

## Position Description Form (PDF)

College: Sir Sandford Fleming

Incumbent's Name: Vacant

Position Title: Administrative Assistant (OARI)

Payband: F

Position Code/Number (if applicable):

Scheduled No. of Hours: 35 per week

Appointment Type:  12 months     Less than 12 months (please specify # months: \_\_\_\_\_)

Supervisor's Name and Title: Brett Goodwin, Vice-President, Applied Research & Innovation

Completed by: Mary Lou McLean

Date: May 23, 2019

Updated: March 4, 2021

### Signatures:

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

Date:

Supervisor:

Date:

Dated:

### 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 of 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.

Reporting to the Vice-President, Applied Research & Innovation, the position plays a pivotal role in supporting the operations of the Office of Applied Research & Innovation, coordinating its functions and providing support to the Vice-President, Applied Research & Innovation, thereby facilitating the handling of highly confidential and often sensitive matters.

This position also provides administrative support to both the Manager, OARI and Manager, CAWT and provides direction and support as the first point of contact in the Vice-President's office for guests, visitors, staff and students, providing a professional image of the College at all times. Additionally, the incumbent works closely with the Research Grants Financial Officer to assist with the processing of financial and payroll transactions for all employees and researchers within the research centres at Fleming. This position also provides support to Fleming's Research Ethics Board (REB) and reviews and coordinates research applications from internal and external researchers as well as providing administrative guidance on the REB process to external researchers.

**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>General Administrative Support</b></p> <ul style="list-style-type: none"> <li>• Maintains calendars for Vice-President, Applied Research &amp; Innovation, Manager, OARI and Manager CAWT , and schedules and books all internal meetings through electronic calendaring.</li> <li>• Arranges for logistical support for meetings with external and internal partners including booking conference calls, WebEx meetings, booking rooms through BookIT , ordering hospitality, arranging for parking passes if required and arranging any last-minute requirements.</li> <li>• Responsible for coordinating and booking all travel arrangements for the management staff, including flights and accommodations. Maintains the membership list for OARI/CAWT staff.</li> <li>• Maintains appropriate inventory of office supplies.</li> <li>• Prepares and distributes agenda packages for various meetings as required (e.g., TAC Advisory meeting, OARI Team Meeting).</li> <li>• Monitors the Fleming “Research” email account and maintains the CAWT Outlook calendar for staff absences and deadline reminders.</li> <li>• Handles and directs all mail to the OARI and supports external committee work for the Vice-President, Applied Research &amp; Innovation</li> </ul>	<p>40%</p>

<p><b>Finance/Payroll Transactions</b></p> <ul style="list-style-type: none"> <li>• Assists with the processing and flow of all day to day financial and payroll transactions of the OARI in accordance with various deadlines, including:             <ul style="list-style-type: none"> <li>• ensuring all expense statements, visa statements, payroll timesheets, grant timesheets, travel authorization forms, hospitality forms, contracts and exception reports are completed in accordance with both the college guidelines and by guidelines of numerous funding bodies.</li> <li>• Tracks every expense through an Excel spreadsheet for internal budgeting purposes.</li> <li>• Scans, copies or distributes all necessary paperwork for auditing records to shared drive or to internal departments (finance, human resources) as requested as well as to external funders as required.</li> </ul> </li> </ul>	<p>35%</p>
<p><b>Research Ethics Board</b></p> <ul style="list-style-type: none"> <li>• Key internal liaison to Fleming's Research Ethics Board (REB) by way of processing intake of all new research applications and providing guidance to external researchers applying to conduct research involving human participants.</li> <li>• Conducts preliminary review of all research applications to determine appropriate course of action.</li> <li>• The incumbent is the main point of contact for external and internal researchers by providing administrative guidance on the REB process.</li> <li>• Prepares and distributes REB meeting materials to REB members.</li> <li>• Prepares and distributes minutes from all REB meetings and composes communication to external researchers as to the committee's findings.</li> </ul>	<p>10%</p>
<p><b>Administrative Support – Funding Proposals</b></p> <ul style="list-style-type: none"> <li>• Provides support for all funding proposals submitting through the OARI and new partner onboarding, including;             <ul style="list-style-type: none"> <li>• data entry into online funding portals,</li> <li>• uploading proposal materials, tracking letters of support, completing, sending and</li> <li>• tracking non-disclosure agreements and Memorandums of Understanding.</li> </ul> </li> </ul>	<p>10%</p>
<p>Other related duties as assigned</p>	<p>5%</p>

