

Position Description Form (PDF)

College: Sir Sandford Fleming

Incumbent's Name: **Vacant**

Position Title: Employee Success & Development Assistant Payband: F

Position Code/Number (if applicable): S00473

Scheduled No. of Hours: 35 per week

Appointment Type: **12 months** Less than 12 months (please specify # months: _____)

Supervisor's Name and Title: Heather Cosh, Director, Employee Success & Organizational Development

Completed by: Heather Cosh

Date: October 3, 2019

Signatures:

Incumbent:

Date:

(Indicates the incumbent has read and understood the PDF)

Supervisor:

Date:

Instructions for Completing the PDF

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

Position Summary

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

The Employee Success & Development Assistant (ESDA) provides confidential, proactive coordination, and administrative support to the Employee Success & Organizational (ES&OD) team. The incumbent directly supports talent acquisition activities including recruitment & selection, coordinating employment offer correspondences, and new hire processing within corporate data systems. This position administers the Position Control module of the Evolve system (Peoplesoft), liaising with other divisional staff to ensure accurate records are maintained to support the College's new hires and onboarding activities, complement management activities and associated reporting requirements. In support of the professional development activities and organizational development initiatives, the incumbent will liaise with internal/external workshop facilitators, arrange logistics and hospitality, assist with organizing materials packages, facilitate reporting activities, provide registration support for the professional development calendar and ensures the webpage content for professional learning opportunities is maintained accurately. With a keen focus on operational effectiveness and service excellence, the incumbent will work collaboratively with the Director, the ES&OD team and OE&HR divisional staff to implement business process improvements.

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>Talent Acquisition Administrative Support Responsible for providing proactive administration and coordination of talent acquisition activities including but not limited to opening job competitions in Evolve and physical competition files, ensuring job postings are distributed in accordance with collective agreements and College practices, facilitates internal processing requirements upon closing of job postings and liaises as required with Talent Acquisition Specialists (or HR Consultants) for scheduling interviews, arranging logistics such as room bookings, WebEx, testing activities, ensures interview materials for candidates and selection panels are prepared and distributed in a timely manner, responds to process inquiries from candidates who have been scheduled for interview, etc.</p> <p>Provides front-line customer service to arriving candidates (internal/external) and responds to telephone or in-person inquiries related to talent acquisition activities.</p> <p>Works collaboratively with the ES&OD team to pre-qualify and maintain a select casual/call-in pool for contingent staffing needs in the organization.</p> <p>Provides coordination assistance for Student Hiring activities in collaboration with the Director, Talent Acquisition Specialists (TAS), and other internal stakeholders.</p> <p>Provides feedback and recommendations for front-end processes supporting talent acquisition and facilitates administrative coordination and support for periodic large-scale talent acquisition events.</p>	<p>40%</p>
<p>HR Data / Position Control / Complement Responsible for receiving, verifying, entering and maintaining accurate data in Evolve (Peoplesoft) for all new hire biographical information or updates to biographical information for current employees. Responsible for receiving, verifying, entering and maintaining accurate data in Evolve for current employees who have updated job data as a result of internal talent acquisition activities, whether permanent or temporary assignments.</p> <p>Communicates proactively with divisional staff to ensure timely and accurate position management for the College including ongoing maintenance of the Position Control module in Evolve, processing complement approval forms, ensuring appropriate tracking mechanisms are maintained to facilitate accurate reporting and organizational chart generation.</p> <p>Liaises with the Union Relations Coordinator regarding complement forms and complement tracking tools to ensure accuracy within highly integrated maintenance activities.</p>	<p>20%</p>

<p>Professional Development / Organizational Development Responsible for providing proactive administration and coordination of all PD/OD initiatives and activities including but not limited to liaising with internal/external facilitators, arranging logistics such as room bookings, hospitality, assistance with preparation of workshop materials, administers reporting tools and mechanisms, administers registration processes within Evolve's PD calendar functionality, and maintains accurate web page content for the PD/OD offerings. Liaises with the OE&HR Operations Officer to ensure invoices and requisitions related to PD activities are accurately processed in compliance with College policies and procedures.</p>	<p>25%</p>
<p>HR Reporting Support Responsible for providing reporting support to the ES&OD department related to hiring activities, PD/OD activities and assisting with related divisional reporting needs, as required.</p>	<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
- Trade certification
- Post graduate degree (e.g. Masters) or 4 years degree plus professional certification
- Doctoral degree
- 1 year certificate
- 3 year diploma / degree
- 4 year degree or 3 year diploma / degree plus professional certification
- 2 year diploma

