

Fleming College

POSITION DESCRIPTION FORM (PDF)

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

Position Title: Training Programs Technical Assistant

Position Number: PT0212 Pay Band: 7

Reports To: Michael Andrews, Manager, Academic Upgrading & Skills Training

Appointment Type: Other-details at right. "Other" Hours Details: 12 month

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

PDF Completed By (Manager Name): Michael Andrews

Effective Date: March 24, 2021 Last Revision: [Click here to enter text.](#)

SIGNATURES

Incumbent: _____ Date: _____

(indicates incumbent has read and understood the Position Description Form details)

Supervisor: _____ Date: _____

(indicates the supervisor has authorized and assigned the duties & responsibilities in the PDF)

NOTE: Please return the original PDF to HR Operations (Michelle Bozec) as soon as it has been signed. Thank you.

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PART ONE:

POSITION SUMMARY

The Training Programs Technical Assistant position supports the successful completion and management of client and student files and data entry associated with employment and training programs. The incumbent also supports reception and customer service duties as required.

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>Responsible for accurate documentation, maintenance of paper and electronic files, and tracking of participant activities:</p> <ul style="list-style-type: none"> • Entering client and student information into Employment Ontario Information System (CaMS) • Collecting required information from various sources (electronic shared files, email, paper) • Coordinating with other program staff and faculty to establish processes for the timely and accurate data collection • Verifying that supporting documentation is accurate and complete • Using digital tools such as Excel, OneDrive, MS Teams, etc., to accurately track and share information as required • Maintains student records and enters financial support information (Evolve) 	80%
2	<p>Backup Reception, provides customer service support over lunch and vacation periods by:</p> <ul style="list-style-type: none"> • Acting as the first point of contact for all walk-in, phone and on-line clients and students • Calendar Management: Booking appointments, scheduling workshops and reserving rooms. • assisting clients with registration and connecting them to appropriate support staff (e.g., Student Advisors) • making informal referrals to appropriate community resources and service providers • troubleshooting technical problems relating to office equipment and RI Centre computers to ensure they are functional. 	10%
3	Participates as a member of the training services team and participates in meetings, events and activities as required.	5%
4	Other Duties As Assigned <i>(do not amend this section)</i>	5%

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	Summary Details	Percentage %

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

For example:

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

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PART TWO:

TRAINING & TECHNICAL SKILLS

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

Formal Education Requirements:

Completion of a two (2) year college diploma.

Field(s) of Study:

Office Administration or Business Administration

Other Vocational Certifications and/or Apprenticeships:

[Click here to enter text.](#)

EXPERIENCE

Specify the minimum number of months and/or years of practical experience in any related work necessary to fulfill the requirements of this position.

Practical Work Experience:

More than one year up to three years.

Additional Skills & Abilities:

General office procedures in a busy customer service-oriented setting preferably in an employment, training and/or education environment. Intermediate to advanced skills in software applications, i.e., Word, Excel, information management systems, databases, e-mail. Utilizing communication skills, both written and verbal, including clear and efficient telephone skills. Working independently, prioritizing, organizing and problem-solving own workload within a diverse customer service team environment. Providing excellent customer service, including the ability to relate to other staff, faculty and/or community at large, from varying social, academic, economic, and cultural background.

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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 Data collection and input
Must accurately input data into the Employment Ontario Information System (CaMS), Evolve, and other database systems. Regular audits conducted by the Ministry and service quality-based funding model makes us accountable for the results documented in these systems. These systems are complex and come with extensive manuals outlining the performance management characteristics and requirements.

Example #2

Task / Activity Customer service support
Serve clients who may have challenges with communication, appropriate behaviour.

Key Considerations:

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

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

Routine

How would you describe the complexity of the work?

Some duties are varied and complex.

Describe the business processes used by the position.

Processes are different and unrelated.

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JUDGMENT

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

Example #1

Task / Activity

Identifying and correcting data source errors

This position works independently, usually without direction or guidance from others in the office. As the only staff performing the duties of the job, incumbent must adhere to and reference Ministry guidelines and in-house policies and procedures daily to ensure adherence to contractual obligations. Must seek guidance and advice as needed to avoid errors and minimize risk.