\* To help you estimate approximate percentages:

½ hour a day is 7%  
½ day a week is 10%  
1 week a year is 2%

1 hour a day is 14%  
½ day a month is 2%

1 hour a week is 3%  
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.

- Up to High School       1 year certificate       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:

Bookkeeping/accounting certificate Business Administration and/or Office Administration
--

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.

- 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

## 2. Experience

Experience refers to the minimum time required in prior position(s) to understand how to apply the techniques, methods 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

X Minimum of three (3) years

- Experience processing financial transactions and associated administrative tasks, including the use of spreadsheets (Excel)
- Proficiency in a variety of software including but not limited to Excel, Word, Outlook, Internet browsing applications and general administrative applications (Doodle Polls, WebEx, DropBox)
- Experience with Research Ethics Boards is preferred
- Experience interpreting various federal and provincial research funding guidelines is preferred
- Experience with international travel, currency & customs
- Excellent organizational skills.
- Must be able to maintain confidentiality and demonstrate tact and diplomacy at all times
- Must have strong communication and interpersonal skills and be able to function professionally and efficiently in stressful situations
- Demonstrated ability to prioritize tasks, proactively analyze and anticipate issues, effectively solve problems in a timely manner and exercise sound judgment.
- Effective team player (with multiple teams) with a commitment to quality improvement processes.
- Ability to work with significant autonomy.
- Ability to multi-task.
- Ability to work in a high pressure environment with constantly changing priorities

x 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.

As the liaison between the OARI and the Research Ethics Board, the incumbent determines whether a Research application requires REB approval

How is it identified?

Incumbent is contacted directly by external researcher

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

Yes. The incumbent must be familiar with several policies and guidelines including the Government of Canada's "Tri-Council Policy Statement (TCPS) for Ethical Conduct for Research Involving Humans", which is 210-page document that all university and college researchers must be familiar with to ensure research is conducted in an ethical manner. As well, the incumbent must be well versed in Fleming College's 2-216 Policy for Ethical Conduct for Research Involving Humans. These two documents guide the incumbents work and interpretation of the variety of questions that will be received from external/internal researchers and REB members. The incumbent is often the first contact for interpretation of the ethics policies.

The incumbent may be required to seek additional information/clarification from the researcher who submitted the application.

Based on what their interpretation of the TCPS guide, the incumbent is then required to make a recommendation to the researcher as to whether more information is required in their application and then what type of REB review is required.



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

The TCPS is a very complex policy, with many intricate concepts and exceptions. Interpretation is mentally challenging and requires an ability to conduct complex analysis to get to a solution. If incumbent is unsure, they would consult the Manager, OARI or the Chair of the Research Ethics Board

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

Fleming College's 2-216 Policy for Ethical Conduct for Research Involving Humans.  
 Tri-Council Policy Statement (TCPS) for Ethical Conduct for Research Involving Humans  
 Past Practices and established standards

### 3. Analysis and Problem Solving

#### #2 regular & recurring

Key issue or problem encountered

An industry partner arrives in the office visibly upset and demands to make an appointment with the Vice-President. The incumbent must calm the industry partner down; ask questions to understand the context and ascertain what the industry partner is looking for and whether the best option is a meeting or is there an alternative that will resolve the issue. This must be done with sensitivity and concern, allowing the industry partner to feel comfortable and heard.

