

## Position Description Form (PDF)

College: Sir Sandford Fleming

Incumbent's Name: TBD

Position Title: Project Coordinator – ARTP (Initiatives & Opportunities)      Payband: I

Position Code/Number (if applicable): S00701

Scheduled No. of Hours: 35 per week

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

Supervisor's Name and Title: Jennifer Andersen, Manager, CAWT

Completed by: Jennifer Andersen

Date: March 04, 2022

### Signatures:

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

Date:

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.

Under the direction of the Manager, CAWT, this position will proactively lead projects, implement experimental designs, and participate in project operations and laboratory analysis as needed. The incumbent will assist with the planning, development, implementation, and administration for applied research projects funded through the Applied Research Technology Development (ARTP) funding program. The incumbent will support the Manager, CAWT by coordinating all associated project work and deadlines along with ensuring tasks are completed to meet the requirements of industry partners and to meet the project timelines.

This role encompasses a wide spectrum of responsibilities and activities including planning and logistical support, maintaining effective relationships with external and internal clients, project meeting facilitation, data collection, preparing presentations, project summaries (written and verbal) and tracking project budgets. The incumbent will be responsible for identifying risks, barriers and challenges that could impact project activities or outcomes, proposing solutions and/or alternatives, and reporting them in a timely manner to the Manager, CAWT.

## 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*
<b>Project Coordination &amp; Training</b> Facilitate, coordinate and monitor ART P applied research projects at the CAWT. Coordinate the project work of research staff dedicated to specific projects. Includes, but is not limited to set up and dismantling of an experimental design / technology, sample collection, submitting samples to the lab, developing project specific health and safety protocols, obtaining materials, supplies and equipment for project operations, monitoring project budgets, planning regular update meetings, developing written project updates, and tracking deliverables. Provide project specific training to staff working on the project. (Technologists, Technicians, Students). Develop project timelines (GANTT) and schedules. Arrange travel and accommodations when necessary. Ensure assigned tasks are completed on time and correctly.	40
<b>Reporting</b> Prepare progress reports for Manager, CAWT, including briefing notes and client updates; communicate with clients regularly in writing under the approval of the Manager, CAWT, over the phone and in person. Participate in regular meetings with external clients and CAWT staff including preparation of agenda and recording meeting minutes.	25
<b>Project Work</b> Participate in the experimental testing and analytical laboratory procedures using the CAWT facilities and external laboratories as required. This also includes supporting project operations as needed, maintaining and monitoring technologies and products used for applied research, performing sample collection, performing lab analysis following ISO 17025 requirements, and maintaining quality control and quality assurance of project deliverables.	20
<b>Financial Support</b> Support the Manager, CAWT in budget details including summarizing expenses prior to purchase and providing regular updates on expenditures. Develop and track project expenses and timelines including preparation of tables and schedules.	10
Other related duties as assigned	5%

\* To help you estimate approximate percentages:

½ hour a day is 7%  
 ½ day a week is 10%  
 1 week a year is 2%

1 hour a day is 14%  
 ½ day a month is 2%

1 hour a week is 3%  
 1 day a month is 4%

## 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      ☐ 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:

Environmental Sciences, Biology, Chemistry or related discipline

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

Project Management certification an asset

## 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

- Project management
- Technical writing and editing including reports, project plans and proposals
- Budget monitoring
- Strong interpersonal and team skills with a demonstrated understanding of and commitment to health and safety.
- Relationship management skills – developing and maintaining productive relationships with internal and external clients
- Able to work independently in a fast-paced, high demand environment with constantly changing priorities.
- Ability to occasionally travel and work in physically demanding conditions and/or unpleasant environmental conditions.
- Proficiency with various computer software programs
- Working knowledge of analytical and environmental laboratory methods and instrumentation

