

Fleming College

CAAT Job Evaluation System for Non-Bargaining Unit Employees

Ontario Colleges of Applied Arts and Technology

The Job Fact Sheet Questionnaire (JFS) is used to gather information for job evaluation purposes for the Colleges= Administrative Staff, Part-Time Support Staff, Part-Time and Sessional Academic Staff positions. Please read each section carefully before completing.

The Education and Experience sections are to be completed by the College according to the College=s recruitment standards.

Upon completion by an incumbent, the JFS is reviewed and, when necessary, adjusted by the position=s Manager and the Senior Manager responsible for the position. Any changes to the JFS are to be reviewed with the incumbent prior to evaluation. The JFS is then submitted to the appropriate College official for job evaluation purposes.

The JFS is not finalized until it has gone through the job evaluation process and the results have been confirmed by the College. A copy of the finalized JFS will be provided the incumbent for information purposes and as a job description.

1. POSITION IDENTIFICATION

Position Title: Manager, Custodial and College Services

Position Number:

Pay Band: 11

Incumbent: Vacant

Location/Campus: Sutherland

Division/Department: Physical Resources Department

Immediate Supervisor (title): Director, College Safety and Services

Date of JFS: May 19, 2022

Last Evaluated: June 28, 2022

Type of Position:

☒ Administrative

☐ Part-Time Administrative

☐ Sessional Academic

☐ Part-Time Academic

☐ Part-Time Support

☐ Other

I have read and understood the contents of the Job Fact Sheet (if completed by an incumbent):

Incumbent: _____

Date: _____

Recommended by:

Position's Manager: _____

Date: _____

Approved by:

Senior Manager: _____

Date: _____

2. POSITION SUMMARY

Provide a concise description of the position by identifying its most significant responsibilities and/or accountabilities.

The incumbent manages the day-to-day operational functions and strategic planning of the College Services Office, which includes Custodial Services, Parking Services and the One Card Program at Fleming. The position is primarily responsible for customer service to students and staff, fiscal / budget oversight, oversight of the Custodial contractual obligations and technically related operations, serving internal College groups and community partners. Key aspects of this role include working to enhance Custodial, Infobooth and Parking Services levels to students and staff and expand the Fleming One Card Services into a successful, revenue generating operation that benefits all stakeholders in terms of service and amenities.

The incumbent establishes and develops business policies and procedures to ensure growth and improvement to departmental operations, including financial accuracy and statistical reporting. The policies must comply with changing legislative requirements, Fleming's policies and procedures, and academic program needs. Develops training and orientation materials to support organizational improvements. In addition, the incumbent is responsible for the introduction of innovations and implementation of technological advancements to ensure the programs and services meet the needs of the Fleming community.

The incumbent works in conjunction with the Physical Resources Department in the development, marketing and management of the College Services including quality assurance and financial reconciliation and reporting. The incumbent liaises with multiple offices on campus as well as with key stakeholders in the Peterborough / Lindsay / Haliburton communities that benefit or could benefit from Fleming College Services.

The incumbent shares and rotates lead roles for business processes / functions with other department managers, and looks for opportunities for diversified streams of funding and support, such as; community partnerships, and experiential learning. Responsible to responding to after hour service disruptions and implementing resolutions.

3. KEY DUTIES

Provide a description of the positions key duties. Estimate the percentage of time spent on each duty (to the nearest 5%). Add an extra page if necessary.

Key Duties	% of Time
Parking, Lockers and Information Booth	30%
<ol style="list-style-type: none">1. Develops long term strategic and operational plans, parking policies, locker rental programs regulations and rates in consultation with other College administrators. Establishes operational standards for maintenance and service of parking equipment (pay machines etc).2. Supervises the Information Kiosk staff and develops job descriptions, hires, trains, evaluates and coaches Information Kiosk staff at Brealey and Frost campus locations.3. Ensures that parking permit sales are well organized and in accordance with accounting department requirements. Reviews and revises parking application forms. Ensures that adequate staffing is available for Information Kiosk at peak times, and that resources are organized professionally.4. Deals with parking program continuous improvements, escalated complaints, appeals, concerns	

with booting and towing incidents. Keeps in close communication with facility managers concerning parking lot signage adjustments required to appropriately educate the community.

