Position Description Form (PDF)

College: Sir Sandford Fleming

Incumbent's Name:

Position Title: Student Account Specialist Payband: F

Position Code/Number (if applicable): S00438

Scheduled No. of Hours_____35/w_____

Appointment Type: ____X_____12 months _____less than 12 months

Supervisor's Name and Title: Bailey Robinson, Associate Registrar, Student Accounts & Financial Aid

Completed by: Kim Van Bruinessen

Last Revision: September 2015
Effective Date: 07 April 2014
HRC Review: 02-Oct-2015

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 fo 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.

Incumbent's primary role is to analyze and ensure the accuracy of student accounts –including collection, evaluation, reconciliation and documentation for all student, staff and corporate payments, refunds, promissory notes and special payment arrangements for all Fleming College students including domestic, international, third party sponsorships and government programs.

Provide front line service to all campuses and departments including but not limited to Records, Financial Aid, Admissions, Residence, Finance, International, Con Ed, and the general public at large, through the efficient processing of payments, accurate account analysis and review, and adherence to college and industry standard policies and procedures.

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*
Account Payments and Analysis – (student/corporate/third party) –incumbent must process a variety of payment types (cash/debit/credit card/cheque/web payments/wire payments) as well as levy charges on the accounts as appropriate through a careful review of both the account and program status (for student accounts) of the account in question. Large payment transactions (OSAP) require student account and payment reconciliation to ensure accounts are balanced and payments assigned to the proper accounts.	45 %
Account credits and refunds – incumbent must analyze and process a variety of credit balance circumstances (missing charges, over payments, bursaries, miscellaneous payments) for student, corporate and third party accounts. End result may be a refund, re-alignment of credit balance to an outstanding charge or addition of an outstanding charge not applied to the account.	25%
International student wire payments – incumbent is the primary contact with respect to international student wire payments. Majority of first year/new international student payments are received through international wire payment. Incumbent is responsible for ensuring that the wire payments are appropriately posted to the student account. Confirmation of payment is sent to both the student and the international agent to ensure the student has required documentation to secure appropriate student visa.	15%

Fee Notification Generation - Update, evaluate, review and print Fee Notification letters and e-mails for all new and returning students.	10%
Other related duties as assigned such as general office support and account reconciliations as needed; Balance the cash, close the cash office each day, prepare the bank deposit.	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.

□ 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:

Business Administration

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	
X Minimum of three (3) years	Recent (within the last five years) practical work experience in Enterprise Resource Planning system within demonstrated accounts reconciliation experience, dealing with cashier/account receivables, wire transfers and direct bank deposits and other forms of payment. Experience working independently in a front line service team environment, prioritizing and organizing own work with demonstrated experience in problem solving and analysis as it relates to a financial environment.
□ 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.	Student account discrepancies
How is it identified?	In person, by phone, e-mail or third party. It may also be identified through regular maintenance query processes.
Is further investigation required to define the situation and/or problem? If so, describe.	Yes – discrepancies in the student account can be the result of numerous different transaction types; overnight batch processes, payments on the account; registration changes, changes charges etc each with their own impact. Information from several different sources need to be considered.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	The level of analysis required depends on the issue raised. It often requires a review of the account going back several semesters to current timeframe to review the transactions which have occurred on the student account Eg. Were there partial payments, missed charges, program changes status, changes in enrolments status (FT/PT/WD), fee adjustments, mis-aligned charges/payments. This analysis often requires the manipulation of the student account data through a query and organized in a pivot table to summarize and evaluate the data and transactions. The outcome could result in identifying issues that are directly related to charges on the student account or an improper registration transaction that needs to be corrected. .

What sources are available to assist the incumbent finding solution(s)? (e.g. past practices, established standards or guidelines).	Incumbent is required understand a variety of different business processes that affect the student account. Most often the discrepancies are a result of a student's enrolment status or a program change which has to be re-aligned. Past practice and established business processing standards guide the majority of the work. College and provincial policies also guide the manner in which the work is conducted. Eg. FOI requirements. However the initial analysis requires understanding of business processes in which the incumbent is not directly involved. The incumbent is required to run established queries and develop pivot tables to analyze and review the data; they are also required to manipulate/filter the data to isolate the issues.

