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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.

# POSITION DESCRIPTION FORM (PDF)

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

**Position Title:** Employment Services Resource Assistant

**Position Number:** [Click here to enter text.](#) **Pay Band:** 8

**Reports To:** Shanthi Rajaratnam, Director Workforce Development

**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):** Shanthi Rajaratnam

**Effective Date:** June 16, 2021 **Last Revision:** June 16, 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.

## PART ONE:

### POSITION SUMMARY

The Employment Services Resource Assistant position at Fleming CREW in Peterborough supports the successful delivery of Employment Ontario programs by providing customer service and administrative support.

### 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 electronic files, and tracking of participant activities:</p> <ul style="list-style-type: none"> <li>• Entering participant and employer information into Employment Ontario Information System (CaMS - EOIS)</li> <li>• Collecting required information from various sources (electronic shared files, email, paper)</li> <li>• Coordinating with other program staff to establish processes for the timely collection of data</li> <li>• Verifying that documentation is complete</li> <li>• Using other tools such as Excel, OneDrive, MSTeams, etc. to accurately track and share information as required.</li> <li>• Tracks budget and initiates payments using electronic systems</li> <li>• Maintains student records and enters financial support information.</li> </ul>	35%
2	<p>Purchasing activities:</p> <ul style="list-style-type: none"> <li>• Paying for services and goods purchased to support Employment Services Operations</li> <li>• Paying for items purchased as client supports, which may require in person purchasing from vendors.</li> <li>• Coordinating the delivery of client support items to clients and obtaining signatures for proof of receipt</li> <li>• Processing credit card payments and reconciliations, cheque requests, purchase requisitions</li> <li>• Tracking purchases and spending, monitoring amounts spent, and completing monthly reconciling.</li> </ul>	40%
3	<p>Provides service delivery support by:</p> <ul style="list-style-type: none"> <li>• Monitoring main phone line and department email inbox and responding to inquires or re-directing them to appropriate staff.</li> <li>• Monitors referral tools for client referrals from other sources and makes initial contact with clients to arrange appointments.</li> </ul>	15%

	Summary Details	Percentage %
	<ul style="list-style-type: none"> <li>Calendar Management: Booking appointments, scheduling workshops and reserving rooms.</li> </ul>	
4	<ul style="list-style-type: none"> <li>Participates as a member of the employment services team and participates in meetings, events and activities as required.</li> </ul>	5%
6	Other Duties As Assigned <i>(do not amend this section)</i>	5%

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

For example:

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

## 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:**

Executive Office 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:**

3 years' experience including general office procedures in a busy customer service-oriented setting preferably in an employment, training and/or education environment. Intermediate to advanced skills in specific applications i.e., word processing, spreadsheets, information management systems, databases, websites, social media, e-mail. Utilizing communication skills, both written and verbal, including clear and efficient telephone skills. Working independently, prioritizing, and organizing and problem-solving own workload within a diverse customer service team environment. Providing excellent customer service, including the ability to relate to job seekers, employers and/or community at large, from varying social, academic, economic, and cultural backgrounds.

## 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

Purchasing client supports

When a support item is required for a client, the incumbent must source a vendor for the item, arrange the purchase, and then coordinate with the client to pick up the item. Sometimes vendors do not accept credit cards and the incumbent works with Finance to arrange another method of payment. Sometimes the incumbent must decide between different product options when purchasing, choosing an item that best meets the client need while staying within approved budget amounts.

#### Example #2

Inputting Data

Must accurately input data into the EOIS, CATS, CTS and other data base systems. Regular audits conducted by the Ministry and our outcome 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.

#### **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?

Non-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

Verification of data
When documentation is received it may contain errors or missing information. Ministry Data system may highlight issues or incumbent will identify based on program rules when reviewing application. 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 ETC or manager.

### Example #2

Interacting with clients with diverse needs
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 employment services staff. When there is a language or disability issue/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, efficient and effective questioning in order 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:  
Modify/refine existing methods and options.



## 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

Keyboarding/Data Entry
Must accurately enter data into various systems using a computer, keyboard and mouse.

### 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	70%

## 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

Computer work
Sits at a desk for long periods of time.

### Example #2

Driving and Carrying
Drives to vendors to make purchases, carries purchases to vehicle and back to office.

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

Task	% of Time
Computer work	70
Driving and Carrying	30

## 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

Collecting, inputting, and reporting data in a variety of database systems.
Incumbent must concentrate to ensure accuracy. For example, when entering data in CaMS, incumbent must pay close attention to dates, spelling, dollar amounts, etc. to minimize errors. When reconciling a visa statement, incumbent must ensure correct department codes are used. Must ensure all paperwork and chits are completed accurately and saved in the correct file, and obtain the required signatures.

### 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
Collecting, inputting and reporting data in a variety of data base systems.	60

## 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

Difficult clients
May interact with clients who have personal challenges or barriers which may make them confrontational or frustrated

### Example #2

Deadlines
Will have time management pressures, meeting multiple client and program needs.

### **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?  
No 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*
Difficult clients	5	NP (Not Predictable)
Meeting deadlines	30	UP (Usually Predictable)

## 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**

Data Entry
Data entry is not usually reviewed by anyone but must be carefully checked for accuracy by the incumbent. Team and Manager reviews monthly statistical data and may identify errors or issues to be investigated further.

**Example #2**

Responding to clients and employers
When responding to clients and employers, incumbent must think on their feet. Many questions and issues that arise have routine responses but frequently must show initiative to prevent an issue from escalating or to ensure an effective referral has been made.

**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 monthly.

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. Day to day activity/work is performed independently following

established EO guidelines and past practices. Work associated with EO projects will be reviewed and submitted to ETC, Manager and Finance (some or all of these staff depending on the task being completed.) For example, reimbursement requests reviewed by Manager.

## 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
Program Staff	To provide data entry and other clerical support for program services	Daily
Manager	To report on program and discuss strategies to improve service	Monthly
Job Seekers	Interacts with clients to arrange distribution of support items or to book appointments. May need to arrange obtaining signatures on forms.	Daily
Employers	Employers call to post positions, access hiring incentive and/or receive general program information.	Daily
General public and community organizations	Telephone calls and email from general public and/or community organizations.	Weekly
		Choose an item.

### Key Considerations:

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

Communications in this position are typically engaged for the purpose of:  
Providing explanation or interpretation, empathize with the needs of others.

What type of involvement does this position have with confidential information?  
Regular involvement with moderate disclosure implications.

## 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

Accuracy of data entry
Must accurately input data into the EOIS (CaMS), CATS, CTS and other data base systems. Regular audits conducted by the Ministry and our outcome 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
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.



## 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?

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.

[Click here to enter text.](#)