Custodial Services

20%

5. Ensuring compliance with health and safety, licensing laws and other legal regulations;
6. Meeting service levels and expense targets related to activities as established by the PRD department;
7. Planning multiple complex tasks simultaneously that involve balancing several deadlines and the needs of various client groups;
8. Ensuring all service delivery run smoothly;
9. Negotiating with external service providers and suppliers as required;
10. Purchasing or renting the necessary supplies and equipment for the custodial division to operate;
11. Planning all logistical requirements including staffing arrangements, space readiness, alternate accommodations and project set-ups as required;
12. Researching markets to identify new business methodologies, processes, equipment and techniques;
13. Communicating daily with the management team, planning work schedules and checking client requirements;
14. Dealing with customer complaints, comments and enquiries;
15. Representing Fleming College on relevant community committees and at other committee meetings;
16. Analyzing the requirements of clients and develop custodial and operational plans that meet those requirements;
17. Preparing quotes and proposals for potential work;
18. Working with the Residence Department to coordinate the accommodation needs of custodial services at the Residence;
19. Anticipate custodial logistics and timelines, develop event work back schedules;
20. Arrange for set-up and take-downs to accommodate custodial projects;
21. Propose cleaning products and materials as required;
22. Ensure that all facility and custodial requirements adhere to College policies and relevant legislation, following risk management protocols to protect the health and safety of all participants;
23. Collects, reviews, validates and approves vendor and supplier invoices for payment

One Card Services and Operations

30%

24. Monitors One Card services and systems, including marketing, budgeting, vendor management and operational administration;
25. Collaborates with One-Card vendors (software, hardware, supplies) and retail partners to ensure technology and practices meet the current needs of card holders;
26. Works with college departments and service partners to ensure a quality process and system (IT, Student Services, Finance & Accounting, Alumni, Security & Parking, and card holders);
27. Reviews/shares best practices with other institutions and stays abreast of industry trends; Ensures industry knowledge is current;
28. Work with vendors to ensure technology being used and practices meet the current needs of card holders;
29. Continuously monitor inventory /supplies, ensures procedures are completed daily;
30. Recommends, establishes implements and monitors preventative measures to guard against internal and external thefts;
31. Ensures effective and efficient allocation of fiscal and physical resources within the portfolio; Monitors, analyzes and optimizes financial performance;
32. Explains variances and executes corrective plans for the remainder of the year;
33. In conjunction with supervisor, explores and expands new services and market segments to increase program usage and revenue; Takes an entrepreneurial/visionary approach to development and expansion
34. Seeks opportunities, initiates contact, and develops agreements with off-site retailer partners and other post-secondary institutions to expand card services for Fleming students at shared locations
35. Develops and implements a marketing plan to champion One-Card on campus and sell its service (i.e. build use of the Card)
36. Builds and maintains strong partnership relationships with campus and off-site vendors
37. Expands One Card via management of future phases and projects – including introduction of new readers and services both on and off campus

Administration (Contract Management, Financial Management and Reporting)

20%

38. Monitors and analyses the Parking Services and One Card and Custodial Services budgets including operating budgets and commission/sales revenues (validating sales numbers, checking for anomalies, identify savings, etc.) to ensure budget position is communicated accurately.
39. Develops departmental goals, policies and procedures consistent with the Academic Mission of the

College and the objectives of the Physical Resources Department.

40. Is accountable for managing flow-through revenues (i.e., meal plans, parking permit sales, etc.);
41. Implements the budget and related activities and continually monitors revenues and expenses to ensure conformance to plans;
42. Prepares end of month financial reports using multiple sources including the Parking Services software, One Card software and other reports;
43. Oversees the contractual (as applicable) and financial management of the One Card, Parking Services, Custodial Services and cheque disbursements, and journal entries to process projected amounts of over 1 million in sales annually. Liaises with Finance Department to implement process improvements and resolve financial discrepancies
44. Responsible for supervision of the One Card database to ensure effective data mining for information and planning purposes as well as financial controls
45. Supports the Physical Resources Department Management Team by acquiring knowledge of facility systems, policies and procedures, operational practices, and supervisory responsibilities. Participates in team meetings, covers for absent managers, actively participates in the Manager On-Call rotation and contributes to the development of capital budgets.

