Position Description Form (PDF)

College: Sir Sandford Fleming

Incumbent's Name: TBD

Position Title: College Services Technical Coordinator   Pay band: H

Position Code/Number (if applicable):

Scheduled No. of Hours: 35   per week

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

Supervisor's Name and Title: Matt Markovic, Manager, College Services

Completed by: Matt Markovic   Date:

Signatures:

Incumbent: Date:
(Indicates the incumbent has read and understood the PDF)

Supervisor: Date:

Dated:

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.

Reporting to the Manager, College Services, the incumbent is responsible for the administration of the multiple systems that comprise College Services. The incumbent provides advice and guidance to the department, students, staff, and our business partners and vendors specific to processes, planning, enhancing, redesigning, securing, and administering multiple systems including Point of Sale, Photo ID, Parking Operations Command and Hot Spot, Infosilem (BookIt), Moneris Web Client, etc. as they relate and connect with Fleming's College Services operations.

In addition, this position is responsible for working with system vendors to identify options and improve the efficiency of the operational processes, stability, and reporting functions as they relate to College Services. The incumbent will recommend ways of automating and optimizing College Services IT-related processes to reduce operating costs and recommend solutions in response to new and enhanced College Services and the changing system requirements. The incumbent is responsible for analyzing and documenting current and future processes, developing, and maintaining daily and monthly reports, and mapping audit controls.

The incumbent is the operational point of contact with One Card vendor and Hot Spot Parking App.

Dated:

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*
Administration, support and troubleshooting of One Card systems including but not limited to Food Services, Moneris, Campus Stores Point of Sale Systems, Photo ID, and This includes system updates, regular (calendar or semester based) maintenance and documenting / troubleshooting new issues. Collaboration with vendors and business partners on solutions, access and security of client records and user accounts, access control and security. Providing business, entrepreneurial, and sales knowledge to maintain and secure new partnership opportunities with local businesses in our communities that supports One Card services to students.	25%
Designing, implementing, and supporting new business processes as they relate to the usage of College Services systems. Reviewing existing processes and recommending changes where inefficiencies are found. Establishing and enhancing internal audit processes, including financial balancing, card issue audits and card activity. Keeping up to date on new applications for One Card, Parking, space bookings and relevant services that can be implemented to enhance customer service and streamline processes.	25%
Developing and enhancing reports that support Parking, One Card, space usage and activity, revenue collection and loss prevention. This includes accessing data from multiple sources and systems such as Food Services, Campus Stores, student printing, Library, etc. Importing and manipulating this information into customized spreadsheets using various techniques.	20%
Providing customer service duties as they relate to the College Services Office. i.e. issuing cards and parking permits, responding to in person and phone inquiries, etc.	20%
Provides advice to stakeholders as they relate to Parking, space booking and One Card processes. Including Staff, Faculty, Students, business partners, external vendors and other departments. Collaborate with key stakeholders on future development, system enhancements, troubleshooting and changes in processes.	5%
Other related duties as assigned	5%

* To help you estimate approximate percentages:

Dated:

½ hour a day is 7%	1 hour a day is 14%	1 hour a week is 3%
½ day a week is 10%	½ day a month is 2%	1 day a month is 4%
1 week a year is 2%		

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   □   1 year certificate   X   2 year diploma

□   Trade certification   □   3 year diploma / degree   □   4 year degree or 3 year diploma / degree plus professional certification

□   Post graduate degree (e.g. Masters) or 4 years degree plus professional certification

□   Doctoral degree

Field(s) of Study:

> 2 year diploma/degree in system administration, IT, business analysis, statistics, or related field.

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.

X   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

4

Dated:

☐ Additional requirements obtained by
course(s) of a total of more than 520 hours

Dated:

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 years 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	
X Minimum of five (5) years	Proven background in either business systems administration, systems analysis, statistics, and data analysis Eg: working with logic and process flow, and database analysis Experience with influencing and securing business sales in dynamic environments Experience working in customer-based environment Experience in Microsoft Access, Programming is a preferred asset.
□ Minimum of eight (8) years	

