

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. **WHICH PDF SECTION(S) SHOULD BE COMPLETED?**

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.

Fleming College

POSITION DESCRIPTION FORM (PDF) Temporary Part-time Support Staff

Position Title: Program and Customer Service Assistant

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

Reports To: Academic Chair, Continuing Education

Appointment Type: Other-details at right. **“Other” Hours Details:**

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

PDF Completed By (Manager Name): Seppy Masoodi

Effective Date: April 29, 2021 **Last Revision:** April 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.

Fleming College

PART ONE:

POSITION SUMMARY

The Continuing Education & Contract Training Program and Customer Support Assistant provides front line customer service to students (including Online, Ontario Learn and Face-to-Face), related to providing information on courses, programs and certificate selections, admission and registration-related inquiries. The incumbent responds to phone and email inquiries in a manner that reflects the School's objective to provide excellent and timely customer service. The incumbent is the primary point of contact for course logistical support, including signage, course material preparation, as well as delivering support services that enhance the student experience.

This position is the first point of contact for faculty and student support for Online and Face-to-Face courses. This includes ongoing troubleshooting of new and existing on-line course set up and technical issues.

The incumbent provides ongoing support for the effective promotion and delivery of new and existing courses and provides feedback to Program Officers to assist with program development & improvement.

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>Customer Service</p> <p>The incumbent works with the Continuing Education and Contract Training team to address service issues (including web registrations, phone and email inquiries).</p> <p>Liaises with Registrar's Office and other college units as needed to facilitate customer service, including registration.</p> <p>Offers information and services in a timely manner to orient new students, support course completions and enhance student experience. Ensures academic regulations and operational procedures of the Registrar's Office are followed and maintained accurately.</p> <p>Manages room bookings, equipment requests, and logistics to support contract training activities.</p> <p>Aids in the development and improvement of new and existing programming by providing Program Officers with information and feedback gathered through customer service functions.</p> <p>Works with the Ontario Learn Coordinator on issues regarding the shipping/handling of exams, schedule Ontario Learn courses into Evolve, aid exam preparation, delivery, sorting, and uploads/downloads, and registration issues regarding enrolments at host and registering institutions, and managing enrolments and service requests within the Ontario Learn</p>	45

Fleming College

	Summary Details	Percentage %
	system. As needed, the incumbent will also assist with the collection of data regarding Ontario Learn enrolments, creates and manages e-mail and websites to ensure program information is correctly portrayed and fees and tuitions are correct, and aids registration efforts to prepare for upcoming intakes of Ontario Learn students.	
2	<p>Course Logistics Support Assists Program Officers and Customer Support Advisors with course readiness by communicating with other internal staff and external suppliers, service departments and faculty as needed regarding logistics. Works in tandem with ConEd & CT staff to arrange CE courses and contract training on campus and/or off-site. Assists in the planning of training with specific equipment and requirements.</p> <p>Logistical support may include tracking of registration data, preparation of marketing materials and distribution, ordering sourcing of instructional materials, signage and equipment, assembling training files, preparing instructor package (class list/evals/tent cards/room setup), arranging of parking/IT access, material/curriculum updates (document/word processing), web site support (troubleshooting errors, updates etc.).</p> <p>Assists in completion of Grad Audits and production of Certificates of completion.</p>	45
3	Other Duties As Assigned (as per the project and programs needs).	10

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:

Office or Business administration

Other Vocational Certifications and/or Apprenticeships:

Fleming College

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.

- Three years of experience with client service and proven ability to communicate effectively with a variety of clients from varying social, academic, economic and cultural backgrounds.
- General knowledge of post-secondary programs and Flexible Delivery & Contract Training courses
- Experience and demonstrated proficiency updating online systems and content.
- Intermediate level of knowledge and experience with a variety of computer software applications, including experience with Microsoft Office applications, data bases, spreadsheets, email, learning management systems, web design software.
- Ability to navigate the external web and internal web-based information.
- Experience co-coordinating several project components and using oral and written communication skills to liaise tactfully and diplomatically with multiple stakeholders both within the dept. and with other college departments.
- Experience working independently, prioritizing, organizing and problem solving own work in a distributed, customer service team based environment.
- Experience dealing with sensitive and confidential information in an appropriate manner and in keeping with College policies related to confidentiality and Freedom of Information requirements.
- Demonstrated accuracy in documentation and verification skills as they relate to records management and various educational documents.

Fleming College

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
Description

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:

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

Choose an item.

How would you describe the complexity of the work?

Choose an item.

Describe the business processes used by the position.

Choose an item.

JUDGMENT

Fleming College

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
Description

Example #2

Task / Activity
Description

Key Considerations:

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

The work duties typically require:

Choose an item.

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

Choose an item.

Fleming College

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
Description

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:

Choose an item.

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

Task	% of Time

Fleming College

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
Description

Example #2

Task / Activity
Description

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

Task	% of Time

Fleming College

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
Description

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?
Choose an item.

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

Task	% of Time

Fleming College

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	
Description	

Example #2

Task / Activity	
Description	

Key Considerations:

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

How would you describe the workflow demands this position typically faces?
Choose an item.

How would you describe the existence of critical deadlines in this role?
Choose an item.

How would you describe the level of interruptions this position faces?
Choose an item.

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

Task	% of Time	Predictability*
		Choose an item.
		Choose an item.

INDEPENDENT ACTION

Fleming College

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
Description

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?

Choose an item.

What degree of supervision is typically provided to the incumbent?

Choose an item.

How is the work typically checked and verified?

Choose an item.

How frequently is the work checked?

Choose an item.

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.

Fleming College

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
		Choose an item.
		Choose an item.
		Choose an item.
		Choose an item.
		Choose an item.
		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:

Choose an item.

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

Choose an item.

Fleming College

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

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?

Choose an item.

What is the typical scope of impact to the organization for errors in this position?

Choose an item.

Fleming College

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 Choose an item.	
Outdoor work; seasonal conditions Choose an item.	
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:

Choose an item.

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

Choose an item.

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

Choose an item.

SUPPLEMENTAL DATA

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

[Click here to enter text.](#)