How is it identified?

This is done by questioning and ascertaining the facts to determine the background and purpose of their request. The incumbent then analyses the facts to decide the next steps. This enables the incumbent to provide the industry partner with the most appropriate place to deal with their issue.

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

Yes - Once the problem is clarified the incumbent must determine what steps and sequence should be taken to resolve the issue and may ask further questions or look up information to assist. The industry partner is then either booked into a meeting or redirected to another person in the research centre.

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

The incumbent must assess the urgency of the situation to determine how involved they remain in resolving the problem or if they redirect to another area. If the urgency is high, the incumbent must prioritize this meeting based on the facts that have been established. They must collect pertinent information on the industry partner and issue. This also provides background to the Vice-President prior to the meeting time.

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

Existing research agreement with the partner, established practices.

**#3 regular & recurring**

Key issue or problem encountered

The incumbent has been asked to identify a date/time to set up a TAC Advisory Committee (TAC) meeting within the next two weeks. This typically involves up to 15 participants, internal and external, with varying schedules, physical location and availability.

How is it identified?

Incumbent solicits information regarding schedules to determine if an "unscheduled" period exists during which to schedule the meeting. The incumbent gathers information on existing activities and meetings already scheduled to ensure the meeting does not conflict. Incumbent examines draft agenda to determine key participants that must be in attendance.

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

Yes – the incumbent must determine if there is a large room available, hospitality required, multi-media required, external guests attending, agenda items, etc.

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

After gathering and analyzing information, incumbent must identify a meeting date/time/location that suits the vast majority and includes key participants identified, while recognizing that some will be unable to attend.

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

Room schedules, researcher schedules, advisory committee member schedules, NSERC representative schedule

### 3. Analysis and Problem Solving

#### #1 occasional

Key issue or problem encountered

The incumbent has two weeks' notice to arrange travel arrangements (visa, flights, hotel) overseas for the Vice-President, Applied Research and Innovation and an external instructor.

How is it identified?

Vice-President advises incumbent

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

Incumbent would need to determine preferences of travellers as to hotels, times of flights, etc.

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

The many decisions involved as well as the ability to navigate complex international travel rules and regulations require a significant degree of judgment, sensitivity and diplomacy due to the demanding situation and/or time constraints and conflicts. Incumbent must work through the problems or situations as required. The incumbent must determine the order of operations in terms of making travel arrangements, ie. Deadline for processing a Visa application, flight options, hotel bookings all while staying within a budget. The incumbent must use his/her judgment to determine the best flight options for three individuals with differing priorities/needs. The incumbent must understand the nuances and culture of working with international booking agencies and consulates.

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

Internet searches, past practice, government websites, funding guidelines, Fleming's expense directive

#### #2 occasional

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).


#### 4. Planning/Coordinating

Planning is a proactive activity as the incumbent must develop in advance a method 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.

Monthly and ad hoc Research Ethics Board meetings. As the college Liaison for the REB, the Incumbent is responsible for scheduling, organizing logistics and attending all meetings. Incumbent is responsible for ensuring all documentation from the external researcher is in accordance with Fleming policy and in accordance with the Tri-Council Policy Statement (TCPS) for Ethical Conduct for Research Involving Humans. Often, there is a lot of supplemental information to be reviewed and organized by the incumbent prior to the meeting to ensure it meets all policies and guidelines.

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

Incumbent should have an eye for detail as well as good planning and organizational skills.

Planning skills and coordination of multiple calendars: In instances of expedited reviews requiring meetings, incumbent solicits information regarding schedules to determine if an “unscheduled” period exists during which to schedule the meeting. Incumbent gathers information on existing activities and meetings already scheduled to ensure the meeting does not conflict.

Incumbent examines draft agenda to determine key participants that must be in attendance. Arranges all logistics (meeting room, multi-media, hospitality).