☐ 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.	Project priorities will change frequently affecting timelines and budgets. The incumbent needs to analyze these changes rapidly, the impacts they will have and take action quickly.
How is it identified?	Changes in priorities will be made directly through the Manager, CAWT or indirectly through an evaluation of projects timelines and budgets. Projects themselves may change reducing their significance and priority, or higher priority opportunities may take precedence over existing projects. In the former circumstance partners may indicate and acknowledge the situation, in the latter, partners will be unaware of changing priorities, the situation will be identified by the incumbent or by the Manager, CAWT. Obvious indications may include activities/tasks competing for time and attention.
Is further investigation required to define the situation and/or problem? If so, describe.	Awareness of all CAWT activities is needed whether they are project based, administrative, strategic initiatives, or other activities. Lack of awareness of CAWT initiatives and activities could result in unidentified conflicts. Experience will provide the best judgment for time on task needs – where this is lacking consult with the Manager, CAWT.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Incumbent should routinely evaluate whether resources allocated to an ART P project matches its priority and expected or attributed benefits and outcomes. This needs to be done frequently. Situations that result in conflicts and any unresolved conflicts should be reported to supervisor for resolution. Actions that may result in conflict with partners should be approved by supervisor prior to implementation.

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

In addition to routine planning and coordinating of project activities, problem solving around conflicting priorities is required. Identified priorities as provided by the Manager, CAWT should be used for judging precedence of task. New opportunities and demands should be evaluated according to priorities described in ART P Project Plans / Proposals or from instructions provided by the Manager, CAWT. Consultations with the Manager, CAWT will be required in most cases where conflict arises between project activities that is not easily resolved.

### 3. Analysis and Problem Solving

#### #2 regular & recurring

Key issue or problem encountered

Changes in experimental testing plans (Ex. Request to extend testing weeks but keep within budget)

How is it identified?

Through conversations with the Manager, CAWT, Research Scientist or Industry Partner, changes may be requested to the objectives of a project, either through extended analysis requests or prolonged testing weeks; all while keeping within the same budget or funding amount secured. These requests will have budget and timeline implications and need to be planned and detailed out in order to accommodate and stay within budget.

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

Incumbent must investigate the change request thoroughly prior to taking action by determining if changes can be made, and what those changes may be (reducing other milestones, reducing frequency of lab tests, etc.) along with budget, timeline, and resource implications these changes will have.

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

Incumbent will use accumulated knowledge to evaluate the project change requests; revising budgets and timelines to determine what can be done. In consultation with the Manager, CAWT, Research Scientist, and Industry partner, the incumbent will determine best course of action for resolving problem.

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

The Research Scientist will develop a test plan from which change requests can be evaluated further. The Manager, CAWT, Research Scientists and industry partner will be important resources for solving these problems and in making necessary approvals prior to the work beginning.

**#3 regular & recurring**

Key issue or problem encountered	Number of lab analyses requested or number of samples needing analysis exceeds the labs capacity.
How is it identified?	Analysis is determined based on scheduled laboratory work according to project plans, in addition to sample holding times,
Is further investigation required to define the situation and/or problem? If so, describe.	Analysis turnaround time according to methods dictates a short timeline for completion of analysis involving multiple instruments and prescribed testing protocols running simultaneously. If variables change i.e.: Chemical interferences, specific needs of client (minimum detection level), adjustments and changes to the protocol must be made to complete analysis in the allotted time and as required, following standard testing methodologies. This could mean adding steps to the protocol or adjusting chemical makeup of the samples being tested. Instruments might have to be adapted to a new procedure that they were not originally designed for. Occasionally problems are not easily identified and non-routine and may require an additional level of troubleshooting.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Given time, tests and experiments using a modified protocol will be performed. The incumbent will use the results of these tests to make the necessary changes, i.e. adding a new step to the procedure, or learning a new standard method. The incumbent will also set up quality control checks to detect errors in sampling and analysis as they occur and make adjustments based on results.
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	In most cases there are existing protocols that suit the instrumentation at hand, but original research and adaptations to existing lab techniques must be done to arrive at solutions for occasional problems that are not easily identified and non-routine. Analytical chemistry journals and standard references are used periodically as a starting point.