6

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.	Student reports issue with One Card functionality, which may be a card issue, account issue, service issue, network issue or the result of user error.
How is it identified?	The issue will often be reported to the College Services Office by the student, either in person or online. The issue is often reported in a vague manner with little or no qualification, as in "My card doesn't work"
Is further investigation required to define the situation and/or problem? If so, describe.	A report of "My card doesn't work" can mean a variety of different things, inability to access their account or a physically defective card. The cause of these issues can often be very unclear and requires further investigation to determine the scope to a specific user or wider reaching. Communicating with the student to solicit information from them is necessary to assist in diagnosing the issue.
	If the issue is determined to be user account specific, account balance etc. then the issue would be communicated to the student.
	For hardware related issues all relevant information to the fault should be collected to assist in further isolating the issue and the One Card vendor and / or ITS notified to co-ordinate repair and integration of replacement hardware with the incumbent.
	For a wider ranging issue that affect multiple users the incumbent would work with supervisor to collect all relevant data & consult with One Card vendor and / or ITS.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Should the data collection and issue investigation process not turn up a quick resolution, the information gathered for the reported issue then must be evaluated in collaboration with the One Card vendor and / or ITS with an understanding of the system architecture to identify potential issues that could account for the service problem.

Dated:

What sources are available to assist the incumbent finding solution(s)? (e.g., past practices, established standards or guidelines).	Past Experience
	Software documentation, protocols
	Internal and External policies and procedures
	One Card Vendor
	ITS
	Supervisor

3. Analysis and Problem Solving

#2 regular & recurring

Key issue or problem encountered	Errors identified with statistical data for Parking Operation Command in daily reconciliation operations and/or budget preparation / comparisons.
How is it identified?	Incumbent is able to determine reconciliation figures are not consistent with known / predictable transactional history. Review of transaction counts and parking activity at end user locations.
Is further investigation required to define the situation and/or problem? If so, describe.	Detailed review of transaction summaries and data fields to access the scope of the issue and known time/date errors began.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Troubleshooting replication errors to assist in the identification of when failure(s) are occurring. Daily validation testing, including checking for missing data items, valid codes, and valid values. Sorting through transition records, review of formulas, and all user logs for the impacted period.
What sources are available to assist the incumbent finding solution(s)? (e.g., past practices, established standards or guidelines).	Transaction History
	Past experience
	ITS
	Parking Operations Command Vendor
	Supervisor

#3 regular & recurring

| Key issue or problem encountered | Ineffective use of "tender type" data fields in One Card transaction database. |
| How is it identified? | Review of transaction reports. |

8

Is further investigation required to define the situation and/or problem? If so, describe.	Incumbent will present finding with supervisor and offer solutions for more effective reporting.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Incumbent will record and report on uses of various tender types used for transactions within the One Card systems. This will identify opportunities to improve on data being extracted for reports. E.g., Tender type "initial payment" does not provide valuable information, it would be more effective to report on cash/debit/visa. Investigation would include discussions with staff to determine the types of transactions that occur. i.e. printing service solution, web refunds etc.
What sources are available to assist the incumbent finding solution(s)? (e.g., past practices, established standards or guidelines).	Transaction history Staff knowledge Past practices Supervisor

3. Analysis and Problem Solving

#1 occasional

Key issue or problem encountered	Student is extremely upset due to their One Card not working and they cannot purchase food on-campus.
How is it identified?	Student comes to the College Services Office and complains they cannot purchase Food at the cafeteria, informs incumbent that have not eaten today and has a class starting in 15 minutes.
Is further investigation required to define the situation and/or problem? If so, describe.	Incumbent will need to validate user and card authorization. Immediately investigate further and probe student with basic troubleshooting questions to determine scope, e.g. recent transaction history, specific functionality not working.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Due to the immediate timing issue, provide the student with a temporary card with a pre-set dollar value while the issue is investigated. The incumbent would conduct an analysis of card activity and work to replicate error(s) to determine issue and develop a resolution. This may include the issuing of a new card and/or changes to user account settings. Run multiple testing patterns to ensure issue has been resolved.

Dated:

What sources are available to assist the incumbent finding solution(s)? (e.g., past practices, established standards or guidelines).	Past Experience One Card Vendor ITS Supervisor

#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)? (e.g., 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.	Ensure new semester mandatory meal plans are configured and active for upcoming semesters, including appropriate service levels provided by front line student workers.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Setup a recurring schedule for updates to the One Card systems to create and configure new plans for each upcoming semester. Coordinate updates with existing plans and with vendor's timelines.