When documentation is received it may contain errors or missing information. Ministry Data system (EOIS-CaMS) may highlight issues or incumbent will identify based on program rules when reviewing documentation. Some errors will require a call to other staff for clarification and other errors will be minor fixes based on incorrect data entry of data. Program has clear rules and guidelines which must be followed so incumbent would review and advise program staff of rules that have not been met. Program guidelines and documentation rules are available as well as assistance from program coordinators and manager.

Example #2

Task / Activity

Reception, Customer Service

As the first point of contact, the incumbent can experience a clients' language and/or disability issue(s) and effectively refer and direct them to appropriate internal services, and/or other agency for outside service (e.g., Ontario Works, CMHA). When there is a language or disability barrier determined and the usual approach to communicating is not effective the incumbent determines another approach to exploring the clients' needs and/or problem. i.e., A deaf client may require the incumbent to manually write messages back and forth, a new immigrant may benefit from the incumbent speaking slower and more articulately, or clients' who are unsure and not confident about defining and communicating their needs may require extra patience and careful, and effective questioning to make an appropriate referral.

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:

Breakdown facts or components of the problem situation to find a solution.

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

Choose from a range of existing options.

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MOTOR SKILLS

Describe the aspects of the position that require fine motor movements (delicate, intricate or precise) related to the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Keyboarding, data entry
Description Using a computer to input information.

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
Keyboarding, data entry	100

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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 Data input and responding to enquiries
Description Sitting or standing at a desk while engaging in data entry functions and/or talking on the phone.

Example #2

Task / Activity
Description

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

Task	% of Time
Data entry	80
Sitting at a desk responding to phone and walk-in inquiries	20

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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 Collecting, inputting, and reporting data in a variety of database systems.
Description Visual and tactile (and if on phone, auditory) activities with an appropriate level of concentration.

Example #2

Task / Activity Processing forms and other paperwork.
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
Collecting, inputting, and reporting data in a variety of data base systems.	80
Processing forms and other paperwork.	10

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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 Data Entry
Description Complete data entry in an accurate and timely manner. Meet regular reporting deadlines.

Example #2

Task / Activity Responding to clients during peak traffic
Description Prioritize and effectively respond to client/public/student program inquiries.

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 reasonable and rarely change.

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 infrequent.

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

Task	% of Time	Predictability*
Data Entry	80	UP (Usually Predictable)
Responding to client inquiries during peak traffic	20	TP (Tends to be Predictable)

INDEPENDENT ACTION

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

Example #1

Task / Activity Data entry
Description Provided guidelines, policies and procedures, forms, manual and verbal instructions (training if required). Day to day activity/work is performed independently following established Employment Ontario guidelines and past practices. Normal instructions are provided at the beginning of an assignment if applicable.

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?

Works within established operational practices.

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 report/discussion.

How frequently is the work checked?

Most processes are reviewed weekly.

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 duties do not involve creativity. Must show initiative performing tasks to identify problems, risks or opportunities for improved processes. When responding to clients, students and the public, incumbent must think on their feet. Must show initiative to prevent a customer service or data management issue from escalating or risking missing deadlines.

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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
P/T reception	Coordinate and collaborate on work to serve customers/students	Weekly
Program/college staff and faculty	Provide data entry and other clerical support for program services and directing enquiries from other college departments	Daily
Manager	Report on program and discuss strategies to improve service	Weekly
Clients/Students	Client's call or drop in seeking information about program. Students looking for direction to support staff or faculty.	Weekly
Community Organizations	Telephone calls and emails from partners and community organizations	Weekly
General Public	Telephone calls and emails from general public	Weekly

Key Considerations:

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

Communications in this position are typically engaged for the purpose of:
Exchanging basic factual information.

What type of involvement does this position have with confidential information?
Occasionally involvement with minor 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
Description Must accurately input data into the Employment Ontario Information System (CaMS), Evolve and other data base systems. Regular audits conducted by the Ministry and our service quality funding model makes us accountable for the results documented in these systems. These systems are complex and come with extensive manuals outlining the performance management characteristics and requirements.

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 some workflow disruption, duplication and/or wasted resources.

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WORK ENVIRONMENT

Describe the physical environment that the incumbent works in. Consideration should be given to:

- The probability or likelihood of exposure to disagreeable/hazardous elements.
- The nature of the disagreeable/hazardous element
- Length of exposure while on the job
- Travel

Complete the chart below. Answer the questions in the Key Considerations section.

Environment	% of Time
Professional office environment Yes	100
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?

Infrequent (less than 10% of their time in transit)

SUPPLEMENTAL DATA

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

n/a