**3. Analysis and Problem Solving****#1 occasional**

Key issue or problem encountered	Trouble shoot CAWT experiments eg. installation needs to be relocated due to; size, electrical requirements, plumbing requirements, etc..
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How is it identified?	Prior to installation (when technology specs are sent) or onsite when equipment arrives (e.g. larger than indicated, cannot fit through doorways)
Is further investigation required to define the situation and/or problem? If so, describe.	Incumbent must investigate the situation thoroughly prior to taking action by determining if changes can be made to current infrastructure to accommodate installation. If they cannot, incumbent must then develop a solution and identify a suitable, alternative location that takes into consideration all aspects (sizing, weight, technical aspects) and resources (PRD availability, additional costs, etc.).
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Incumbent will use accumulated knowledge to evaluate what is known about the system, incumbent will refer to design drawings and available specs, and in consultation with the Manager, CAWT, and other CAWT staff, determine best course of action for resolving problem.
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	Current Fleming Physical Resources Management & Technical Support personnel will be an important resource. Other resources include operator manuals, site drawings, technology specs. The Manager, CAWT, Research Scientists and Technologists will be important resources for solving these problems as will the industry partner / technology provider.

## #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)? (eg. 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.	Facilitate, plan, and coordinate concurrent applied research projects and service contracts. Track budgets, maintain financial records, communicate and liaise with Fleming departments.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Project needs should be anticipated and planned for. Strategies should be developed to avoid conflicts or unacceptable outcomes (e.g. delays because of equipment that wasn't ordered in a timely fashion). Excellent proactive planning skills and competent communication abilities (verbal and written) are required. Excellent record keeping skills are required. The ability to track multiple projects and activities separately as well as integrate within the broader corporate structure is needed.
List the types of resources required to complete this task, project or activity.	Information on all projects occurring within CAWT is required. Frequent communication with the Manager, CAWT and other Fleming personnel associated with CAWT is essential. Adequate time for planning is required to plan project needs – particularly with multiple projects underway. Knowledge of Fleming information systems (e.g. Evolve), adequate assistance from Fleming departments.
How is/are deadline(s) determined?	Pre-emptively by the Manager, CAWT for internal deadlines but ultimately by negotiated agreements with third parties – whether research projects or service contracts. And also by Fleming protocols (e.g. financial reporting).
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.	The Manager, CAWT or industry partner will decide if changes to activities are required and will determine consequences of changes. Examples include extensions to deadlines, increasing budget categories, omitting or adding on phases of research.

#### 4. Planning/Coordinating

#2 regular & recurring	
List the project and the role of the incumbent in this activity.	Coordinate, liaise, and communicate with partners. Exchange project information of an administrative nature (e.g. coordination of field activities, arranging schedules, itineraries which may be local or as distant as the Arctic or overseas).
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Excellent verbal and written communication skills are required.
List the types of resources required to complete this task, project or activity.	Background information on existing projects is available, for new projects past practices can be used as a guide.
How is/are deadline(s) determined?	Unless strategically determined by the Manager, CAWT, deadlines are determined independently through best judgment.
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.	Routine consultation with the Manager, CAWT will determine if direction needs to be altered or if change is required. Where change may impact others, the Manager, CAWT should be consulted.

#3 regular & recurring	
List the project and the role of the incumbent in this activity.	Plan and coordinate experimental activities.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Incumbent must maintain laboratory records of research experiments and coordinate activities associated with running of the experiment as outlined in the project plans, experimental plans, SOPs developed in coordination with the Manager, CAWT. Coordination will involve collaborating with other CAWT lab staff to carry out the requirements stated in these documents, making sure they are completed on time and completed correctly. The incumbent will also be responsible for data review and entry, development of final data reports, and at times communicating results with clients.
List the types of resources required to complete this task, project or activity.	Laboratory manuals, experimental handbooks, science journals, internet sources, as well as Fleming personnel.
How is/are deadline(s) determined?	Deadlines are determined in consultation with the Manager, CAWT and project collaborators.

