

## Position Description Form (PDF)

College: Sir Sandford Fleming

Incumbent's Name:

Position Title: Physical Resources Asset Coordinator

Payband: G

Position Code/Number (if applicable):

Scheduled No. of Hours: 37.5 per week

Appointment Type:  12 months  Less than 12 months (please specify # months: \_\_\_\_\_)

Supervisor's Name and Title: Kim English, Manager H&S and Legislative Compliance

Completed by: Kim English

Date: Aug 1, 2021

### 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 College Asset Coordinator leads all aspects of the asset management lifecycle in the full development and maintenance of an efficient College Asset Management Registry. The Asset Coordinator leads the lifecycle planning and to creates a framework for the complete cradle-to-grave oversight of high-value assets. This involves a plan to acquire, operate, maintain, renew, and retire assets. Utilizing the selected custom software Enterprise Asset Management (EAM) applications, the incumbent will leverage this software to meet the college planning and tracking requirements as per the Asset Management Policy 4-430.

The incumbent will be the primary point of contact and will be responsible for developing processes to effectively track the complete lifecycle of all capital assets including theoretical lifecycle, estimated replacement date and current value. This Lifecycle planning allows the incumbent to report on anticipated costs, plan for maintenance and upgrades, and minimize total cost of ownership at the asset level. The incumbent will also take photos, obtain warranties and determine the maintenance schedules and then include this information as part of the Asset tracking. Working with Academic schools, PRD managers, technicians and H&S, the incumbent will identify the required inspection schedules, based on legislation, and enter all planned and responsive maintenance activities. This database will primarily capture physical resources capital assets (mechanical, electrical, HVAC, vehicles, IT Systems) and will also extend to cover major physical assets submitted by Academic Schools and other departments. The incumbent will need to have a working knowledge of a wide variety of facility assets and a sound understanding of maintenance and service requirements, parts, inspection schedules and certifications required.

The incumbent will be the central resource for College Asset Disposal guided by the College Asset Disposal including preparing release forms for Senior level review and signature. The incumbent will be the key administrator on the Gov Deal public sector auction site and will track, post and monitors sales of disposed assets, including co-ordinating pick-up by buyers.

The incumbent will also develop and oversee the central database for reporting of college capital assets and will generate reports to support strategic capital planning and satisfy ministry reporting.

## 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><b>Asset Management</b></p> <ul style="list-style-type: none"> <li>• Act as the key contact and resource to oversee track and provide guidance on provide guidance on the college Asset Management Registry</li> <li>• Provides full lifecycle management from onboarding capital assets, including creating and identifying categories, extracting characteristics, issuing custom asset number and tag.</li> <li>• Utilizing the selected custom software Enterprise Asset Management (EAM) applications, the incumbent will leverage this software</li> <li>• Researches required inspections and certifications regulations and uploads these requirements and schedules in the computerized maintenance management system for WO dispatch.</li> <li>• Working with internal/external stakeholders, determines preventative maintenance on a wide variety of assets and records/updates maintenance schedules into the CMMS for WO dispatch.</li> <li>• Determines location, applies tags, takes pictures, obtains and uploads warranties, assesses total asset value, determines expected lifespan and sets depreciation schedule.</li> <li>• Provides guidance to maintenance technicians regarding the use and requirements of the Maintenance area of the Asset module.</li> <li>• Develop plans to acquire, operate, maintain, renew, and retire assets.</li> <li>• Provides guidance to maintenance technicians regarding the use and requirements of the Maintenance area of the Asset module.</li> <li>•</li> <li>• Recommends new processes and tools that assist with the asset cycle and which ultimately contribute to increased accuracy, efficiency, and ease of analysis</li> <li>• Participate in continuous improvement initiatives to adopt best practice and drive efficiency regarding overall asset management strategies.</li> <li>• Participates and Coordinated cross college asset related projects</li> <li>• Recommends new processes and tools that assist with the asset cycle and which ultimately contribute to increased accuracy, efficiency, and ease of analysis</li> <li>• Participate in continuous improvement initiatives to adopt best practice and drive efficiency regarding overall asset management strategies.</li> <li>• Participates and coordinates cross college asset related projects</li> </ul>	<p>50</p>

<ul style="list-style-type: none"> <li>• Collaborate with other key stakeholders on one or more projects while taking the lead on gathering, analyzing, and reporting on Asset Condition assessments and other datasets.</li> <li>• Responsible for contributing ideas and insights toward the achievement of project and department objectives.</li> <li>• Developing trends and patterns from the data, interpreting and communicating findings to stakeholders, and participation in overall project execution activities will be required.</li> <li>•</li> </ul>	
<p><b>Asset Disposal</b></p> <ul style="list-style-type: none"> <li>• Responsible for coordinating the College asset disposal process.</li> <li>• Provides guidance to all schools and departments to facilitate Capital Asset Disposal as per College policy.</li> <li>• Assesses asset condition and resale value and makes recommendation on auction vs disposal.</li> <li>• Provides guidance on the preparation of required release forms for senior level review and approval.</li> <li>• Coordinates disposal that meets with any/all guiding regulations.</li> <li>• Holds Fleming College Administrator status on the Gov Deal public sector auction site and will prepare listings, post value, set-up auction, post and monitors sales of disposed assets.</li> <li>• Works with members of the public to complete financial transaction and coordinate pick-up by buyers.</li> <li>• Co-ordinates financial reconciliation as required on sales.</li> <li>• Recommends new processes and tools that assist with the disposal process and which ultimately contribute to increased accuracy, efficiency, and ease of analysis</li> </ul>	25

<p><b>Report writing and Capital Planning</b></p> <ul style="list-style-type: none"> <li>• Preparing an asset related reports to program technologists and coordinators to support the capital submission process.</li> <li>• Responsible for developing reporting tools to compile asset related data that supports PRD and Academic Leaders in prioritizing capital selection</li> <li>• Develop effective reporting tools to support Capital Planning , auditing and Ministry requirements.</li> <li>• Prepares disposal summaries and monitors financial reconciliation of expenses associated to disposal of assets</li> <li>• Identifies and organizes asset file systems to ensure compliance with records retention, audit and accounting requirements.</li> <li>• Review Asset Condition assessment reports</li> <li>• Prepare and update Asset project tracking excel dashboards and maintain various databases</li> <li>• Managing, cleaning and manipulating data using a variety of software or tools</li> <li>• Identifying key themes and insights from the data, discovering patterns and trends</li> <li>• Preparing maps, tables, reports, charts, and presentations to communicate results and findings</li> <li>• Assisting with project planning and management, business analysis and requirements gathering</li> <li>• Research and present solutions for data management and project status tracking</li> <li>• Research best practices and develop project plan for identified projects to ensure milestones and targets are achieved.</li> <li>•</li> </ul>	<p>20</p>
<p>Other related duties as assigned.</p>	<p>5%</p>

\* To help you estimate approximate percentages:

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.

Dated:

- 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:

Post secondary education in Building Science, Business Administration; Project Management, Facilities Management, Building Technician or Trades program or similar

**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
- 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

Minimum three (3) years experience within a facility management or asset management environment using data management, project management, purchasing, technical service agreements etc....

Knowledge of facility asset management or preventative maintenance programs and mechanical systems.

Knowledge in utilizing and maintaining an asset management system

Intermediate skills in virtual platforms and MS Office Suite including the use of virtual platforms and maintaining database applications.

Demonstrated skills establishing, maintaining, and producing database/spreadsheets, business plans, detailed reports, and tables.

Knowledge of a CMMS database is preferred

Experience working independently with significant autonomy and within a team environment

Experience or knowledge of capital asset valuation and depreciation.

Experience organizing and prioritizing own work, designing and implementing action plans in a deadline-oriented customer service environment.

Proactively plan annually and several months in advance, analyze and anticipate issues, effectively solve problems in a timely manner and exercise sound judgment

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.

A vendor issues a recall notice on a shut off valve and recommends removal and replacement.

How is it identified?

Vendor sends notice or Safety bulletin released or PRD manager advises, or tech advises

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

The incumbent would be required to use the asset database to identify if this valve has been installed at the college and if so where it is located. A replacement plan would then need to be developed to replace the faulty valves. A WO is generated to initiate the work of the trades. Further investigation is needed when information is missing or assets can't be located. Incumbent will be required to work with PRD and other departments to track asset manually and follow up on information to determine next step in this process.

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

The incumbent will need to determine if the asset category for shut off valves – is complete and robust.

Generate a custom report along with the notice to be uploaded into Work Order for immediate action across all locations.

This will also trigger the Asset Disposal (old valve) and Asset Onboarding (replacement Valve) process that will need to be followed. Location, tag, value, maintenance, pictures

If the database is not comprehensive, a manual review and site inspection of all location where asset could be installed would need to be completed to ensure all problem valves are identified and replaced. Follow up with internal and external department staff will be required to perform this analysis and determine steps to remediate the deficiency.

Mapping of asset locations may be added to the Asset database for future use.

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

Support available from PRD managers, vendors. PRD systems tech. School techs. Safety team.

**3. Analysis and Problem Solving**

**#2 regular & recurring**

Key issue or problem encountered

A Capital project space renovation requires full inventory of newly onboarded assets and build updates.

How is it identified?

Complete a project Assessment to determine critical path to complete the full inventory of identified new assets as requiring asset management. This would require gathering information on all assets, following up where needed and using analysis skills to compare each asset to database, knowledge of asset management and past practices to determine which capital assets to add to registry. Once determined, would need to identify asset name, determine category, serial number, model number, asset install location, install date. Would also need to obtain warranties, investigate the service schedule and create individual WOs schedule in CMMS based on information obtained. The registry also requires pictures to be taken and uploaded and a custom asset tag to be affixed. There could be 50-100 assets per space. This process would be considered a 3-6 month project with a guiding implementation plan. The incumbent would assign tasks to project support team. ie PRD or capital project team

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

Yes, will need to develop a comprehensive understanding of the cradle to grave management requirements of each asset. Will need to obtain key data points i.e. model numbers, warranties, service contracts etc. This data will need to be loaded into the asset tracker.

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

The incumbent will utilize a number of resources to familiarize self all aspect of the asset and associated lifecycle requirements. Will need to have a working knowledge of a wide variety facility-based and high value college assets including IT, electrical, plumbing, HVAC, small engine, technical, vehicles etc. Will need to be able to resource information to complete the asset record.

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

Supplier, vendor, legislation, Tech support, PRD managers

**#3 regular & recurring**

Key issue or problem encountered

A school wishes to dispose of a piece of equipment and doesn't know how.

How is it identified?

An email into PRD; a phone call, an inspection deems equipment to be end of life.

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

An analysis to determine appropriate next steps, including redeployment to another department, auction, donation, or waste. There is a associated cost/benefit for each stream that would have to be considered in the recommended disposal plan. Including end of life and ongoing cost of maintenance.

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

The College Asset Coordinator would supply the disposal form for completion by school and provide explanation on how to complete it. This will then support the official college asset disposal policy requirement. The form would then be prepared for senior sign off. Incumbent leads the Inspection and value assessment and uses that information to make a recommendation regarding disposal stream. Approved by CFBO. Updated status in Asset registry – i.e. retirement. Pictures and description completed. Determines timelines for relocation of asset, in consultation with dept, PRD resources and any other resources required. to a public pickup zone. Detailed of item for sale on Gov deals web portal for auction and sale at approved value. Acts as a resource for public questions and will make arrangements and coordinate sale of item for pick-up with community member once item is sold. Ensure financial reconciliation and sales paper work is completed to complete the sale of the item.

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

Self directed, PRD managers

### 3. Analysis and Problem Solving

**#1 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.

Development of a standard Asset Management protocol to work with Purchasing, PRD and other depts and schools to ensure all incoming and outgoing assets are managed through the appropriate protocols and documented in the asset management registry database.

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

This will require CMMS asset knowledge, attention to detail, strong communication skills and follow up to ensure other stakeholders deliver on their accountabilities. Will be required to be self motivated and to work independently..

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

College Asset Disposal policy, Regulations and legislation. This would be primarily a self-led initiative; however, the manager would be available to answer questions.

How is/are deadline(s) determined?

With a PRD manager

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.

They would be determined by consult with stakeholders and with the agreement of manager. There could also be adjustments made based on the facility operations schedule.

#### 4. Planning/Coordinating

##### #2 regular & recurring

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

Create a new report to help support facility strategic Capital planning and Ministry reporting. Reports will be used to present meaningful data to SMT as required.

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

Solid understanding of CMMS and strategic report building. Need the ability to input large amounts of discrete data and develop reports as needed to support capital planning, financial or other ministry requirements. Ability to communicate with stakeholders to accurately access data needs. Ability to research emerging Asset Management trends and technologies and prepare business cases when necessary for improvements. Will be responsible for establishing and implementing facility reporting based on inventory information to assist and support various departments and identify and evaluate cost efficiencies and value creation opportunities.