Dated:

List the types of resources required to complete this task, project or activity.	Each semester incumbent will review any changes in plans to be offered at Fleming with supervisor and then review these changes with ITC (One Card Vendor). Each Semester the incumbent will contact our meal plan provider to obtain the meal plan offers for the upcoming semester. Incumbent will then create and configure these plans in Fleming's POS system and ITC matrix in accordance with the guidelines provided.
	Ensure student workers who provide front line One Card service are a trained and work hours scheduled. These hours will be set by predetermined service levels.
How is/are deadline(s) determined?	In consultation with supervisor, a schedule is agreed on for setup and configuration of the new semester plans
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 may change schedule based on current activity provided deadlines are met.
	Consultation with supervisor.

4. Planning/Coordinating

#2 regular & recurring

List the project and the role of the incumbent in this activity.	Month end reporting for College Services operations.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Time management is required to ensure that accurate data is collected and reconciled from each system and reported at the end of each month. Dependant of which system the data originates, data collection can vary from daily to weekly.
List the types of resources required to complete this task, project or activity.	Access to multiple systems and their databases. Data is collected for different areas of activity (One Card, StarRez, Athletics, Operations Command) and from third party systems (Volante, Follett, Hot Spot, Moneris Web Client)
How is/are deadline(s) determined?	Deadlines determined by Supervisor, Incumbent responsible for scheduling these tasks.
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 schedules the data collection. Deadlines may change based on supervisor's or Director's needs.

#3 regular & recurring

Dated:

List the project and the role of the incumbent in this activity.	Developing new guidelines for processing transactions
What are the organizational and/or project management skills needed to bring together and integrate this activity?	System analysis and design. Incumbent must have the ability to design and test new processes and create scenarios to ensure the operational stability of these changes. Working with the One Card environment, incumbent will determine the most effective method of entering transactions to produce valuable data for reporting. The changes need to ensure both operational efficiency and accuracy of data.
List the types of resources required to complete this task, project or activity.	Access to system databases and reports to identify trends in transaction data. Staff and Supervisor input and experience, vendor technical contacts.
How is/are deadline(s) determined?	Incumbent will regularly assess data categories and identify opportunities on an ongoing basis for better specificity that will enhance operational reporting. Supervisor will determine timeline where appropriate.
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 identifies opportunity and works with Supervisor to determine impacts and changes.

4. Planning/Coordinating

#1 occasional

List the project and the role of the incumbent in this activity.	Prepares and delivers training presentations and documentation to College departments and student groups on College Services and functionality.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Develops and organizes PowerPoint and online based presentations. Incumbent must anticipate needs of audience and ensure content and display information is easily understood, accurate and relevant.
	Excellent communication skills are needed to present ideas clearly, precisely and professionally.
	Incumbent must have excellent communication skills in delivery of presentations in front diverse audiences.
List the types of resources required to complete this task, project or activity.	Incumbent coordinates presentations with departmental leads to ensure that all set-up requirements are in place for event.
	Incumbent creates and edits all digital materials

Dated:

How is/are deadline(s) determined?	Departmental needs
	Academic schedule
	Supervisor
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 determines any changes to resources and materials and is responsible for review and revisions to ensure accuracy with services the College Services Office provides.
	Supervisor

#2 occasional

List the project and the role of the incumbent in this activity.	Working with off-campus business vendors to secure new partnerships for One Card services that students can access.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Business and entrepreneurial skills are required to make new partnerships with vendors. Ability to market potential business sales from student population. Incumbent requires excellent communication skills. Networking skills.
List the types of resources required to complete this task, project or activity.	Incumbent coordinates sales meetings with off-campus vendors. Provide perspective new vendors with sales projections. Promotes benefits to vendors by having Fleming students shop in businesses.
How is/are deadline(s) determined?	Departmental needs
	Academic schedule
	Business time lines
	Supervisor
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 determines specific strategies for targeted audiences in the community.
	Supervisor provides oversight and direction for new business development partnerships.

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

13

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
X	☐	Minimal requirement to guide/advise others. The incumbent may be required to explain procedures to other employees or students.	Responding to inquiries from staff and students.
X	☐	There is a need for the incumbent to demonstrate correct processes/ procedures to others so that they can complete specific tasks.	The incumbent facilitating training to department staff on changes in processes as they occur.
X	☐	The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities	Advises various stakeholders/system users on process changes and assists with user problems and questions.
X	☐	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.	Working and providing direction to community vendors in relation One Card services.
X	☐	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.	Providing direction to part time employees / Student leaders working in the College Services Office on functions and services provided within the College Services Office. Provides feedback to supervisor on staffing progress/concerns.