Written and verbal communication skills: Communicating to committee members, creating accurate meeting notes

Collaboration skills: Works with Manager, OARI to establish meeting dates. Prepares the agenda with the Manager, OARI

Follow up skills: Ensuring meeting minutes are completed, approved and distributed.

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

TCPS  
Fleming Policy 2-216

How is/are deadline(s) determined?

The monthly meeting schedule is set at the beginning of each year and the deadlines to have the research application to the Incumbent is established (15 days prior to meeting). However, there are instances where an expedited review by the committee of the research application is necessary and the incumbent would then be required to contact committee members directly and find a time to meet that works with all schedules.

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.

Chair of REB. If there isn't going to be quorum for a meeting, the Chair would decide to postpone the meeting.

**4. Planning/Coordinating**

**#2 regular & recurring**

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

Incumbent is responsible for coordinating the completion, authorization and timely submission of all research Timesheets, Visa statements and expense claims that are completed by employees of the OARI and all dedicated research centres at the college.

Unlike other departments at the college, all employees in the OARI and research centres have and use both corporate and purchasing college credit cards on a regular basis. Some employees have had their spending maximum on their credit card increased from the regular \$5,000 per month to \$15,000 per month due to the volume of purchases they are required to make. In addition to the credit card purchases, Fleming research staff do a much larger volume of travel than other departments, which translates to a much greater volume of expense claims. As well, many of the researchers work at different locations than the incumbent.

The OARI has a tighter deadline than all other departments at the college, as all OARI expenses are reviewed by Finance prior to submission.

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

The incumbent needs exceptional organization and planning skills as well as diplomacy and tact. For example, each employee completes and submits monthly research timesheets, however depending on whether the employee is part-time or full-time, dictates when they are due to Payroll.

Coordinating and organizing this level of paperwork (expense claims, travel authorization forms, timesheets, visa statements) every month and sometimes more often with several layers of review and authorization takes excellent planning skills. As well, these items are often not a priority to complete for the employees or a priority for the manager to authorize, so the incumbent is required to use great diplomacy and tact in order to ensure they are all complete and authorized by the deadlines.

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

Calendars, tracking spreadsheets, Fleming website  
Payroll, Finance

How is/are deadline(s) determined?

There are two deadlines: one imposed by other college departments and an internal OARI deadline that is set based on the college deadlines.

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.

Other college departments would determine if changes to the deadlines are required, for example the Payroll department may change the regular payroll cycle deadlines to a compressed cycle due to holidays.

**#3 regular & recurring**

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

Coordinating and tracking all REB applications from the moment of intake to final approval and then to completion of research reporting. This includes ensuring the researcher is aware of all documentation that needs to be completed and filed prior to REB approval, composing the approval letters from the REB Chair, advising Researchers of filing requirements during the period of the research (if scope of research changes) as well as advising them of their requirements once the research study is complete.

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

Incumbent must have the ability to track multiple projects at various stages of completion and have excellent follow up skills. The incumbent must also maintain regular communication throughout the process.

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

Fleming Policy 2-216  
Fleming's Tri-Council audit policies related to REB End of Study and REB Annual Status

How is/are deadline(s) determined?

Some deadlines are set annually, others are set by policy

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.

Chair of REB, for example the Chair would determine if a proposed change to a research project warranted a formal documentation and submission to the REB.

**4. Planning/Coordinating**

**#1 occasional**

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

Coordinating and planning quarterly TAC Advisory Committee meetings (VIP event).

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

Incumbent must plan the logistics of the meeting well in advance and ensure all important details are in hand. Incumbent must interact with Advisory board members in a professional, tactful manner at all times.

Incumbent is responsible for the planning the logistics of the meeting and communicating with Advisory Committee members regarding the meeting. This includes conducting a Doodle Poll of availability of the members, sending out meeting materials (agenda, supporting meeting materials), confirming attendance of all members, arranging for catering, parking, booking room, IT support.