TOTAL:

100%

1. COMPLEXITY - JUDGEMENT (DECISION MAKING)

Complexity refers to the **variety** and relative **difficulty** of **comprehending** and **critically analysing** the material, information, situations and/or processes upon which decisions are based.

Judgement refers to the **process** of identifying and reviewing the available options involved in decision making and then choosing the most appropriate option. Judgement involves the application of the knowledge and experience expected of an individual performing the position.

Provide up to **three examples** of the most important and difficult decisions that an incumbent is typically required to make.

1. The incumbent will oversee the One Card department budget to ensure yearly spending is in line with revenues, the incumbent must use sound judgement and follow complex steps and processes that include controlling expenses incurred from staffing, supplies, and maintenance of equipment. New, recurring revenue sources for the program will only be found by adding to the number of paying users of the One Card. Additionally, as this requires negotiation of fee rates with the appropriate user groups and departments (i.e. Student Governments, Housing, Security, etc.), the incumbent will require to make a complete and ongoing analysis and awareness of program costs, and periodic adjustments based on costs and service levels.
2. Internal Operational Barriers: Custodial at the College often occurs during non-traditional hours when many services are not available unless requested in advance. The incumbent must coordinate the goods and services of many different service areas of the College. The incumbent is, in effect, a customer service agent for these service areas and does not have the supervisory ability to directly control the delivery of many of the services. I.e.; cleaning projects are performed by several 3rd party contractors. The incumbent places a work order for this service. Often, during events, clients make adjustments, additions or complete changes to their requirements at times when service departments are not available, and the incumbent has to determine how they can possibly satisfy the clients requirements. The incumbent must consider alternatives, find people to help, contact College staff and contractors after hours etc. The incumbent is responsible to generate revenue and therefore operational barriers force the incumbent to “think out of the box” and consider alternative ways to deliver goods and services to satisfy client requests rather than simply respond saying “We are unable to do that”.
3. Two and three years in advance, the incumbent must determine the College's (Including Residence) needs for custodial services. In making this determination/ decision, the incumbent must have a deep understanding of the organization's mission, the structure of all facilities, size of various areas, facility requirements, customer needs, APPA standard alignment and overall cost.

2. EDUCATION (to be completed by the College)

Education refers to the **minimum level** of formal education and/or the type of training or its equivalent that is required of an incumbent at the **point of hire** for the position. This may or may not match an incumbent's actual education or training.

The College is to identify the minimum level of education and/or type of training or its equivalent that is required for the position based upon the College's recruitment standards.

Non-Post Secondary

☐ Partial Secondary School

☐ Secondary School Completion

Post Secondary

☐ 1-Year Certificate

☐ 4-Year Degree

☐ 2-Year Diploma

☐ Masters Degree

☒ 3-Year Diploma/Degree

☐ Post Graduate Degree

☐ Professional Designation

Specify: _____

☐ Other

Specify: _____

Specify and describe any program speciality, certification or professional designation necessary to fulfil the requirements of the position.

A minimum three (3) year Diploma or Certificate in Project Management, Business Administration, Finance, Accounting or related field; or equivalent combination of education and experience

Specify and describe any special skills or type of training necessary to fulfil the requirements of the position (e.g., computer software, client service skills, conflict resolution, and operating equipment).

- Exceptional organization, planning and coordination skills (people, function, services);
- Strong budgetary and financial planning / management knowledge / skills;
- Strong knowledge of **custodial** methods, products and staff management;
- Excellent interpersonal and relationship building skills (collaboration, partnerships);
- Strong negotiation skills
- Advanced knowledge of MS Office and relational databases
- Excellent communication skills and the ability to gain resolution
- Knowledge of various technologies and software, e.g. Student Information Systems, One Card Systems, Parking Administration Systems, etc.

3. EXPERIENCE (to be completed by the College)

Experience refers to the amount of **related, progressive** work experience required to obtain the essential techniques, skills and abilities necessary to fulfil the requirements of the job at the **point of hire** into the position. This may or may not match the incumbent=s actual amount of experience.

The College is to identify the minimum amount and type of experience appropriate for the position based upon the College=s recruitment requirements.

Experience required at the point of hire. Up to and including:

- | | |
|--|---|
| <input type="checkbox"/> 0 - no experience | <input type="checkbox"/> 3 years |
| <input type="checkbox"/> 1 month | <input checked="" type="checkbox"/> 5 years |
| <input type="checkbox"/> 3 months | <input type="checkbox"/> 7 years |
| <input type="checkbox"/> 6 months | <input type="checkbox"/> 9 years |
| <input type="checkbox"/> 1 year | <input type="checkbox"/> 12 years |
| <input type="checkbox"/> 18 months | <input type="checkbox"/> 15 years |
| <input type="checkbox"/> 2 years | <input type="checkbox"/> 17 years |

Specify and describe any specialized type of work experience necessary to fulfil the requirements of the position.

- A minimum of five (5) years of experience in a similar role, preferably in a post-secondary environment, dealing with stakeholders, senior management, staff and students.
- Experience working with multiple internal partners;
- Complex problem solving skills;
- Ability to foster a team environment;
- Experience working non-traditional hours (evening / weekends);
- Progressive custodial experience with various facility types;
- Experience developing and maintaining operational plans / budgets;
- Flexible and resourceful – ability to work in busy, dynamic environment;
- Demonstrated leadership and strong and effective communication skills with the ability to reconcile significant diverse viewpoints, deliver and receive feedback effectively and foster cooperation

7. INITIATIVE - INDEPENDENCE OF ACTION

Initiative - Independence of action refers to the **amount of responsibility** inherent in a position and the **degree of freedom** that an incumbent has to **initiate** or **take action** to complete the requirements of the position. An incumbent is required to foresee activities and decisions to be made, then take the appropriate action(s) to ensure successful outcomes. This factor recognizes the established levels of authority which may restrict the incumbent's ability to initiate or take action, e.g., obtaining direction or approval from a supervisor, reliance on established procedures/methods of operation or professional practices/standards, and/or built-in-controls dictated by computer/ management systems.

Briefly describe up to three typical job duties/types of decisions that the incumbent is required to perform using their initiative without first having to obtain direction or approval from a supervisor.

- Budget management. In working with the Director, the incumbent determines the annual budget revenues and projects expenses.
- Develop and implement all operational procedures for the College Services Office.
- The incumbent will be responsible for resolving disputes between cardholders and the College Services Office (or its service partners, e.g. custodial vendor, etc.). These disputes may relate to system errors or human errors (service or customer). Investigation of disputes may require an activity review, including customer reports, service reports, and a review of associated account and reader activity. Resolution may involve refunds, granting or denial of service, or rejection of complaints or requests.

Briefly describe up to three typical job duties/types of decisions that the incumbent is required to perform which required the direction or approval from a supervisor.

- Significant changes to established budget
- The incumbent will consult with supervisor and departments to develop and approve submission of future College Services phases/projects requiring significant financial or human resources outside of the College Services Office.
- Major operational changes, i.e. infrastructure changes and vendor contract changes.

Give specific examples of guidelines, procedures, manuals (formal or informal), computer systems/programs that are used in performing job duties and in making decisions, e.g., Government regulations, professional or trade standards, College policies or procedures, department or program procedures, computerized/manual programs/systems and any other defined methods or procedures.

- Community Use of College Facilities Policy
- APPA cleaning standards
- College policies and procedures
- Residence Community Standards
- IT Appropriate Use Policy
- Harassment & Discrimination Prevention Response Policy
- Access & Inclusion Policy
- Departmental Objectives
- Strategic Plan
- AODA
- Computer applications include NetZcore; parking and door access software; Internet/Website

8. POTENTIAL IMPACT OF DECISIONS

Potential Impact of Decisions recognizes the **potential consequences** that **errors in judgement** made by an incumbent, despite due care, could have on the College. Usually, the higher the level of accountability inherent in a position, the greater the potential consequences there are on the College from errors in judgement.

Give up to three examples of the typical types of errors in judgement that an incumbent could make in performing the requirements of the position. Do not describe errors which could occur as a result of poor performance, or ones that are rare or extreme. Indicate the probable effects of those errors on the College, e.g., loss of reputation of program/College, waste of resources, financial losses, injury, property damage, affects on staff, students, clients or public.

- The incumbent is required, to the best of their ability, to forecast potential revenues each budget year. Poor judgement, (unrealistic over-forecasting), would result in reduced profit potential and possibly reductions required to the over-all College budget.
- The College Services Office is responsible for the collection and use of confidential personal information in a number of service areas. The collection, use and disclosure of this information is governed under legislation such as FIPPA. As a steward of these records, the incumbent must ensure controls and protocols are in place to ensure data integrity and prevent any unauthorized use or disclosure of the information. Confidentiality breaches could result in negative press and loss of reputation, legal actions, and privacy investigations.
- Purchase equipment or expansion of services without proper research & reference checks may result in poor purchasing decisions. Unreliable equipment may cause unexpected service interruptions, delays and inconvenience to stakeholders, as well as waste of funding and resources to repair or remedy the issue. Introduction of unpopular or burdensome services or procedures may result in wasted resources or loss of College Services Office/College reputation.

9. CONTACTS AND WORKING RELATIONSHIPS

Contacts and Working Relationships refers to the **types**, **importance** and **intended outcomes** of the contacts and working relationships required by an incumbent to perform the responsibilities of a position. It also measures the skill level required to be effective in dealing with contacts and being involved in working relationships. This factor does **not** focus on the level of the contact, but on the **nature** of the contact.

Indicate by job title, with whom an incumbent is required to interact to perform the duties and responsibilities of the positions. Describe the nature, purpose and frequency of the interaction, e.g., exchanging information, teaching, conflict resolution, team consultation, counselling.

Contacts	Contacts by Job Title	Nature and Purpose of Contact	Frequency of Contact	
Internal to the College, e.g., students, staff, management, colleagues.	<i>VP Facilities, Buildings and Safety, Director College Services</i>	<i>General communication on operational decisions to gain direction/agreement on a course of action</i>	Occasional	Frequent F F
	<i>Physical Resources Managers</i>	<i>General communication on operational decisions to gain agreement on a course of action; keep team members apprised</i>	O	
	<i>IT Service Managers</i>	<i>IT set up and support for College Services Information Technology requirements</i>	O	
	<i>Third Party Vendors</i>	<i>As needed to ensure contract obligations or support special initiatives</i>		F
	<i>Other managers and staff at the College</i>	<i>As needed to support college services</i>		F
	<i>President's Office</i>	<i>Planning, coordinating custodial needs using College space and services</i>	O	
	<i>Advisory Committees</i>	<i>Communicate regarding resolution of student complaints re: service quality or pricing complaints.</i>	O	
	<i>Students</i>	<i>Parking and One Card escalated concerns</i>	F	
	<i>Purchasing Department</i>	<i>Working with staff to manage vendor contract issues (compliance / breaches)</i>	O	