, **3. Analysis and Problem Solving**

	#2 regular & recurring
Key issue or problem encountered	Processing tuition payments for all new and returning, domestic and international students from all campuses.
How is it identified?	Payments received in-person, by phone, fax, mail, wire payment or web payments.
Is further investigation required to define the situation and/or problem? If so, describe.	Incumbent must determine if student is new or returning, if payment is on time or late and what payment option student is selecting along with payment eligibility and admission status
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Prior to processing payment each student's account must be reviewed to determine what payment options are available to the student. If the payment provided does not match any of the payment option, further investigation required to determine what the best available option is for the payment received. Confirmation of the student's admission/registration status must be determined before payment can be processed. Once the above has been confirmed, then the proper payment process must be initiated; cash, debit, credit card, web payment, wire transfer, sponsorship contract, OSAP contract, promissory note. Based on timing, late charges may be applied to the account or payment declined as the student has lost status within their program.
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	System tools such as queries and transaction posting, financial aid and admissions system information, college processes and practices, deferral contracts for OSAP and government students. RBC express.

	#3 regular & recurring
Key issue or problem encountered	International wire payments. Ensuring that wire payments received are processed and posted to the student account.
How is it identified?	Wire payments are received through a third party software RBC express.
Is further investigation required to define the situation and/or problem? If so, describe.	Incumbent must ensure accuracy of provided wire details, student information etc to ensure the payment is appropriately posted to the student account. Student demographic information is incorrect or absent and incumbent must work with the Admissions Office to determine the correct student account. It may require communicating with our international recruiter to determine the origin.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Incumbent reviews the account to ensure the payment received is accurate and applies the payment to the appropriate student account. Often with international wire payments the correct banking detail is not provided. Multiple wire payments may arrive for the same student at different times, and incumbent is required to ensure that the amounts received are for the correct term and program or service
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	Must adhere to college processing policies and incumbent must insure payment is directed to correct student account. RBC express banking software client is required to complete the international wire transfers.

3. Analysis and Problem Solving

	#1 occasional (if none, please strike out this section)
Key issue or problem encountered	Assisting other college cashiers to resolve issues related cash office edits, account analysis, charge reversals and overload/tuition calculations.
How is it identified?	Incumbent has lead responsibility for handling all other College cashier inquiries – inquiries come directly to the incumbent via telephone, IM, e-mail or e-mail.

Is further investigation required to define the situation and/or problem? If so, describe.	Based on the details provided by other staff members, the incumbent will review the account to determine the source error and provide recommendations for correction. The investigation may be as simple as confirming accurate charges have been applied or more complex involving transaction analysis of the account.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Incumbent will review the account to determine the source of the issue: batch transaction charges, improper registration status, cash office changes, mis-aligned payments, improper system voids. Etc. The incumbent will provide recommendations for solution to the inquiring staff member where possible. However in most cases, the incumbent is required to make adjustments to correct the account and update it – adding service indicators, overload/tuition calculations, eligible to enrol flag etc.
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	Established operating standards and practice are called upon to guide in this process.

#2 occasional (if none, please strike out this section)