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

Intermediate Database and Advanced Excel skills  
Keep apprised of new or changing legislation and related studies and plans

How is/are deadline(s) determined?

Approval and application deadlines

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.

With manager

**#3 regular & recurring**

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

School decides to offload a fume hood. The incumbent would need to ensure all data, including maintenance records, install information, safety review and operations manual are collected to determine the asset lifespan remaining. A full reallocation review would be completed, and a recommendation made.

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

Would need to have a functional understanding of the asset itself, how it is used, the associated safety regulations and required certifications. Would also need to understand if this asset can be redeployed within the college and assess if the cost of redeployment outweighs the benefit. Cost of disposal or cost and risk of auction is also evaluated

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

School technicians, PRD manager, safety managers, industry guidelines, regulations, engineers via capital projects

How is/are deadline(s) determined?

Various

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.

Once the recommendation is made, the path forward is approved by Management for higher value items.



#### 4. Planning/Coordinating

##### #4 regular and recurring

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

A Capital project space renovation requires full inventory of newly onboarded assets and build updates.

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

Complete a project Assessment create a critical path to complete the full inventory of identified new assets as requiring asset management. This would require gathering information on all assets, by meeting with stakeholders involved in the project to collect identifying information, life cycle and maintenance information, etc to determine how each should be captured and establishing deadlines for receipt of this information.

Would also need to obtain warranties, investigate the service schedule in order to assign individual Work orders for others to complete. They will create the schedule in CMMS based on information obtained.

The registry also requires pictures to be taken and uploaded and a custom asset tag to be affixed. There could be 50-100 assets per space. This process would be considered a 3-6 month project with a guiding implementation plan. The incumbent would assign tasks to project support team. ie PRD or capital project team or external stakeholders.

The incumbent is required to determine the best way to establish identify asset name, determine category, serial number, model number, asset install location, install date. All of the cost code values for existing and new programs are updated and in line with tuition and ancillary fee increases and within the allowable OSAP cost structure.

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

- Manuals and researched information on all assets
- knowledge of a wide variety facility-based and high value college assets including IT , electrical, plumbing, HVAC, small engine, technical, vehicles etc.
- Supplier, vendor, legislation, Tech support, PRD managers
- Project management concepts

How is/are deadline(s) determined?

Deadlines will be determined by incumbent to complete work for in line with capital project.

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.

They would be determined by consult with stakeholders and with the agreement of manager. There could also be adjustments made based on capital project schedule.

## 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 checked="" type="checkbox"/>	<input type="checkbox"/>	Minimal requirement to guide/advise others. The incumbent may be required to explain procedures to other employees or students.	Other employees will need to know how to use the Asset module and to update with ongoing maintenance. Training documents and coaching sessions will be requested. Provide guidance to school techs as needed.

X	□	There is a need for the incumbent to demonstrate correct processes/ procedures to others so that they can complete specific tasks.	Create a data retrieving template and explain to others what each field means for accurate retrieval. Provide guidance to college members in disposal processes. Support the analysis of the annual capital budget and long-term forecasting and the strategic lifecycle capital redevelopment plans
X	□	The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities	As part of asset coordination, incumbent recommends solutions and process enhancements to other staff as they relate to asset performance monitoring, evaluation and reporting, deterioration patterns and lifecycle cost analysis.
□	□	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)
Recommends solutions and process enhancements as they relate to asset performance monitoring, evaluation and reporting, deterioration patterns and lifecycle cost analysis.	

What rules, procedures, past practices or guidelines are available to guide the incumbent?	
Regular and Recurring	Occasional (if none, please strike out this section)
<p>The College Asset Policy is the cornerstone. The incumbent will be developing new procedures as this is a new role and function within the college. The procedures will apply to all members of the college</p> <p>College Asset Policy Ministry requirements Purchasing Policies SOP and Procedures</p>	<p>Will develop new tools to support emerging reporting requirements</p>

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)
Regular reporting would help identify errors.	<p>Manager will verify inputs are accurate</p> <p>Feedback from customers</p>