Field(s) of Study:

Human Resources Management; Business; Executive Officer 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
- Minimum of three (3) years

	<ul style="list-style-type: none"> • Recent, related professional experience directly supporting talent acquisition and professional development activities, preferably in a post-secondary environment • Superior customer service orientation with the ability to contribute to a positive candidate experience and be seen as an outstanding ambassador of Fleming College • Experience liaising with candidates to schedule interviews and coordinate details for pre-interview assignments and testing • Experience with interviewing candidates for casual/call-in pool, administering & assessing skills-based testing activities, organizing and maintaining applicable applications for confirmed pre-qualified candidates in a casual/call-in pool • Progressively responsible experience in providing exemplary proactive administrative support in a fast-paced, deadline driven, customer-service environment across dual areas of focus (talent acquisition/professional development) • Excellent problem-solving abilities and sound judgement to escalate issues, where necessary • Ability to effectively prioritize own workload amid competing demands and within a front-line customer service environment • Excellent time management and organizational skills with the ability to plan and coordinate projects within varying timelines (e.g. immediate; short term; long term), manage schedules and task lists • Familiarity with relevant employment legislation, collective agreements, and policies/procedures as it relates to talent acquisition and HR administration • Superior personal computing skills across a variety of common office software (e.g. MS Office), corporate data systems, reporting tools, social media, internal/external job boards, and web technology

- 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.	An interview candidate calls to indicate they are unable to meet with the selection panel and the originally scheduled date/time due to unforeseen circumstances at their end. The interview panel encompasses several individuals at various levels of the organization and with very limited schedule availability. This is a very time sensitive competition.
How is it identified?	Candidate makes contact with the Assistant by phone or email.
Is further investigation required to define the situation and/or problem? If so, describe.	Yes. The incumbent will need to confirm with the Hiring Leader if they are agreeable to accommodate an alternate date/time for this interview. If so, the incumbent will need to review the schedules of all selection panel members to identify suitable alternate timing.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	The incumbent must bear in mind if there are other implications for this schedule change which may create another layer of logistical challenges (e.g. room/equipment availability; competing priorities for fill time; any potential collective agreement implications, etc.)
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	Existing operational practices; online calendars; scheduling information direct from panel members and/or their assistants; corporate room booking system; guidance from the TAS and/or other HR Administrative representative.

3. Analysis and Problem Solving

#2 regular & recurring

Key issue or problem encountered	An outside vendor (facilitator/agency) has not received payment for services they provided to the College for a professional development activity.
How is it identified?	The vendor representative contacts the incumbent by phone or email to indicate they have not received payment and requests payment be initiated immediately.
Is further investigation required to define the situation and/or problem? If so, describe.	Yes. The incumbent must confirm if the respective service was delivered. They will refer to their working notes/files and the Evolve system to confirm if a requisition was processed and whether or not an invoice was received against that requisition.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Must confirm if a requisition number was assigned, if the proper purchasing process was followed, determine if anyone within ES&OD has received an invoice but has not passed it on for processing, determine if necessary approval signatures were obtained, follow up with Accounting if applicable.
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	Past practices and operational procedures in ES&OD. Purchasing policies and procedures. Accounting policies and procedures.

#3 regular & recurring

Key issue or problem encountered	Source data for the Union-College 'Vacancy Report' for the Support Staff Union-College Committee (SSUCC) has been found to be inaccurate. The Vacancy Report detail must be 'captured' as close to the SSUCC meeting date as practical. The Assistant is working within a very tight, established production schedule. The Assistant is working within a busy, front-line service environment and supporting multiple other time sensitive tasks related to talent acquisition and professional development activities.
How is it identified?	The incumbent identifies inaccuracies in the source data tracking tool based upon their own knowledge of the status of various competitions and may also need to refer to internal reference materials (e.g. Hiring Checklists) or personnel.

