

Position Description Form (PDF)

College: Sir Sandford Fleming

Incumbent's Name: Vacant

Position Title: HR Associate (formerly ESDA)

Payband: F

Position Code/Number (if applicable):

Scheduled No. of Hours: ____35____ per week

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

Supervisor's Name and Title: Ilona Smith – Director, Employee Experience

Completed by: Ilona Smith

Date: March, 2022

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.

This position has two incumbents who are responsible for:

- the accurate processing of employee transactions in systems of record to ensure timely entry for payroll processing and associated keeping of official records (hires, terminations, banking, leaves of absence etc)
- Configuration of elements of the employee system of record to ensure accurate keeping of FTE, including maintenance of Position Management.
- Organization chart maintenance and updates
- Preparation of offer and other employee letters to provide audit capabilities documentation of transactions, while ensuring segregation of duties
- Provision of front desk service to OEHR walk-ins
- Management of internal inboxes including Professional Development and ESDA
- Actions employee/manager requested items arising from HR Inbox/Intake form
- Support PD including Tuition Rebate requests, updating training records, course configuration and in person training supports as they resume
- Data clean up as identified through audits, checks and balances
- Running and distribution of operational reports
- Support cyclical HR processes such as Performance Appraisals as required

To maintain segregation of duties, and provide adequate back up and coverage, the two incumbents will both know the full scope of the job, and will rotate between key duties on a scheduled basis.

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*
Processing employee transactions in system of record. This would, for example, include the accurate and timely entry of new hires, terminations, transfers, pay increases and leaves of absence according to payroll cut off dates.	20
System configuration/position management to ensure the complement of positions in HR is balanced with Finance, and to ensure required values to associate with employee records exist. Examples would include creation of new cost centres or transaction codes as required; creating and inactivating positions based on approved events.	10
Org chart maintenance so that, on a monthly basis (or on demand for significant changes such as reorganizations), the corporately posted organization charts reflect the college's structure and incumbents.	5
Creation of offer and other employee/employment letters – this includes internal letters such as job offers and appointments, as well as confirmation of employment letters for external parties such banks and immigration	15
Providing recruitment support such as coordinating candidate testing, scheduling interview panels and providing resume packages to interview panel	10
Front desk coverage and the management of internal inboxes and assigned HR request forms	15
Performs regular data audits and clean up to ensure accuracy of employee records. This would include transaction/keying audits, reconciliation of staff complement with Finance, and also addressing any data issues found. This work may also identify process issues which this role would raise for more fulsome resolution.	5
PD support including supporting the tuition reimbursement process	10
Support Performance Appraisal and other cyclical processes and/or ad hoc projects. These would be under direction of manager, and may include items like tracking received/outstanding documents in a report for follow up, participating in projects as part of identifying requirements or testing new processes and functionality.	5
Other related duties as assigned	5

* 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.

- | | | |
|--|--|---|
| <input type="checkbox"/> Up to High School | <input type="checkbox"/> 1 year certificate | <input checked="" type="checkbox"/> 2 year diploma |
| <input type="checkbox"/> Trade certification | <input type="checkbox"/> 3 year diploma / degree | <input type="checkbox"/> 4 year degree or 3 year diploma / degree plus professional certification |
| <input type="checkbox"/> Post graduate degree (e.g. Masters) or 4 years degree plus professional certification | | |
| <input type="checkbox"/> Doctoral degree | | |

Field(s) of Study:

Human Resources

B. Check the box that best describes the requirement for specific course(s), certification, qualification, formal training or accreditation in addition to and not part of the education level noted above and in the space provided specify the additional requirement(s). Include only the requirement that would typically be included in the job posting and would be acquired prior to the commencement of the position. Do not include courses that are needed to maintain a professional designation.