External to the College, e.g., business and industry representatives, suppliers, advisory committee members, staff at other colleges, government officials, and general public.	<i>College Services Software System Vendors</i>	<i>Operational functions and services</i>	<input type="radio"/>	F
	<i>Sales representatives – Suppliers of card program consumables</i>	<i>For purchasing of day-to-day supplies required for the production of ID cards, parking permits, etc.</i>	<input type="radio"/>	
	<i>Sales/Service/ Tech representatives</i>	<i>For maintenance, troubleshooting and expansion of the ONE Card system. The incumbent will also attend user groups and training opportunities.</i>	<input type="radio"/>	
	<i>CCUFSA, NACCU, CUCCOA and NACAS (association participation)</i>	<i>To gain and share information regarding best practices, industry standards, innovations and changes in technology and legislation that may pertain to aspects of College Services and the Ancillary Services industry in general. To attend and participate in conferences and user groups</i>	<input type="radio"/>	
	<i>Partner Businesses</i>	<i>The incumbent will be responsible for establishing Service Level Agreements with partner businesses, including equipment rental and maintenance, as well as service fees or commissions. The incumbent will also be responsible for training, and establishing procedures for financial reconciliation, technical assistance.</i>		
	<i>Partner Institutions</i>	<i>Service Agreements – The incumbent will investigate and establish agreements with partner institutions to provide expanded services to the mutual benefit of the respective schools</i>	<input type="radio"/>	
	<i>New and existing clients</i>	<i>Partner, exchange information and sell</i>	<input type="radio"/>	
			<input type="radio"/>	
<p>Occasional (O) Contacts are made once in a while over a period of time. Frequent (F) Contacts are made repeatedly and often over a period of time.</p>				

10. CHARACTER OF SUPERVISION/FUNCTIONAL GUIDANCE

Character of Supervision identifies the **degree and type** of supervisory responsibility in a position or the nature of functional/program supervision, technical direction or advice involved in staff relationships.

Required to coordinate, control and provide general supervision for the entire division including the

quality and quantity of work, and overall achievements. Responsible for hiring, motivating, promoting, appraisal, discipline and terminating staff.

(/) Check the applicable box(es) to describe the type of supervisory responsibility required by an incumbent in the position:

- ☐ Not responsible for supervising or providing guidance to anyone.
- ☒ Provides technical and/or functional guidance to staff and/or students.
- ☐ Instructs students and supervises various learning environments.
- ☐ Assigns and checks work of others doing similar work.
- ☒ Supervises a work group. Assigns work to be done, methods to be used, and is responsible for the work performed by the group.
- ☒ Manages the staff and operations of a program area/department.*
- ☐ Manages the staff and operations of a division/major department.*
- ☐ Manages the staff and operations of several divisions/major departments.*
- ☐ Acts as a consultant to College management.
- ☐ Other e.g., counselling, coaching. Please specify:

* Includes management responsibilities for hiring, assignment of duties and work to be performed, performance management, and recommending the termination of staff.

Specify staff (by title) or groups who are supervised/given functional guidance by an incumbent.

Direct Reports:

1. Direct supervision of four College Employees

Two Full-Time College Services Operations Assistants (Sutherland – 1 and Frost – 1)
One Full-Time One Card Technical Support (Sutherland – 1)

Indirect Reports:

11. SPAN OF CONTROL

Span of Control is complementary to **Character of Supervision/Functional Guidance**. Span of Control refers to the **total number of staff** for which the position has supervisory responsibility, (i.e., subordinates, plus all staff reporting to these subordinates).

Enter the total number of full time and full time equivalent staff reporting through to the position. Also identify the number of staff for whom the position has indirect responsibility (contract for service), if applicable.

Type of Staff	Number of Staff
Full-Time Staff	3
Non Full Time Staff (FTE) *	1
Contract for Service **	
Total:	6

*** Full Time Equivalency (FTE) conversions for non-full time staff are as follows:**

Academic Staff

Identify the total average annual teaching hours taught by all non-full time teachers (part-time, partial load and sessional) for which the position is accountable and divide by 648 hours for post-secondary teachers and 760 hours for non-post-secondary teachers.

Support Staff

Identify the total average annual hours worked by part-time support staff for which the position is accountable and divide by 1820 hours.

Administrative Staff

Identify the total average annual hours worked by non-full time administrative staff for which the position is accountable and divide by 1820 hours.

**** Contract for Services**

When considering “contracts for services,” review the nature of the contractual arrangements to determine the degree of “supervisory” responsibility the position has for contract employees. This could range from “no credit for supervising staff” when the contracting company takes full responsibility for all staffing issues to “prorated credit for supervising staff” when the position is required to handle the initial step(s) when contract staffing issues arise.