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 is responsible for coordinating laboratory experiments under direct supervision of the Manager, CAWT. The Manager, CAWT will determine if these change impact other areas, which could include changing of the project plan or informing clients of delays.

#### 4. Planning/Coordinating

##### #1 occasional

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

Assisting with inventory control by informing lab staff and those responsible for budgets when supplies are running low, or assisting the Manager, CAWT, in preparation of supplies required for budgets.

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

The incumbent will need to be able to proactively evaluate the amount of supplies required for testing in the near future and be able to forecast for coming projects. The incumbent will need to work with other lab staff to collaborate on purchasing, and stocking of supplies.

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

Historical CAWT spreadsheets used for inventory control will be used as a resource and will be used to keep inventory up to date.

How is/are deadline(s) determined?

For projects, deadlines are determined by the Manager, CAWT. Other deadlines for orders can be determined based on urgency of need to meet testing requirements.

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.

If supplies are not available, the incumbent would inform the Manager, Projects and Partners as soon as possible who will evaluate options and determine if it will have an effect on project outcomes.

##### #2 occasional

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

The incumbent will play a role in the laboratories ISO 17025 accreditation which will include assisting in the day to day document control and records.

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

The incumbent will be required to fully understand and follow the laboratory Quality Manual and existing SOPs. The incumbent will need to have clear lab notes and keep documents, lab records and maintenance records as stated in the Quality Manual and SOPs

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

The incumbent will have official ISO documents, the Quality Manual, SOPs and internet references to assist with carrying out requirements. The incumbent will need to work closely with the Manager, CAWT, Quality Specialist and other lab staff to ensure consistency in following ISO.

How is/are deadline(s) determined?

The Manager, CAWT and Quality Specialist will provide 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.

The Manager, CAWT and Quality Specialist will determine if changes to ISO activities are required, and will work with all lab staff to determine if these changes will affect other aspects of work at the CAWT. For example, if a new instrument is used for a testing parameter and a change of ISO SOP is required to adapt to the new equipment, the Manager, CAWT and Quality Specialist will work with the lab staff to ensure proper changes are implemented in the SOP and followed. At the time of changes, a thorough discussion will be had as a lab team to determine if the changes impact other areas of the lab.

## 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 & Occasional  
Recurring

Level

Example

X	<input type="checkbox"/>	Minimal requirement to guide/advise others. The incumbent may be required to explain procedures to other employees or students.	Incumbent will need to explain project operating procedures and provide orientation on CAWT procedures and policies to student employees, part-time technicians, graduate students and others that may be using CAWT facilities.
X	<input type="checkbox"/>	There is a need for the incumbent to demonstrate correct processes/procedures to others so that they can complete specific tasks.	Demonstrate and reinforce safety protocols to part-time laboratory staff, students and others that may be using CAWT facilities. There are different safety procedures required throughout the labs and facilities. Advising others of the requirements for a specific task and corresponding safe practice where suitable is required. The correct and safe practice for chemical transfer and the altering of chemical compounds.
X	<input type="checkbox"/>	The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities	Provide guidance and direction to student workers and grad interns so they can complete their daily tasks
<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.	
X	<input type="checkbox"/>	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.	Provide instruction to technicians and students dedicated to working on ART P projects. Includes assigning sampling schedules, maintenance and monitoring tasks to ensure tasks are completed on time and correctly.

## 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)
Explicit instructions will be provided by the Manager, CAWT at the commencement of new projects. Incumbent will receive direction on projects from the Manager, CAWT with weekly-biweekly supervisory contact.	Instructions will be provided by the Manager, CAWT on projects under development occasionally depending on level of priority and stage of development.