Key issue or problem encountered	Tax form requests – T2202A or T4A forms – not issued or not available
How is it identified?	Students inquire about their tax receipt or about discrepancies regarding the fees paid and what they are able to claim as per the tax receipts.
Is further investigation required to define the situation and/or problem? If so, describe.	Yes the incumbent may be required to further investigate into the student's account regarding potential errors on tax form.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	The incumbent must determine if the student is requesting information about the current or a historical tax year, if they are domestic or international, full time/part time and if they paid full fees or were sent to collection. The incumbent then reviews the tax form to determine if the fees amount and the months available to claim are correct. If adjustments are required, a new tax form is issued as per CRA requirements.
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	The incumbent may also utilize resources at hand such as Evolve system, Oracle, excel and adobe. The incumbent can use past examples of tax forms for the same program, and must follow established Government 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.	Preparation and generation of full-time fee notices and e-mails to new and returning students, three times annually. Incumbent is required to run queries and segment data into necessary categories to run the various fee templates.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Organizational and/or project management skills required to complete this activity include: Coordination and follow-up with several other departments for the purposes of updating fee notice content; review and analysis of data sets to ensure match to fee letter templates; validation of fee data to ensure accuracy; time management skills to ensure notices are issued within prescribed timeframes and to the correct groups of students.
List the types of resources required to complete this task, project or activity.	College fee policies, communicated fee deadlines, refund policies, ministry fee policy,
How is/are deadline(s) determined?	Established by college, College policy and MTCU legislation.
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.	Any circumstances that may affect a deadline date or the ability to generate the notices due to missing requirements would be discussed with the supervisor for final decision making.

4. Planning/Coordinating

	#2 regular & recurring
List the project and the role of the incumbent in this activity.	OSAP and Web payments. Balancing deposit to a report with multiple student payments. Incumbent is required to post payments to account and reconcile the balance to the total cheque/payment issued.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Organizational and/or project management skills required to complete this activity include: focus and prioritization of tasks to meet prescribed deadlines and compliment other business processes. Analysis and review of data/information received to determine best return on investment of time; coordination of tasks with colleagues to provide the most efficient means of completing the work. Many of the cashiering peak period transactions occur at the same time. This requires significant coordination/organization to ensure the processes are completed as required such that other business processes are not affected.
List the types of resources required to complete this task, project or activity.	Online web payments. Cheques received from National Student Loan Service Centre – Reports from National Student Loan Service Centre – Bank Reports etc.
How is/are deadline(s) determined?	Deadline is determined by the incumbent to make sure payments have been processed and posted to student accounts in a timely manner.
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.	In consultation with the supervisor, the incumbent will determine if timelines and or project scope need to be amended.

	~~#3 regular & recurring~~
~~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.~~	

4. ~~Planning/Coordinating~~

~~#1 occasional~~ ~~(if none, please strike out this section)~~

~~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~~ ~~(if none, please strike out this section)~~

~~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 assists 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
□	X	Minimal requirement to guide/advise others. The incumbent may be required to explain procedures to other employees or students.	The incumbent may be asked for assistance from employees in other areas.
X	□	There is a need for the incumbent to demonstrate correct processes/ procedures to others so that they can complete specific tasks.	Incumbent is called upon to show students where to access their account information, access to their T4A and/or T2202A forms, how to make address changes; how to make internet banking payments etc.
X	□	The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities.	Incumbent is required to reverse charges and/or provide direction with respect to fee collection, cash balancing and refunds to other individuals throughout the college who perform cashier services.
□	□	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)
Established work is done independently	General instructions are given to determine how new assignments or changes will be handled.

What rules, procedures, past practices or guidelines are available to guide the incumbent?	
Regular and Recurring	Occasional (if none, please strike out this section)
Academic Regulations, Accounting policies/procedures serve as guidelines, past practice and procedure manuals are normally the guide to decision making The incumbent must follow procedures and ensure privacy and respect is granted to the student or associated party.	

How work is reviewed or verified (e.g. feedback from others, work processes, Supervisor)?	
Regular and Recurring	Occasional (if none, please strike out this section)
Deposits are balanced on a monthly basis through the bank reconciliation in the finance department – audit and control requirement Automatic balancing edit is run each evening which highlights if journal entries are out of balance. Check approval and cross referencing with refund back up – audit and control requirement Supervisor authorizes refund requests for processing – audit and control requirement	

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)
Daily balancing questions, petty cash, journal entries, reversals and posting of student transactions. Student account information regarding enrolment status and student records.	