☐ No additional requirements

☒ Additional requirements obtained by course(s) of a total of 100 hours or less

☐ Additional requirements obtained by course(s) of a total between 101 and 520 hours

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

CHRP/CHRL or other HR designation

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

X Minimum of three (3) years

- Progressively responsible experience in providing exemplary proactive administrative and HR support in a fast-paced, deadline driven, customer-service environment
- Recent, related professional experience directly supporting HR administration, talent acquisition and professional development activities, preferably in a post-secondary environment including candidate testing, pre/post interview activities, offer letter generation, employee record maintenance – all within a heavily unionized environment
- Superior customer service orientation with the ability to contribute to a positive candidate and employee experience and be seen as an outstanding ambassador of Fleming College
- Excellent problem-solving abilities and sound judgement to address most issues independently, and the ability to determine when escalation is necessary
- Ability to effectively prioritize workload amid competing deadlines and demands and within a front-line customer service environment · Strong collaboration and flexibility skills to manage to deadlines, assisting other team members due to annual ebbs and flows of workload and priorities.
- Excellent time management and organizational skills with the ability to plan and coordinate projects within varying timelines (e.g. immediate; short term; long term), manage schedules and task lists. · Accuracy and attention to detail are key requirements, as are sensitivity to Payroll and other deadlines.
- Familiarity with relevant employment legislation, collective agreements, and policies/procedures as they relate to areas of responsibility
- Prior experience with HR technology, specifically an HRMS/HCM system, (preferably PeopleSoft) is required, in addition to superior personal computing skills across a variety of common office software (e.g. MS Office), corporate data systems, reporting tools, social media, internal/external job boards, and web technology

☐ Minimum of five (5) years

☐ Minimum of eight (8) years

3. Analysis and Problem Solving

This section relates to the application of analysis and judgement within the scope of the position.

The following charts help to define the level of complexity involved in the analysis or identification of situations, information or problems, the steps taken to develop options, solutions or other actions and the judgement required to do so.

Please provide up to three (3) examples of analysis and problem solving that are regular and recurring and, if present in the position, up to two (2) examples that occur occasionally:

#1 regular & recurring	
Key issue or problem encountered.	A general reorganization or appointment is announced from an SMT member which may have implications for employee records.
How is it identified?	Email may be sent to all staff (rather than direct to this role).
Is further investigation required to define the situation and/or problem? If so, describe.	Review the email content to determine: <ul style="list-style-type: none"> Is there a possible impact on a specific employee(s) mentioned? Might there be impacts on other employees not named (ie a function is moving between departments)
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Starting with the bullets above, the following might need to be assessed/addressed: <ul style="list-style-type: none"> Confirm if letters to employees are needed Confirm if there are salary or other impacts Organization chart implications determined Position management implications determined (ensuring FTE balanced) Employee online record implications (job data changes, assignment to new position, cost centre etc) Are there items that need to be escalated?
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	While the general process above would be consistent, the analysis may result in different activities being required. The ultimate goal of this position is to ensure systems of record reflect this organizational change in a timely and accurate fashion.

3. Analysis and Problem Solving

#2 regular & recurring

Key issue or problem encountered	Request to prepare offer package for employee is missing key information or may contain inaccurate/questionable information
How is it identified?	Request received by HR Admin to prepare an offer package. HRA would review the email content in order to process the request.
Is further investigation required to define the situation and/or problem? If so, describe.	Yes – not all requests received are accurate or contain all of the information required to issue an offer (ie need to know employee type, position number, union, type of employment (ie temp assignment, regular etc), grade. This requires reviewing a detailed email chain at times, also knowing the templates involved and applicable to various scenarios to determine next steps.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	May need to go back to person responsible for the recruitment, HR Consultant (hiring manager?) for missing information. May need to advise if there is anything in conflict with Collective Agreement language and terms.
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	Past experience Documentation HR Consultant/Recruiter Collective Agreement Letter templates

#1 Occasional

Key issue or problem encountered	A key report this role issues has been found to be inaccurate (example, employee transaction report). The report is used by IT and others in actioning employee accounts or other processes – accuracy in the report is vital. This role is working within a very tight, established production schedule within a busy, front-line service environment and supporting multiple other time sensitive tasks related to talent acquisition, employee transactions, and professional development activities
How is it identified?	Issue may be identified by incumbent or by report recipients. The incumbent identifies inaccuracies in the source data based upon their own knowledge of the status of various events and may also need to refer to internal reference materials.