What rules, procedures, past practices or guidelines are available to guide the incumbent?	
Regular and Recurring	Occasional (if none, please strike out this section)
There are a number of standard and established laboratory and research protocols. Information is available for these applications including but not limited to MOE manuals, Standard Methods, and USEPA methods are all available. Journals and a small number of texts can be referenced to aid in the creation of new analytical techniques. Instrument manuals supply operational information. Methods are created by researchers and drawing on incumbent experience. CAWT Quality Manual Other Fleming rules, procedures, policies, guidelines as available.	ISO 17025 Standard

How is work reviewed or verified (eg. Feedback from others, work processes, Supervisor)?	
Regular and Recurring	Occasional (if none, please strike out this section)
The Manager, CAWT reviews work done on research agreements, service contracts, funding proposals and experimental plans prior to release. The Manager, CAWT reviews all work activities and provides feedback on a regular and recurring basis.	Reviews of communications with external parties or Fleming departments conducted by Manager occasionally. Vice-President, Applied Research & Innovation, Frost campus facilities manager, CAWT Quality Specialist and other committees when appropriate (e.g. animal care committee, internal health and safety committee) will provide feedback when warranted.

**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)
<p>Incumbent will need to consult with CAWT Laboratory Technicians and Technologists on a frequent basis to coordinate analyses and experimental activities.</p> <p>Incumbent will create project updates, health and safety protocols and operating procedures with Research Scientists and Technologists. While such activities might not occur in consultation with the supervisor, such activities will be subject to review by the supervisor. Other activities involving third parties or Fleming departmental staff may not necessarily need approval or review by supervisor (e.g. providing information to accounting department or facilities department or to a funding agency).</p>	<p>Major adjustments to lab testing protocols or project plan details</p> <p>Complex troubleshooting and repair of equipment</p>

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)
<p>Activities and communications with high priority or high profile projects (e.g. large dollar value) or clients (e.g. government or highly valued client) should occur in consultation with the Manager, CAWT.</p> <p>Content of promotional material including for use in literature, website content, or in CAWT newsletters.</p> <p>Exchange of technological content that may be proprietary to Fleming College or to a third party collaborator or be subject to a non-disclosure agreement.</p>	<p>Situations where incumbent feels faculty or student demands may infringe on policies or rules of College.</p> <p>All health and safety as well as security issues requiring managerial attention or intervention.</p>

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

## Support Staff PDF

<p>Establishing relationships with collaborators and partners.</p> <p>Answering casual inquiries from the public of a non-investment, non-collaborative nature.</p> <p>Finding efficiencies in routine laboratory operations.</p> <p>Set up of routine lab experiments</p> <p>Appropriate chemistry and lab protocol adjustments when analyzing samples</p> <p>Routine troubleshooting and repair of equipment</p>	<p>Research methodologies and adapt existing instrumentation methods to perform required analysis.</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?		
Requested verbally in 1 on 1 meetings and in writing – primarily via email to coordinate projects. Tasks may be very specific or may be broader tasks. For example, a broad level task would be when the incumbent is asked to administer all financial reporting for a project. A specific task request within that broad request would be, for example, keeping track of expenses and invoices in a database, and reconciling monthly VISA statements.	Person in this position must understand task required – if not then should seek clarification. Specific tasks are undertaken and results reported to supervisor (e.g. financial reporting for specific project is up to date). Broader tasks (e.g. seek out funding sources) are reviewed with supervisor at appropriate intervals (another example would be reporting financial activities to Accounting or other departments as required).	Manager, CAWT	D