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)

14

Dated:

Day to day activity is performed independently following established guidelines and past practices unless supervisor intercedes. There is a significant amount of autonomy in this position to select from options within established parameters. The incumbent works directly with Administrators, Support Staff and Student Leaders.	Verbal or written instructions are provided for special 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)
Direction for new initiatives provided by supervisor Scheduled task list developed by incumbent and supervisor Vendor notifications provided Academic Schedule, Evolve and ==StarRez== manuals, Financial/Purchasing Policies, other College policies and procedures Past practices.	

How is work reviewed or verified (e.g., Feedback from others, work processes, Supervisor)?	
Regular and Recurring	Occasional (if none, please strike out this section)
Daily functions are not monitored regularly New processes and reporting functions are developed in collaboration with supervisor Supervisor monitors existing functions and tasks through review of reports and regular meetings	Feedback from students, vendors, Community stakeholders, other College staff & Student Government leaders.

15

Dated:

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)**
Incumbent works with vendors and other business partners to determine correct course of action for any required process changes Incumbent works directly with staff and other College departments to identify and enhance processes as they relate to College Services Student Government Leaders	

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)**
Changes to the daily processes performed by the incumbent, as they relate to the College Services system functions. System changes and updates that alter the effectiveness of providing the College Services to the College. Report guidelines for monthly statistical reporting.	Refunds related to One Card and Parking Services Schedule for system maintenance.

Describe the type of decisions that would be decided by the incumbent.	
Regular and Recurring	**Occasional (if none, please strike out this section)**
Changes to system database structure i.e. client profiles, payment methods, device configuration. Departmental report design	

Dated:

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?		
Senior Leadership requests a new report on College Services activity or revenue	Incumbent along with supervisor discuss what data is available and how to design the report	SMT Supervisor	M
Database not providing required/useful information	Incumbent will discuss needs with supervisor, vendor, business partners and/or other department stakeholders	Supervisor External vendors Business partners (i.e. Aramark) Other departments (i.e. ITS – Help Desk)	W
College Services system(s) not performing as required	Incumbent will work with department staff and/or clients to troubleshoot and correct issues	Students, Staff, Faculty Department staff	D
Updates to College Services system(s)	Incumbent will work with vendors, ITS team and supervisor to identify possible issues and challenges that can occur during an update to One Card systems/ PeopleSoft integration	Supervisor External vendors ITS,	M
System improvements/enhancements	Incumbent will identify options to management on process changes that will enhance operations	Management Staff / Students Vendors	M

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

Dated:

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	Providing customer service to clients.	College Staff & Faculty Students	D
Explanation and interpretation of information or ideas	Collaborating with supervisor and staff on new initiatives and ideas for processes and reporting ability	College Departments Supervisor	D
Imparting technical information and advice	Reviewing/training College Services stakeholders on various system functions for College Services systems. Working with vendors, business partners and supervisor on process changes.	Department Staff Supervisor Clients Administration Vendors Student Governments	W
Instructing or training	Training and reviewing new processes/changes in processes with department staff	College Staff Supervisor	I
Obtaining cooperation or consent	Working with external partners to develop new services and/or functionality	Third Party Vendors Student Governments	I
Negotiating			

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

Dated:

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
Standing, walking	D	X					
Sitting	D			X	X		
Facilitating Training Sessions	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)

X   Medium (between 5 to 20 kg or 11 to 44 lbs)

□   Heavy (over 20 kg or 44 lbs)

Supplies, setting up presentations / training sessions. Photo ID supplies

19

Dated:

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 (e.g., 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 (e.g., 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
Developing and analyzing Reports	D			X
Can concentration or focus be maintained throughout the duration of the activity? If not, why? X Usually □ No				

Activity #2	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Reviewing system processes	D		X	
Can concentration or focus be maintained throughout the duration of the activity? If not, why? X Usually □ No				

Activity #3	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
System maintenance, updates and/or running system reports	W		X	
Can concentration or focus be maintained throughout the duration of the activity? If not, why? X Usually □ No				

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

Dated:

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)*
X acceptable working conditions (minimal exposure to the conditions listed below)	Working in the College Services Office	D
☐ accessing crawl spaces/confined spaces		
X dealing with abusive people	Student / Staff complaints	M
☐		
☐ difficult weather conditions		
☐ exposure to extreme weather conditions		
☐ exposure to very high or low temperatures (e.g. freezers)		
☐ handling hazardous substances		
☐ smelly, dirty, or noisy environment		
X travel	Traveling to other campuses	M
☐ working in isolated or crowded situations		
☐ other (explain)		

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

Dated: