

Fleming College

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.

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POSITION DESCRIPTION FORM (PDF)

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

Position Title: Registrar's Office Admin Asst

Position Number: [Click here to enter text.](#) **Pay Band:** 9

Reports To: Roni Srdic, Registrar

Appointment Type: 12 Months **"Other" Hours Details:** [Click here to enter text.](#)

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

PDF Completed By (Manager Name): Roni Srdic

Effective Date: August 16, 2021 **Last Revision:** New PDF

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

Under the direction of the Registrar, this position participates as a member of a dynamic student focussed department with responsibility for the implementation of key student services and systems to ensure consistent excellent customer service to all client groups.

This position will investigate any student concern that has been escalated to the attention of the Registrar and Associate Registrars. This position also supports the service request triaging process as necessary.

The incumbent will support planning for the Registrar and RO Leaders. Excellent critical thinking skills are required to organize and utilize data sets.

The incumbent has a key role for the complex financial budgeting, coordinating the development of the Registrar's Office budget, coordinating office administrative procedures, liaising with a wide variety of people including students, faculty, staff, administrators, and supporting new initiatives and special projects as required.

The incumbent is expected to work in a self-directed manner and display considerable initiative and independent judgment through interaction with the Registrar's Office leadership and Academic leadership. Through his/her duties, the incumbent is privy to highly confidential information.

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>Administration Specific duties include, but not limited to:</p> <ul style="list-style-type: none"> Coordinates to ensure all on-line and web services are up to date and properly displayed. Ensure roll-over and maintenance of timelines for Student Navigator, Affinity web. Provides excellent customer service by responding to email and phone inquiries in a responsive manner, including investigating any student concern that has been 	30

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	Summary Details	Percentage %
	<p>escalated to the attention of the Registrar and Associate Registrars</p> <ul style="list-style-type: none"> • Provides calendaring and scheduling support as needed (Schedules appointments, meetings, and all travel arrangements) for the Registrar and RO Leaders. • Plan, coordinate, organize and execute regular and ad hoc committee meetings such as Enrolment Management Committee and Conversion Committee, systems group meetings, RO retreats, etc. This will include preparing agendas, taking accurate minutes, preparing reports, maintaining shared folders, etc. • Liaise with College community for collaboration and integration of specific college projects and may include tracking any actions to follow-up. • Writes and/or assists with communications for all leaders across the Registrar’s Office as required. 	
2	<p>Business and Operational Services</p> <ul style="list-style-type: none"> • Acts as a resource person by consulting, researching, and presenting information as required for special projects. This includes project management of specific projects from time to time. Writes and maintains documentation and procedures when participating in Registrar’s projects. • Ensures all information is up to date on website, mycampus, etc. • Maintains the communication schedule and ensures all communications (email and other notices) go out as scheduled 	25
3	<p>Financial / Budget Responsibilities</p> <p>Supports operational planning and decision-making through tracking and managing monthly expenses, credit card payments, subscriptions, etc., and aiding the Registrar and managers on budgetary management. Specific duties include, but not limited to: Participates in the development of budget objectives and facilitates department budget objectives by organizing, developing and maintaining necessary budget accounts and files.</p>	20

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	Summary Details	Percentage %
	<ul style="list-style-type: none"> Facilitates the development of the preliminary and update budgets on behalf of the department by establishing Divisional budget schedules in line with Finance deadlines, undertaking preparatory work on the budget, liaising with Finance regarding FT and PT staffing status and budget, providing an initial analysis of status of previous year-end and summarizing analysis for Divisional managers. 	
4	<p>Departmental Student Support</p> <ul style="list-style-type: none"> Assist all areas of the RO during peak times as needed. Use cross functional training to back up front line, and back-office processes as well as student contact support through phone, email (including Student service request communications), face to face and online. <ul style="list-style-type: none"> This includes supporting the service request triaging process through the Student Request System as necessary. 	20
5	<ul style="list-style-type: none"> 	
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.

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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:

any -

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:

Familiarity with Evolve is an asset. Budgeting experience/familiarity with budgeting processes. Competence/familiarity with Microsoft Office applications Experience supporting multiple individuals including managing calendars, meeting coordination, taking minutes, setting agendas and following up with participants regarding status of action items. Experience providing front-line customer service and administrative support in a fast-paced student-focused environment. Practical work experience working in a customer service environment with a variety of clients from varying social, academic, economic and cultural backgrounds. Strong communication skills (written and verbal) with the ability to effectively convey complicated policies and procedures in a manner which others can clearly understand. Progressive office experience using word processing, data base and spreadsheet applications and using email and internet. Problem solving and time management skills with a demonstrated ability to work independently to prioritize and organize own workload. Demonstrated ability to use discretion and maintaining confidentiality and trust when dealing

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with sensitive and confidential information. Familiarity with related policies and the F.O.I. Act. High proficiency and experience in using a variety of software packages including data bases, spreadsheets, word processing, presentation, electronic calendaring and web based applications. Experience with independent research and analysis in order to develop reports to inform decision making (ex. environmental scans, best practices, data review, etc.)