Requests may come from external parties inquiring about potential collaborative opportunities or requests may come from partners in an established project. Requests in the former may simply be seeking more information, requests in the latter example are likely to be requests for specific services such as project specific information (e.g. outcome of meeting, or decision, request to change project activities, requests related to organization of project activities, etc). Partnership-related services will mostly be received by email and phone.	Inquiries by email or phone need to be prioritized according to CAWT objectives. Information should be obtained from third party allowing for prioritization and assessment by CAWT Senior Scientist. Judgment is required to assess when information should be urgently passed to Senior Scientist or when matters can be handled by incumbent or at a later date by Senior Scientist.	External Clients	D
Provide results of lab tests	Execute lab experiments, write reports, modify Lab protocols and methods	CAWT staff Industry partners/clients	D M
Provide advice and information on proposed research.	Research required information and provide advice required	Manager, CAWT CAWT staff,	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	Answering inquiries by email and phone from external sources as well as communicating with Fleming departmental staff by email or phone calls.	Clients, partners, collaborators, Fleming College employees.	D
Explanation and interpretation of information or ideas	Coordination of projects as well as marketing of CAWT will require ability to explain information or ideas both verbally and in written formats (emails, funding proposals, reports).	Clients, partners, collaborators, Fleming College employees, funding agencies.	D
	Obtaining quotes from service or equipment providers as well as collaborating with Fleming departments as required (e.g. Facilities, IT, Finance, etc.)	Internal Fleming departments and external partners.	W
Imparting technical information and advice	Comprehension of an ability to communicate technical information verbally (phone calls, meetings, presentations) and in written formats (emails, memos, proposals, reports) is required.	Clients, partners, collaborators, Fleming College employees, funding agencies.	W
	Orientation to Fleming procedures; tasks specific to CAWT activities. Primarily verbal but may on occasion require written instruction.	Student employees, interns, visitors, guided tours	I
Instructing or training			

## Support Staff PDF

Obtaining cooperation or consent	Developing projects with external partners requires substantial communication – both verbal and written in the area of obtaining cooperation or consent.	External partners and internal departments.	D
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
Sitting	D			X	X		
Standing	D			X	X		
Lifting light and medium items (ex. water jugs)	W	X			X		
Walking (ex. within field locations)	D	X				X	
Heavy lifting (ex. instruments)	I	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)

Shoveling gravel, dirt, etc.

Water jugs

Equipment and instruments

**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
Taking minutes of meetings or meetings/conference calls with project partners and collaborators.	W		X On occasion may extend longer	
Can concentration or focus be maintained throughout the duration of the activity? If not, why? X 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
Experiment and Equipment Performance	D			X
Can concentration or focus be maintained throughout the duration of the activity? If not, why? X Usually <input type="checkbox"/> No				

Activity #3	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Data entry and final report entry	W		X On occasion may extend longer	
Can concentration or focus be maintained throughout the duration of the activity? If not, why? X 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)*
X acceptable working conditions (minimal exposure to the conditions listed below)	Working conditions will be primarily in an office and laboratory environment.	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		
X exposure to extreme weather conditions	Exposure to inclement weather during field research	I
X exposure to very high or low temperatures (e.g. freezers)	Work in CAWT environmental chamber (-20C)	M
X handling hazardous substances	Low dose exposure to chemicals and chemical compounds (hazardous) – Acids (Corrosives), (Alkalis) Bases, poison i.e. Cyanide, Arsenic, Solvents i.e. Toluene, Chloroform, etc.. Deals with radio-Active sources in instrumentation, Some UV and RF exposure as well.	D
X smelly, dirty or noisy environment	Some procedures requiring use of fume hoods to reduce odours Instruments are just below noise threshold for hearing protection. Many samples (sewage) have non-hazardous but pungent odour.	W
X travel	Meeting with clients and project collaborators once or twice a month on average. Travel to field locations locally and potentially remote locations	W
X working in isolated or crowded situations	The incumbent will need to work in crowded laboratory conditions or at times be alone in the CAWT laboratories.	D
X other (explain)	Exposure to high voltage equipment	D

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