12. PHYSICAL AND SENSORY DEMANDS

Physical/Sensory Demands considers the **degree** and **severity** of exertion associated with the position. The factor considers the intensity and severity of the physical effort rather than the strength or energy needed to perform the task. It also considers the sensory attention required by the job as well as the frequency of that effort and the length of time spent on tasks that cause sensory fatigue.

Identify the types of physical and/or sensory demands that are required by an incumbent. Indicate the frequency of the physical demands as well as the frequency and duration of the sensory demands. Use the frequency and duration definitions following the tables to assist with the descriptions.

PHYSICAL DEMANDS

Describe the types of activities and provide examples that demonstrate the physical effort that is required in the position on a regular basis, i.e., sitting, standing, walking, climbing, lifting and/or carrying light, medium or heavy objects, pushing, pulling, working in an awkward position or maintaining one position for a long period of time.

Types of Activities that Demonstrate Physical Effort Required	Frequency (note definitions below)				
	Occasional	Moderate	Considerable	Extended	Continuous
Heavy lifting	X				
Carrying medium weighted objects	X				
Sitting			X		
Walking, climbing stairs			X		
Working evenings and weekends		X			

SENSORY DEMANDS

Describe the types of activities and provide examples that demonstrate the sensory effort that is required in the position on a concentrated basis, i.e., reading information/data without interruption, inputting data, report writing, operating a computer or calculator, fine electrical or mechanical work, taking minutes of meetings, counselling, tasting, smelling etc.

Types of Activities that Demonstrate Sensory Effort Required	Frequency (note definitions below)					Duration
	Occasional	Moderate	Considerable	Extended	Continuous	Short Intermediate or Long
Extensive detail and accuracy while preparing financial and statistical documentation			X			I
Listening, counselling, advising during discussions with students and staff usually in a high state of anxiety		X				I
Direct customer service			X			S
Staff Training		X				I
Report writing			X			I

FREQUENCY:

Occasional:	Occurs once in a while, sporadically.
Moderate:	Occurs on a regular, ongoing basis for up to a quarter of the work period.
Considerable:	Occurs on a regular, ongoing basis for up to a half of the work period.
Extended:	Occurs on a regular, ongoing basis for up to three-quarters of the work period.
Continuous:	Occurs on a regular, ongoing basis throughout the entire work period except for regulated breaks.

DURATION:

Short:	Up to one hour at a time without the opportunity to change to another task or take a break.
Intermediate:	More than one hour and up to two hours at a time without the opportunity to change to another task or take a break.
Long:	More than two hours at a time without the opportunity to change to another task or take a break.

13. WORKING CONDITIONS

Working Conditions considers the frequency and type of exposure to undesirable, disagreeable environmental conditions or hazards, under which the work is performed.

Describe any unpleasant environmental conditions and work hazards that the incumbent is exposed to during the performance of the job.

Environment

Describe the types of activities and provide examples that demonstrate exposure to unpleasant environmental conditions in the day-to-day activities that are required in the job on a regular basis, e.g., exposure to dirt, chemical substances, grease, extreme temperatures, odours, noise, travel, verbal abuse, body fluid, etc. Indicate the activity as well as the frequency of exposure to undesirable working conditions.

Types of Activities That Involve Job Related Unpleasant Environmental Conditions	Frequency (note definitions below)		
	Occasional	Frequent	Continuous
Travel (intercampus and external)	X		
Required to walk between physical buildings to access college services or perform duties		X	
Exposure to aggressive and verbally abusive clients.	X		
Irregular hours to accommodate service delivery	X		

Hazards

Describe the types of activities and provide examples that demonstrate the hazards in the day-to-day activities that are required in the job on a regular basis, e.g. chemical substance, electrical shocks, acids, noise, exposure to infectious disease, violence, body fluids, etc. Indicate the activity as well as the frequency of exposure to hazards.

Types of Activities That Involve Job Related Hazards	Frequency (note definitions below)		
	Occasional	Frequent	Continuous
High paced noisy environment		X	
Angry staff and students, sometimes become aggressive and violent	X		

Frequency:

Occasional	Occurs once in a while, sporadically.
Frequent	Occurs regularly throughout the work period.
Continuous	Occurs regularly, on an ongoing basis, throughout most of the work period.