**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)
Will determine how to categorize an asset. Incumbent will research legislation to determine required inspections schedules. Will also research the required preventative maintenance schedules for key infrastructure and high value assets and set-up schedules in WO system	Asset Registry development opportunities as upgrades and enhancements are released by Vendor. Expected to stay abreast of updates and developments

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)
Assessing value of an asset that will be sent to auction. Assigns value however CFBO will have final approval on high value auction items value	
Matters requiring a change to College Policy	

Describe the type of decisions that would be decided by the incumbent.	
Regular and Recurring	Occasional (if none, please strike out this section)

<p>Creation of asset categories, characteristics and how the data is inputted. This is a key decision as this will directly impact the quality of reports that are available. Incorrect categorization will skew data and possibly capital budgeting.</p> <p>Will make recommendation regarding to market value and the best disposal stream – redeploy in college, resell, donate, waste</p> <p>Even though guidelines are available, the incumbent must be able to interpret policy (College &amp; Ministry) in order to provide workable solutions to sponsoring agencies. The Manager would get involved by exception</p>	
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## 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?		
<p>Many requests begin with 'How do I ...' or 'What are my options if..</p> <p>Front-line staff, most contact is in-person,</p>	<p>Incumbent will provide a straight-forward explanation based on college and departmental processes. Questions such as 'Why is this happening?' require that the incumbent asks questions of the client to ensure a full understanding of the problem, issue or question.</p>	<p>CFBO, Chairs, Operations Managers, Faculty, Techs, PRD staff, Security</p>	<p>D</p>
			<p>D</p>
<p>Questions or requests are usually related to registering a asset, generating a financial or planning report or disposing of a asset.</p> <p>Most inquiries are generated by WO but also sent via email and by phone</p>	<p>Require an in-depth knowledge of many types of assets, from HVAC, plumbing, electrical, vehicles, IT hardware, BAS Systems various high value program equipment. More information may be attained by asking pertinent questions of the customer.</p> <p>A good explanation will be given taking College policies and procedures in effect</p>	<p>Academic Co-ordinators, Chairs and deans</p>	

Support Staff PDF

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Corresponding with members of the public on sale and condition of items purchased via auction	Email, phone	Members of public	M
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\* 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	Examples are providing guidance on College asset policy or on appropriate disposal process	College leaders, PRD manager and technicians	D
Explanation and interpretation of information or ideas	receiving tagging setting maintenance schedules assessing values determining appropriate disposal channel	PRD managers, school technicians, prd technicians	D
Imparting technical information and advice	Incumbent advises other staff with respect to asset performance monitoring, evaluation and reporting, deterioration patterns and lifecycle cost analysis. Incumbent advises other regarding updating status in Asset registry and utilizing Asset module.	PRD team / school technicians	W
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
Walking campus to identify assets	W		X		X		
Taking pictures applying labels	D		X		X		
Moving assets, sorting and organizing	D		X		X		
Lifting and moving assets	D		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)

Light boxes and equipment (2 hours per day)
Furniture, equipment (1-2 hours per week)

### 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
Inputting large volumes of asset data	D	X		
Can concentration or focus be maintained throughout the duration of the activity? If not, why? <input checked="" type="checkbox"/> Usually <input type="checkbox"/> No				

Activity #2	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Data compilation, analysis. Reports are in various formats depending on the nature of the project with information being submitted from various sources requires significant concentration to ensure all details are captured correctly	D			X
Can concentration or focus be maintained throughout the duration of the activity? If not, why? <input checked="" type="checkbox"/> Usually <input type="checkbox"/> No				

\* 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)	Standard office environment	D
<input checked="" type="checkbox"/> accessing crawl spaces/confined spaces		M
<input checked="" type="checkbox"/> dealing with abusive people	Members of public who arrive to pick up purchased assets can and have dispute.	I
<input type="checkbox"/> dealing with abusive people who pose a threat of physical harm		
<input type="checkbox"/> difficult weather conditions		
<input checked="" type="checkbox"/> exposure to extreme weather conditions	Storage in outside Sea cans	
<input checked="" type="checkbox"/> exposure to very high or low temperatures (e.g. freezers)	Storage in outside Sea cans	M
<input type="checkbox"/> handling hazardous substances		
<input type="checkbox"/> smelly, dirty or noisy environment		M
<input checked="" type="checkbox"/> travel	Travel to other campuses	M
<input type="checkbox"/> working in isolated or crowded situations		
<input type="checkbox"/> other (explain)		

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