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

Calendars, DoodlePoll, DropBox, Catering, BookIT, Parking at Fleming.

How is/are deadline(s) determined?

Meeting deadlines are set by the Manager, OARI, however the deadlines for arranging the details of the meeting are set by the incumbent.

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.

Manager, OARI, for example if the meeting needed to be re-scheduled due to a lack of availability of the members, the Manager would suggest an alternate date.

**#2 occasional**

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

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

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

How is/are deadline(s) determined?

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.




## 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"/>	<input type="checkbox"/>	Minimal requirement to guide/advise others. The incumbent may be required to explain procedures to other employees or students.	Incumbent advises all research employees regarding policy interpretation related to expense claims, travel forms, timesheets, access to shared drive, visa statements, calendars, room bookings, cell phones, computers, parking for guests.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is a need for the incumbent to demonstrate correct processes/procedures to others so that they can complete specific tasks.	Incumbent advises external researchers on the interpretation of Flemings' Policy on Research and the application process to the REB.
<input type="checkbox"/>	<input 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 they have the responsibility to demonstrate correct processes/procedures or provide direction.	
<input type="checkbox"/>	<input 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.	

## 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.

What are the instructions that are typically required or provided at the beginning of a work assignment?	
Regular and Recurring	<del>Occasional (if none, please strike out this section)</del>
<p>Job duties are performed in accordance with general instructions and guidelines. The incumbent is aware of the day-to-day responsibilities of the position in relation to the academic cycle. Special projects are outlined generally by the Vice-President. The incumbent has autonomy to make decisions and most assignments are completed with no supervision. Independent judgment and thinking is required throughout the span of an assignment.</p>	

What rules, procedures, past practices or guidelines are available to guide the incumbent?	
Regular and Recurring	<del>Occasional (if none, please strike out this section)</del>
<p>College policies &amp; procedures                      OARI Office procedures and "how to" documentation                      Funding policies and guidelines                      Expense Directives                      Purchasing guidelines                      Budget principles and accounting procedures                      Tri-Agency Guide for Financial Administration                      TCPS-2</p>	

How is work reviewed or verified (eg. Feedback from others, work processes, Supervisor)?	
Regular and Recurring	Occasional (if none, please strike out this section)

<p>Much of the work of the incumbent is performed independently and is not checked on a regular basis. Work is reviewed by exception and/or discussion of processes. On occasion or in unusual situations, the incumbent may refer to Vice-President or Manager for clarification.</p>	
--	--

**6. Independence of Action**

<p>Describe the type of decisions the incumbent will make in consultation with someone else other than the Supervisor?</p>	
<p>Regular and Recurring</p>	<p>Occasional (if none, please strike out this section)</p>
<p>Department priorities with Vice-President.                  External agencies/suppliers – Travel bookings, logistics/confirmations.                  Departmental meetings - participants – agenda, meeting date change.                  External suppliers - Cost estimates, ordering supplies, return policies.                  External stakeholders – TAC Advisory board for meeting times, agenda approval.                  Physical Resources – work order fulfillment.</p>	<p>If unsure of an internal process to be followed, the incumbent would check with the appropriate department guidelines before proceeding</p>

<p>Describe the type of decisions that would be decided in consultation with the Supervisor.</p>	
<p>Regular and Recurring</p>	<p>Occasional (if none, please strike out this section)</p>
<p>Staff and Human Resources issues requiring signature and/or approval of the Vice-President.                  Facilities and maintenance re. space utilization/needs                  Conflicts and/or sensitive issues requiring unscheduled and immediate administrative resolution.</p>	<p>Major deadline/workload conflicts.</p>

<p>Describe the type of decisions that would be decided by the incumbent.</p>	
<p>Regular and Recurring</p>	<p><del>Occasional (if none, please strike out this section)</del></p>

The incumbent develops and/or modifies new office processes to meet the needs of the department and staff as needs change. (ex. filing process, meeting bring forward files, etc.)