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

Yes – issue could be with underlying source data or with the report itself.

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

Source data issues may require research to identify and address the issue. If a report error, would escalate to Business Analyst walking them through the findings and expected results so they can effectively review the coding behind the report. Would work with BA on solution, testing.

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

HR systems, emails, queries, past practice, BA expertise

3. Analysis and Problem Solving

#2 occasional

Key issue or problem encountered	Technology in physical or virtual interview (e.g. remote meeting, testing, software etc.) which is required for the interview is not functioning.
How is it identified?	The issue will either be identified by the incumbent, the TAS, candidate, or hiring manager during attempts to initiate the interview.
Is further investigation required to define the situation and/or problem? If so, describe.	Yes. They may provide preliminary support by phone or email. The incumbent may need to intervene in other ways to confirm the nature/scope of the issue.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Incumbent must troubleshoot on-the-spot with own knowledge and resources and/or in collaboration with the IT Service Desk to find a solution as quickly as possible. If no resolution is immediately available, the incumbent will need to assist with identifying an alternate solution which can be used by the Recruiter, selection panel and/or candidate
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	Past experience. Procedural documentation. IT Service Desk personnel.

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.	<p>Any change to process/procedure/forms impacting employee records involve this role – potentially in several capacities</p> <ul style="list-style-type: none"> - Identifying issues with current approach - Input into improved approach - Testing improved approach
What are the organizational and/or project management skills needed to bring together and integrate this activity?	<p>More organizational than project management – any work done on projects has to take place around standing time commitments for the timely entry and processing of pay, so setting priorities and managing time is central</p>
List the types of resources required to complete this task, project or activity.	<p>Knowledge of priorities and keying dates and cut offs</p> <p>Ability to speak out and call out when availability needs to adjust to manage operational needs</p>
How is/are deadline(s) determined?	<p>Keying and operational deadlines are always the priority for this role</p> <p>How to fit in project work around those deliverables is part of this role, so needs to be able to assess time required for operational work, and then determine availability for project work and communicate same to project leaders</p>
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.	<p>This role would provide feedback to projects to identify how this project would impact their work and ability to deliver timely accurate employee information</p>

4. Planning/Coordinating

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

#2 regular & recurring

Reorganizations – whenever these are announced, they should be treated as a project – ensuring position management, org charts and employee records and letters (if applicable) are correct based on announced reorganization. Ideally the role is aware in advance and so can plan for this work, however they are often announced first and then this role (with others) have to implement them.

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

Coordination of multiple step processes to enact reorg
May require outreach to others (department, finance) to learn full impact of reorg (ie are new FTE being created, or are they be repurposed; are other related roles also moving).
Timing of processing changes to align with payroll deadlines

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

Historical practices; Evolve; spreadsheets, org chart tools

How is/are deadline(s) determined?

Will depend on scale of reorg, but intent is to get any items that impact pay and GL implemented as soon as possible to reduce need for journal entries or retro payments – timing also depends on the information available from other resources (the outreach described above)

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.

This role would need to document the expected changes and confirm for accuracy. Understanding of structure and movements would need to be verified by others for accuracy.

#3 regular & recurring

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

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

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

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

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

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

How is/are deadline(s) determined?

Dictated by relevant critical path for the recruitment activity

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

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

4. Planning/Coordinating

#1 occasional

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

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

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

How is/are deadline(s) determined?

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.

#2 occasional

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

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

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

How is/are deadline(s) determined?

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.

5. Guiding/Advising Others

This section describes the **assigned responsibility** of the position to guide or advise others (e.g. other employees, students). Focus on the actions taken (rather than the communication skills) that directly assist others in the performance of their work or skill development.