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

Yes. The incumbent must isolate all instances of incorrect source date in the tracking tool, verify details which can be corrected by reviewing the competition file. The incumbent may then need to reach out to the respective TAS or HR Consultant to clarify details regarding the status of the vacancy and/or competition.

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

The incumbent reviews various resources to engage first level analysis & problem-solving to identify errors and correct data in the tracking tool. This may involve reviewing competition files, working notes/files, inquiring with the other Assistant, checking other digital files (e.g. report of confirmed retirements; report of confirmed Complement Management Forms). Errors may also be found to be the result of functional problems within the tracking tool itself which need trouble-shooting.

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

Competition files; job postings; digital records within the division. Feedback from the Director, TAS and/or HR Consultant. If error is functional within the tracking tool, incumbent must research a solution independently or, request technical assistance from within the department.

3. Analysis and Problem Solving

#1 occasional

Key issue or problem encountered	Technology in the interview room (e.g. computer; projector; smartboard; web-based video software; etc.) which is required for the interview is not functioning.
How is it identified?	The issue will either be identified by the incumbent during the pre-setup of the room or, by the TAS during attempts to initiate the interview or, by the candidate during attempts to use the technology.
Is further investigation required to define the situation and/or problem? If so, describe.	Yes. They may provide preliminary support by phone if the TAS contacts them by phone from the interview room. The incumbent will otherwise need to attend at the interview room to confirm the nature/scope of the issue.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Incumbent must troubleshoot on-the-spot with own knowledge and resources and/or in collaboration with the IT Service Desk to find a solution as quickly as possible. If no resolution is immediately available, the incumbent will need to assist with identifying an alternate solution which can be considered by the TAS, selection panel and/or candidate.
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	Past experience. Procedural documentation. IT Service Desk personnel.

#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.	The incumbent is responsible for coordinating the logistics related to scheduled PD sessions, primarily for support staff and administrative staff. This may include liaising with the vendor/facilitator, arranging hospitality, booking facilities/technology, supporting registration activities, assisting with resource materials, and communications.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Project management skills; the ability to breakdown a large project into smaller tasks and set target deadlines for completion within the overall critical path. Organizational skills. Time management skills. Creativity. Sound judgement. Excellent communication skills and proactive problem-solving. Excellent follow up and follow through.
List the types of resources required to complete this task, project or activity.	Digital project planning tools/resources. Evolve 'Learning & Development' module; documentation. PD Calendar and internal PD planning tools. Past practice. Director, ES&OD; Employee Learning & Development Specialist.
How is/are deadline(s) determined?	Deadlines are determined in consultation with the EL&D Specialist and/or session facilitator. Overall critical path is determined by the 'owner' of the PD activity/session/workshop (e.g. the EL&D Specialist). The incumbent may make recommendations for adjustments to deadlines based upon emerging logistical details.
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.	Substantive changes to the PD activity and/or timelines would be determined by the 'owner' of the event. Smaller changes, such as those related to logistics, may be identified by the incumbent and recommended to the 'owner' for decision.

4. Planning/Coordinating

#2 regular & recurring

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

Incumbent must coordinate the scheduling of interview and testing activities within the context of a high volume environment and directly competing priorities.

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

Communication skills; active listening. Time management skills. Organizational skills. Attention to detail. Effective prioritization skills.

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

Hiring Plan; Outlook calendars; room booking software; Hiring Checklist; existing practices; procedural documentation.

How is/are deadline(s) determined?

Dictated by relevant critical path for the recruitment activity.

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.

Change to overall critical path for the competition would be determined by the TAS, HR Consultant and/or Hiring Leader. Discreet changes to adjust specific scheduling details based upon calendars and room availability would be at the discretion of the incumbent.

#3 regular & recurring

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

The incumbent is responsible for coordinating all internal data points that support the effective and accurate production of College organizational charts which is currently a manually process.

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

Communication skills; active listening. Time management skills. Organizational skills. Attention to detail.

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

Incumbent must gather information from a variety of sources including but not limited to appointment letters, complement management forms, Evolve data/contract dates, College-wide communiques, internal queries/reports, the Director, TASs, HR Consultants, Finance, etc.

How is/are deadline(s) determined?