Incumbent is responsible for managing calendars, coordination of meetings, changing calendars to meet ever-changing needs requires understanding of priorities and deadlines and ability to determine impacts of moving meetings, etc. Priorities are changing constantly.

Setting up and managing appropriate tracking systems.

Developing documentation for new processes and changing existing processes to meet needs of new guidelines and technology.

Providing options/alternatives to researchers, staff, administrators and student workers to resolve issues which includes complaint resolution, handling sensitive and confidential matters, locating and providing info and materials, advising of correct procedures and directing to appropriate resources.

The incumbent handles new and unfamiliar situations weekly and makes appropriate decisions relevant to a project or problem.

Assesses and prioritizes own workload and decides on best method for handling in order to meet expected deadlines.

Decides how best to support special projects to accomplish the objectives defined by the Vice-President.

## 7. Service Delivery

This section looks at the service relationship that is an assigned requirement of the position. It considers 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?		
The incumbent is responsible for monitoring the <a href="mailto:research@flamingcollege.ca">research@flamingcollege.ca</a> email account and responding to inquiries from external parties related to career opportunities and opportunities for partnership	Incumbent monitors the account on a daily basis and responds to routine requests for information. For non-routine questions, the incumbent will forward to the appropriate Manager.	General Public	D
Providing guidance related to Research Ethics Board inquiries	Incumbent receives email directly or through the Research email account. Incumbent consults appropriate policies, as needed.	External researchers	W
Requests to plan and coordinate meetings typically originate via email or in person.	- based on various existing activities and schedules, the incumbent identifies an appropriate date, , equipment required, draft agenda, logistics, hospitality, etc.	Management and employees of the OARI	M

\* 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/Method	Example	Audience	Frequency (D, W, M, I)*
Exchanging routine information, extending common courtesy	Day to day interactions with Research Grants Financial Officer include face to face verbal communication, email & phone. All interactions relate to day to day financial transactions in the OARI as well as monthly reporting to various college departments (Payroll, Accounting Operations)	Research Grants Financial Officer	D
	Day to day interactions with VP, Applied Research & Innovation and Manager, OARI, face to face, email & phone. All interactions relate to calendaring, budgets and planning.	VP, AR & Manager, OARI	D
	Day to day interactions with team at CAWT, CSM & OARI related to deadlines for expenses, timesheets.	Staff	D
Explanation and interpretation of information or ideas	Explanation of REB approval process to external researchers	General public	W
	How to print labels on a printer as an example	Staff	W
Imparting technical information and advice			
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	D		X		X		
Carrying boxes of files	I	X			X		

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

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 files

### 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
Tracking of all financial transactions (expense statements, invoices, etc.)	D		X	
Can concentration or focus be maintained throughout the duration of the activity? If not, why? <input type="checkbox"/> Usually <input checked="" type="checkbox"/> No, incumbent provides front-line service to staff and is the point person for departmental inquiries and is expected to keep door open, answer phone calls and respond as inquiries arise."				

Activity #2	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Transcribing minutes from REB after the meeting	M			X
Can concentration or focus be maintained throughout the duration of the activity? If not, why? <input type="checkbox"/> Usually <input checked="" type="checkbox"/> No, incumbent provides front-line service to staff and is the point person for departmental inquiries and is expected to keep door open, answer phone calls and respond as inquiries arise."				

Activity #3	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Coordinating the multiple steps involved when handling and distributing copies of financial documents (due to audit requirements)	D		X	



Can concentration or focus be maintained throughout the duration of the activity? If not, why?

Usually

No, incumbent provides front-line service to staff and is the point person for departmental inquiries and is expected to keep door open, answer phone calls and respond as inquiries arise.”

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

### 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)		D
<input type="checkbox"/> accessing crawl spaces/confined spaces		
<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 type="checkbox"/> travel		
<input type="checkbox"/> working in isolated or crowded situations		
<input type="checkbox"/> other (explain)		

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