Though Support Staff cannot formally "supervise" others, there may be a requirement to guide others using the incumbent's job expertise. This is beyond being helpful and providing ad hoc advice. It must be an assigned responsibility and must assist or enable others to be able to complete their own tasks.

Check the box(es) that best describe the level of responsibility assigned to the position and provide an example(s) to support the selection, including the positions that the incumbent guides or advises.

Regular & Recurring	Occasional	Level	Example
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Minimal requirement to guide/advise others. The incumbent may be required to explain procedures to other employees or students.	Monitors and reviews student work and makes recommendations for improvement. May make recommendations to the student's supervisor to support performance goals
<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is a need for the incumbent to demonstrate correct processes/procedures to others so that they can complete specific tasks.	<p>Cross training, supporting process improvements, impact of activities on upstream/downstream processes.</p> <p>Conducts and explains testing process to candidates. Explains the job application submission process to potential candidates. Reviews and communicates job posting information to various clients. Explains registration processes in Evolve for internal PD sessions.</p>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities	Identifies improvements to its own work, but also to feeder or downstream processes as part of continuous improvement philosophy
<input type="checkbox"/>	<input type="checkbox"/>	The incumbent is an active participant and has ongoing involvement in the progress of others with whom he/she has the responsibility to demonstrate correct processes/procedures or provide direction.	

☐

☐

The incumbent is responsible for allocating tasks to others and recommending a course of action or making necessary decisions to ensure the tasks are completed.



6. Independence of Action

Please illustrate the type of independence or autonomy exercised in the position. Consideration is to be given to the degree of freedom and constraints that define the parameters in which the incumbent works.

What are the instructions that are typically required or provided at the beginning of a work assignment?	
Regular and Recurring	Occasional (if none, please strike out this section)
Most activities this role completes are regular and recurring and would follow brief instruction from service requestor (Recruiter, HRC) – once trained, the person operates quite autonomously and raises problems only for escalation.	<p>If there are one-off/unique requests, this position would meet with its manager to discuss requirements and how it fits within other priority work.</p> <p>Project work would be part of a larger group where this position would be assigned specific activities</p>

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>Most employee transactions are repeatable and are documented.</p> <p>Collective agreements Managers Handbook for Support Staff College Policies and Procedures Operational Procedures & Past Practices</p>	<p>One-off/unusual situations may need to be talked through to determine appropriate action, referencing past practice, collective agreements or other information sources.</p> <p>Employment legislation/websites</p> <p>Evolve system documentation (position control)</p>

How is work reviewed or verified (eg. Feedback from others, work processes, Supervisor)?	
Regular and Recurring	Occasional (if none, please strike out this section)
<p>Most transactions entered by this role are processed in Payroll where impacts are identified.</p> <p>Work is checked occasionally by discussion in-process, through self-initiated review or by non-social objective means (e.g. audit reports). Checking tends to be for reasonableness or a second opinion. Often work is unchecked by direct supervisor.</p>	<p>Standing corporate audits will request documentation behind entered transactions helping to confirm we have reasonable controls in place.</p> <p>Others in HR (HRC, Recruiter, Employee Learning & Development Specialist) may provide feedback in-progress for special projects.</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

Follow up on questions or transactions may require outreach to HRC/Recruiter or hiring manager.

Responding to an inquiry from a candidate who has been interviewed and seeking an update on their status within the competition

Occasional (if none, please strike out this section)

FTE reconciliations would take place with Finance and/or department to ensure accuracy and alignment between different groups

Describe the type of decisions that would be decided in consultation with the Supervisor.

Regular and Recurring

Complex error corrections, especially if backdated may require input from supervisor. Would expect this role to have input into the decision though (ie make a recommendation, consider implications/issues).

Collective agreement provisions and potential implications for setting precedent as it relates to talent acquisition activities within a unionized environment. Clarification on destabilized operational procedures.

Occasional (if none, please strike out this section)

Describe the type of decisions that would be decided by the incumbent.