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)
Matters requiring a change in policy/procedures or problems/issues not encountered before. Hiring of additional part-time staff. budgetary issues	

Describe the type of decisions that would be decided by the incumbent.	
Regular and Recurring	Occasional (if none, please strike out this section)
Incumbent is responsible for balancing own deposits and journal entries. Makes appropriate corrections to bring these back into balance. Works out minor variations to fee arrangements for students.	

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?		
Collects tuition fees from students – also tuition inquiries	Reviews payment amount and type and matches this against payment options – not always clear as partial payments are received – payment option type is determined by cashier based on best option for the student and/or sponsor if involved and payment deadline date.	Students, sponsors	D
Analysis of Student / Corporate Accounts	Account elements are downloaded and pivot tables constructed to review payments and charges to provide an aggregated account history for the student	Staff, students, sponsors, third parties	D
Provides general customer service	Provides direct cashier service supports, but also reviews other elements of the student record to ensure student is better informed of overall status	Students, staff, general public	D
Tax form requests	Access Tax form queue – determines if changes are required (T2202A) updates and inserts new row if required and re-issues T2202A -	Students, parents	I

* 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	Obtain current up to date information and provide guidance to students regarding fee options, payment methods and account status inquiries through e-mail, direct student contact and phone.	Students Parents Third parties	D
Explanation and interpretation of information or ideas	Incumbent requires strong customer service skills to expertly handle in- person, phone and e-mail communication with domestic and international students, staff and the general public at large relating to complicated subject matter Main contact for other cashiers within the college. Incumbent provides assistance and training through e-mail, phone and/or in person. (opening cash offices, correcting past deposits) Resolve discrepancies between college records and bank	College Staff Students International Agents Third Parties External public Bank	D M
Imparting technical information and advice	Regularly has to put in layman's terms (user friendly language) student account details; providing context and definition of credits, debits, account types and charges on the student account	Students, Parents	D
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
Sitting, processing tuition/OSAP payments during peak times to meet deadlines (3 times/year)	I			X	X		
Sitting, counting cash/preparing deposits	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)	

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
OSAP Payment and Student Account Reconciliation. Balancing individual student OSAP account payments to large cheque amounts requires significant attention to detail to ensure the correct account is selected and the correct amount is posted.	D		X	
Can concentration or focus be maintained throughout the duration of the activity? If not, why? □ Usually ☑ No				
The incumbent is responsible for completing duties in a front line service capacity. There are few opportunities for uninterrupted focus given the significant student traffic and inquiries from other staff members. Often all three cashiers are processing at the same time – so no movement to another location possible.				

Activity #2	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Preparing and balancing daily bank deposits requires concentration to review detailed information and ensure accuracy	D	X		
Can concentration or focus be maintained throughout the duration of the activity? If not, why? □ Usually X No				
The incumbent is responsible for completing duties in a front line service capacity. There are few opportunities for uninterrupted focus given the significant student traffic and inquiries from other staff members. Movement to another location is not possible and the cash drawer and debit machine are located at the front counter.				

Activity #3	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Fee notifications requires concentration to review detailed information and ensure accuracy.	I .		X	
Can concentration or focus be maintained throughout the duration of the activity? If not, why? □ Usually X No				
No - 1-2 week process, 3 times/year, Incumbent must also continue to perform regular daily duties/tasks – no opportunity to move to another station as other Cashier's also involved in similar functions at the same time.				

* 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)	Office Environment	D
□ accessing crawl spaces/confined spaces		
□ dealing with abusive people		
□ dealing with abusive people who pose a threat of physical harm		
□ difficult weather conditions		
□ exposure to extreme weather conditions		
□ exposure to very high or low temperatures (e.g. freezers)		
□ handling hazardous substances		
□ smelly, dirty or noisy environment		
□ travel		
□ working in isolated or crowded situations		
X other (explain)	Often encounter Irate customers with financial concerns.	W

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