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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

Following up on/investigating student complaints that have been escalated to the Registrar or the President's Office

The incumbent will need to have a general understanding of all the processes and procedures of the different RO functions/operations. Some of the problems/issues presented are complicated as because many of the student issues are complicated and must be dealt with compassionately and with the utmost discretion.

Example #2

Supports senior managers with project planning/implementing changes, etc.

Works with and supports senior Managers to keep projects on schedule and adjust schedules/timing as needed.

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 require ongoing adaptation.

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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

Dealing with high volume of emails, phone calls, meeting requests, service request
Incumbent must prioritize and plan work according to deadlines and work required.

Example #2

Scheduling meetings for Registrar
Will have to make a judgement call whether some meetings can be moved to accommodate last minute meetings. Coordinates internal and external appointment/meetings; including creation and dissemination of written communication and simultaneously deal with many other tasks, inquiries and interruptions, without losing details.

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.

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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

typing
Description

Example #2

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
Typing	75

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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

Extended time sitting in one place
Can take breaks to reduce strain

Example #2

Task / Activity
Description

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

Task	% of Time
sitting	80

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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

Extended time in front of a computer monitor
Concentration to perform analysis required.

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
Reading monitor	80%

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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

Dealing with angry, upset and/or belligerent students, parents, etc.

Students and/or parents may call or reach out with problems or issues that may be complicated due to errors made by RO staff, or missteps by the student and the incumbent would have to manage the situation. The incumbent will either resolve the situation or escalate it to the appropriate senior manager or Registrar.

Example #2

Supporting the service request process during peak periods

During very busy times, such as the start of each of the three terms, the service request (email ticketing) is very busy and responding to the service requests professionally, courteously and in a timely manner.

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 regularly are tight AND periodically 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 frequent and may be unpredictable.

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

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Task	% of Time	Predictability*
Dealing with angry students/parents	5 -10 %	NP (Not Predictable)
Supporting service request process	20 %	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

Example #2

<p>The incumbent receives the Divisional Preliminary/Update budget packages from Finance. They develop a draft of each department's budget for review and consultation with Managers. Managers are given a deadline to return their budgets with appropriate modifications in order for the incumbent to merge all budgets together for final Department review by the Registrar</p>
<p>The incumbent must organize own work schedule to ensure the information is received from Managers, verified and entered so that deadlines are met. Ability to work with data and merged documents, ensuring nothing is missed. Incumbent provides his/her support as required by the Management team; must be able to manage these requests within his/her own workload demands.</p>

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 general procedures and past practices.

What degree of supervision is typically provided to the incumbent?

Periodic supervision; occasional supervisory input.

How is the work typically checked and verified?

Output is reviewed by exception only.

How frequently is the work checked?

Mostly reviewed at point of task completion.

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.

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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
Other staff, faculty, senior managers, students, parents	Responding to requests for information, clarification, meeting requests	Daily
Registrar, Associate Registrars	Managing projects, planning/executing communications	Weekly
Registrar, Associate Registrars	Arranging and planning meetings	Daily
Registrar, Associate Registrars, Finance staff	Budget support	Monthly
Purchasing, finance, etc.	Reconciling expenses	Weekly
OCAS telephone first responders	Addressing the escalated concerns that come to the attention of the Registrar	Daily

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 significant 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

Maintain external Registrar's Office website

Coordinates to ensure all on-line and web services are up to date and properly displayed. Ensure roll-over and maintenance of timelines for Student Navigator, Affinity web.

Example #2

Provides excellent customer service by responding to email and phone inquiries in a responsive manner, including investigating any student concern that has been escalated to the attention of the Registrar and Associate Registrars

Incumbent assesses and prioritizes own workload and decides on best method for handling order to meet expected deadlines. Incumbent works directly with students, staff, leaders faculty Incumbent ensures that their own work is completed accurately and on time in accordance with College deadlines. Incumbent can be flexible within the bounds of established standards, agreements and policies.

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 significant waste and negative impacts to operational effectiveness.

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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?

Occasional (10%-30% 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.](#)