Regular and Recurring

Review and recommendations for revision of internal operating procedures. Recommendations for system utilization adjustments. Generation of offers of employment using established appointment letter templates. Coordination of assigned simultaneous talent acquisition activities

Occasional (if none, please strike out this section)

Review and recommendations of various internal tracking tools (e.g. Hiring Plan; PD calendar planner, etc.), scheduling tools.. Developing/updating procedural documentation

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?		
Email inbox requesting service	Email received requesting service – could be recruitment, PD or other	Hiring manager/HRC/Recruiter	D
Workflow	Workflow item received and enacted – recruitment, letter, PD or other	System workflow from employee or manager	D
Email inbox	Role responds receives and responds directly to employee – could be notification of error, asking question, or request for service such as record update or employment verification letter	Employee request	D
Meeting	Discussed in meeting and expected to deliver service	Usually internal to HR	W/M

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

8. Communication

In the table below indicate the type of communication skills required to deal effectively with others. Be sure to list both verbal (e.g. exchanging information, formal presentations) and written (e.g. initiate memos, reports, proposals) in the section(s) that best describes the method of communication.

Communication Skill/Method	Example	Audience	Frequency (D, W, M, I)*
Exchanging routine information, extending common courtesy	Confirming scheduling information for talent acquisition and/or PD-related events.	Employees External candidates General public	D
	Updated status information on specific job competitions, PD activities, transactions.	Director Other HR staff	W
Explanation and interpretation of information or ideas	Completing letters	Employees Hiring managers	D/W
	Providing explanation of talent acquisition and/or PD procedures, forms, etc		
Imparting technical information and advice	Providing information on current processes and tools including technology	Mostly HR	W
	Position Management data/processes within Evolve to facilitate accurate reporting and data utilization by other internal stakeholders		
Instructing or training	n/a		
Obtaining cooperation or consent	n/a		
Negotiating	n/a		

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

9. Physical Effort

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

Physical Activity	Frequency (D, W, M, I)*	Duration			Ability to reduce strain		
		< 1 hr at a time	1 - 2 hrs at a time	> 2 hrs at a time	Yes	No	N/A
Sitting at keyboard	D			X	X		
Bending/twisting to file in office and in storage area	D/W	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)

Bankers boxes with employee files.
Competition files

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
Keying entry – employee information (ie new hires, terminations, transfers, change of personal information), course/training information, report running	D		X	
Can concentration or focus be maintained throughout the duration of the activity? If not, why? <input type="checkbox"/> Usually <input checked="" type="checkbox"/> No When in office, works in busy, front-line customer service environment with non-related competing priorities. If working remotely would have concentrated work time.				

Activity #2	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Preparing employment offer letters/packages and other supporting documents for employee movement for all employee groups (Academic; Support; Admin) and employment types including full-time, part-time, permanent, temporary, teaching, non-teaching, student. Also letters of employment upon request by employees.	D		X	

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

11. Working Environment

Please check the appropriate box(es) that best describes the work environment and the corresponding frequency and provide an example of the condition.

Working Conditions	Examples	Frequency (D, W, M, I)*
<input checked="" type="checkbox"/> acceptable working conditions (minimal exposure to the conditions listed below)	Normal office environment; open concept. Hybrid remote option available.	D
<input type="checkbox"/> accessing crawl spaces/confined spaces		
<input type="checkbox"/> dealing with abusive people		
<input type="checkbox"/> dealing with abusive people who pose a threat of physical harm		
<input type="checkbox"/> difficult weather conditions		
<input type="checkbox"/> exposure to extreme weather conditions		
<input type="checkbox"/> exposure to very high or low temperatures (e.g. freezers)		
<input type="checkbox"/> handling hazardous substances		
<input type="checkbox"/> smelly, dirty or noisy environment		
<input checked="" type="checkbox"/> travel	Occasional travel to other campuses may be required to support candidate testing or TA events	I
<input type="checkbox"/> working in isolated or crowded situations		
<input type="checkbox"/> other (explain)		

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