## JUDGMENT

Describe the degree of independent judgment and problem-solving required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

### Example #1

Task / Activity Coordinates the residence application process for the upcoming Fall/Winter intake working the Housing Services team.
Description This work requires the incumbent to develop a residence application timeline with key milestones, payment dates, and communications that integrates with both residence operations and the academic application process. The work includes designing a student-centric portal, monitoring applications, processing payments, sending room offers, managing acceptances and room placement. As rooms are accepted, the work shifts to managing occupancy taking into consideration gender, accommodation/accessibility requests, students profiles and roommate requests.

### Example #2

Task / Activity
Description

### Key Considerations:

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

The work duties typically require:

Interpretation of complex data or refinement of work methods.

In determining a solution for problems, the incumbent has discretion to:

Modify/refine existing methods and 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 Key auditing & assignment
Description This project involves auditing the residence key inventory (+1,500 keys) to ensure the housing management system reconciles with the physical key count. This work includes ensuring serial numbers are accurate, key ways (8) and cylinders match, and organizing key cutting by key way to maintain security in the key system.  Assignment of keys requires a high level of attention to detail to set-up and physical keys and program access cards (one cards) using the KeyScan system. Ensuring the keys and access cards are correctly assigned to the correct person with the appropriate level of access to ensure safety and maintain security.

### 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
Key auditing & assignment	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 Completing room inspections after students have moved-out each semester.
Description For move-out, incumbent must have a good knowledge of materials needed as well as an understanding of the process of students moving out (handing in keys, refunds, collecting any outstanding amount, answering questions, room inspections, signage, etc.). Once students have moved out the incumbent will coordinate the room inspection process to identify any damages and submit work orders or project repair lists. The inspection process requires staff training to ensure consistency in the evaluation and interpretation of charges. The incumbent must check/inspect all suites and bedrooms to identify any damages, repairs or cleaning charges. Once identified cleaning commences. After cleaning is complete the incumbent is responsible to complete a comprehensive quality assurance process to ensure the suites and bedrooms have been cleaned to expectations. This process typically occurs for 8-10 consecutive days after move-out.

### Example #2

Task / Activity
Description

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

Task	% of Time
Completing room inspections after students have moved-out each semester.	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 Financial reconciliation of residence student accounts and related reporting.
Description The incumbent is required to monitor the residence fees collection process and ensure the resident student account in the Housing Software System (StarRez) reconciles with the student account in Evolve. If discrepancies exist, the incumbent must identify, investigate and resolve the variance to ensure student accounts are accurate and fees are loaded. This requires collaboration with Financial Assistance and Finance staff. The incumbent is responsible to provide weekly reports regarding collection of fees.

### 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:

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

Frequent/Regular

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

Task	% of Time
Financial reconciliation of residence student accounts and related reporting.	20%

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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 Fall/Winter/Spring semester turnover
Description Beginning six (6) weeks before the end of each semester the Semester Turnover process begins and carries through to the start of the following semester. This is a complex project that requires a high degree of attention and quality assurance. There are weekly task deadlines that if not completed, have a negative compounding effect. Day-to-day operations continue during this period adding to the number of distractions and conflicting demands. Over the course of the projects there are 345 tasks to be completed and 15 quality assurance points multiplied by the number of incoming students.

**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:

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?  
Frequent 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*
Fall/Winter/Spring semester turnover	10	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 Student worker orientation and training.
Description The incumbent will develop and deliver formal orientation training and ongoing work instruction to student workers to provide front-line customer service related to housing & campus services. The position will independently design, organize, create resource materials and delivery training to student workers.

### Example #2

Task / Activity
Description

### Key Considerations:

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

What type of instruction is typically given to the incumbent?

Uses procedures and past practices but may adapt them, as required.

What degree of supervision is typically provided to the incumbent?

Most work is completed independently; supervisory input provided upon request.

How is the work typically checked and verified?

Output is reviewed by exception only.

How frequently is the work checked?

Most processes are reviewed monthly.

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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.

- Most work is performed independently and reviewed as needed
- Expected to proof read work and perform quality assurance/auditing of processes
- Regular review of financial performance and budget status.
- Regular communication/update/review with the appropriate supervisor

Type of decisions that require creativity and initiative

- Incumbent will initiate/identify processes often in collaboration with other areas on campus (i.e. Financial Assistance, admissions, accounting, and prepare plan and communicate to students/staff for both campuses).
- Financial Aid/Cashier's Office – contact with Financial Aid Staff to ascertain external funding, bursaries, and other funding regarding residence student accounts. Contact Cashier's office to coordinate processing refunds.
- Housing & Campus Service staff – consultation on process design and execution. Daily communication concerning day-to-day operations of the residence.

Type of decisions normally referred to Manager

- New tasks or changes in direction are discussed with Manager. Changes are directed by residence or campus services policy, safety, or verbal / written direction from the Manager.
- Identification of unusual problems referred to the appropriate supervisor for solution or alternative. This could relate to cleaning, maintenance, security, student behaviour, financial or outside inquiry.
- Health & Safety issues or unresolved maintenance issues.
- Appropriate placement of a student based on an identified accommodation/accessibility need.
- Relocation of a resident based on an identified need.
- A student worker issue where it affects the team requires identification of potential conflict, performance management or supervisor input or intervention.

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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
Financial Assistance/Records, Physical Resources, Vendors/Suppliers, Student Workers, Parents/students	Exchanging routine information, extending common courtesy	Daily
Financial Assistance, Accounting, Physical Resources, Housing & Campus Services staff, Student Workers, Parents/students	Explanation and interpretation of information or ideas related to fee information, facility issues, leading services improvements, providing policy advice/guidance	Daily
Housing Services staff Student Workers	Imparting technical information and advice	Monthly
Student Workers	Instructing or training	Monthly
Students	Obtaining cooperation or consent	Monthly

**Key Considerations:**

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

Communications in this position are typically engaged for the purpose of:

Providing guidance/technical advice of a specialized nature; seeks to secure cooperation of others.

What type of involvement does this position have with confidential information?

Regular involvement with moderate disclosure implications.

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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
Updating the Residence Important dates and timelines
Description
The incumbent will update the key dates and important dates related to the residence applications, fees and payment deadlines associated with the Residence Contract. This requires the incumbent to cross-reference important academic admission and external funding deadlines to ensure residence alignment.

### 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:

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 significant waste and negative impacts to operational effectiveness.

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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)	
Other (please specify)	

### Key Considerations:

With respect to the nature of disagreeable/hazardous elements this position is in contact with, would you describe them as:

Slightly disagreeable

With regard to the disagreeable/hazardous elements referenced above, how often does the position encounter them?

Occasional

If this position is required to engage in business related travel, what is the frequency of the travel?

Choose an item.

## SUPPLEMENTAL DATA

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

- Must deal with challenging behaviour from students when dealing with residence discipline/policy decisions
- Walking around residence village to assess financial costs of damages in difficult weather conditions
- Must occasionally deal with garbage and personal belongings blocking access in student residence rooms; fire alarms can be noisy at times