Typically aligned with a relevant business cycle within the OE&HR division. For example, monthly updates to org. charts based upon organizational changes that have been processed in the month previous.

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.

Incumbent works with the Director, Payroll and other internal stakeholders to ensure that organizational charts are updated in a timely manner to inform and support other business processes (e.g. MyAbsences, etc.)

4. Planning/Coordinating

#1 occasional

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

Large organizational restructuring with multiple department realignments.

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

Incumbent is responsible for determining timeline based on payroll deadlines, budgetary impacts, and determining resources and tools required to ensure systems and reporting relationships are accurate.

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

Works with the Director, TASs, HR Consultants and other relevant internal stakeholders to confirm updated structure details. A great deal of information must be systematically tracked down piece by piece by the incumbent in order to collect all relevant details to inform the production of an updated org. chart.

How is/are deadline(s) determined?

Incumbent is responsible for coordinating the timeline based upon impacts to budget managers, the attendance system approvals process, payroll deadlines for salary and benefits allocations, etc.

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

The incumbent will work with payroll to determine impacts. May require proactive follow up with the Director, TASs, HR Consultants or other relevant internal stakeholders.

#2 occasional

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

Incumbent will collaborate with the Director, Talent Acquisition Specialists and other relevant members of the College community to plan and deliver larger scale talent acquisition and outreach events such as (e.g.) Career Fairs, On-Campus Student Hiring, Casual/Call-In Talent Pool, etc.

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

Project management skills; the ability to breakdown a large project into smaller tasks and set target deadlines for completion within the overall critical path. Organizational skills. Time management skills. Creativity. Sound judgement. Excellent communication skills and proactive problem-solving. Excellent follow up and follow through.

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

Digital project planning tools/resources. Existing technology with Evolve. Social media resources to assist with promotion and communication. Internal talent acquisition procedures, practices, and documentation. Collective agreement provisions related to hiring activities.

How is/are deadline(s) determined?

Deadlines are determined in consultation with the Director and other relevant internal stakeholders. The incumbent may make recommendations for adjustments to deadlines based upon emerging logistical details. Adjustments to work schedules may be necessary to ensure sufficient personnel are available to facilitate the event (e.g. Talent Acquisition Specialists; HR Consultants; Hiring Leaders). An example of a talent acquisition event would be a Contract Faculty Career Fair scheduled for the early evening hours.

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.

Substantive changes to the activity and/or timelines would be determined by the Director. Smaller changes, such as those related to logistics, may be identified by the incumbent and recommended to the Director for decision.

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 type="checkbox"/>	<input checked="" type="checkbox"/>	Minimal requirement to guide/advise others. The incumbent may be required to explain procedures to other employees or students.	Monitors and reviews student work and makes recommendations for improvement. May make recommendations to the student's supervisor to support performance goals.
<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.	Conducts and explains testing process to candidates. Explains the job application submission process to potential candidates. Reviews and communicates job posting information to various media clients. Explains registration processes in Evolve for internal PD sessions. Facilitates the pre-qualification procedures for the Casual/Call-In Talent Pool and advises TASs and/or Hiring Leaders on availability of suitable candidates to meet their staffing needs.
<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 he/she has the responsibility to demonstrate correct processes/procedures or provide direction.	

- □ 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	Occasional (if none, please strike out this section)
Brief written or verbal instructions from the Director or Talent Acquisition Specialists. Most day-to-day activities are carried out autonomously.	A project planning meeting with general instructions from the Director/designate for larger, non-routine projects.
What rules, procedures, past practices or guidelines are available to guide the incumbent?	
Regular and Recurring	Occasional (if none, please strike out this section)
Collective agreements Managers Handbook for Support Staff College Policies and Procedures Operational Procedures & Past Practices	Employment legislation/websites Evolve system documentation (position control)
How is work reviewed or verified (eg. Feedback from others, work processes, Supervisor)?	
Regular and Recurring	Occasional (if none, please strike out this section)
Work is checked occasionally by discussion in-process, through self-initiated review or by non-social objective means (e.g. audit reports). Checking tends to be for reasonableness or a second opinion. Often work is unchecked by direct supervisor.	Talent Acquisition Specialist and/or Employee Learning & Development Specialist may provide feedback in-progress for special projects.

6. Independence of Action

Describe the type of decisions the incumbent will make in consultation with someone else other than the Supervisor?	
Regular and Recurring	Occasional (if none, please strike out this section)
Accepting a late applicant for a job competition.	
Responding to an inquiry made by an unsuccessful interview candidate.	
Logistical arrangements for PD sessions (e.g. facilities bookings; hospitality; etc.)	

Describe the type of decisions that would be decided in consultation with the Supervisor.	
Regular and Recurring	Occasional (if none, please strike out this section)
Collective agreement provisions and potential implications for setting precedent as it relates to talent acquisition activities within a unionized environment. Clarification on destabilized operational procedures. Responding to an inquiry from a candidate who has been interviewed and seeking an update on their status within the competition.	

Describe the type of decisions that would be decided by the incumbent.	
Regular and Recurring	Occasional (if none, please strike out this section)
Review and recommendations for revision of internal operating procedures. Recommendations for system utilization adjustments. Generation of offers of employment using established appointment letter templates. Coordination of simultaneous talent acquisition activities.	Review and recommendations of various internal tracking tools (e.g. Hiring Plan; PD calendar planner, etc.). Developing procedural documentation for new talent acquisitions/PD processes.

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?		
Request for information regarding a job posting and/or an upcoming talent acquisition event.	Incumbent may ask clarifying questions to confirm a complete understanding of the inquiry and to ensure an accurate response is provided.	Internal employees; Union representatives; external job applicants.	D/W
Request to open a job competition in Evolve.	Incumbent receives the request via an email to the shared email Inbox for HR@Fleming	Talent Acquisition Specialists HR Consultants	D M
Request to load or update PD offerings, create program information or staff development promotional materials on the HR webpage	Incumbent receives the request in-person or by email with the applicable details. Relevant resource/marketing materials may not exist and will need to be developed by the incumbent based upon operational requirements.	Director, ES&OD EL&D Specialist	D/W
Request to schedule interviews and/or skills testing for an open job competition.	Incumbent receives request from the TAS (or HRC). May need to research custom outreach options, facilitate social media feeds and web presence, testing/interview schedules and materials packages as required for the nature of the hire.	Talent Acquisition Specialists HR Consultants	D/W 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	Confirming scheduling information for talent acquisition and/or PD-related events.	Employees External candidates General public	D
	Updated status information on specific job competitions or specific PD activities.	Director, ES&OD	W
Explanation and interpretation of information or ideas	Providing explanation of talent acquisition and/or PD procedures, forms, etc.	Employees Hiring Leaders	D/W
Imparting technical information and advice	Position Management data/processes within Evolve to facilitate accurate reporting and data utilization by other internal stakeholders.	Director, ES&OD	W
		Director, HR Client Service & Union Relations.	M/I
Instructing or training			
Obtaining cooperation or consent			
Negotiating			

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

9. Physical Effort

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

Physical Activity	Frequency (D, W, M, I)*	Duration			Ability to reduce strain		
		< 1 hr at a time	1 - 2 hrs at a time	> 2 hrs at a time	Yes	No	N/A
Sitting at keyboard	D				X		
Bending/twisting to file	D/W	X			X		
Lifting	M	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 competition files to be closed and archived.

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
Entering PD session into Evolve, managing updates, monitoring registration activities/reports, communications with registrants, etc.	W		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 – busy, front-line customer service environment with non-related competing priorities.				

Activity #2	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Preparing employment offer letters for all employee groups (Academic; Support; Admin) and employment types including full-time, part-time, permanent, temporary, teaching, non-teaching, student.	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 – busy, front-line customer service environment with non-related competing priorities.				

Activity #3	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Enters all new hire details in Evolve for biographical, job and service data. Enters updated details in Evolve for changes to biographical and job data.	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 – busy, front-line customer service environment with non-related competing priorities.				

* 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)	Normal office environment; open concept	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 checked="" type="checkbox"/> travel	Travel to other campus locations to facilitate employment testing activities or talent acquisition events. This would most likely involve travel to Frost Campus up to twice per month.	I
<input type="checkbox"/> working in isolated or crowded situations		
<input type="checkbox"/> other (explain)		

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