

## Position Description Form (PDF)

College: Sir Sandford Fleming

Incumbent's Name:

Position Title: Shipper/Receiver

Payband: E

Position Code/Number (if applicable): S00053

Scheduled No. of Hours \_\_\_\_\_ 35/w \_\_\_\_\_

Appointment Type:  12 months  less than 12 months

Supervisor's Name and Title: Manager, project Fulfillment & Corporate Services

Completed by:

PDF Date: September 2021  
**Last Revision: August 2022**

### Signatures:

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

Date:

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 of the position and not on exceptional or rare requirements.
3. If you have any questions, refer to the document entitled "A Guide on How to Write Support Staff Position Description Forms" or contact your Human Resources representation for clarification.
4. Ensure the PDF is legible.
5. Responses should be **straightforward and concise using simple factual statements.**

### Position Summary

Provide a concise description of the overall purpose of the position.

The Shipper/Receiver at the Brealey campus is the primary point of contact for all goods entering (being received) and exiting (being shipped or mailed). In addition, this position is responsible for internal deliveries and inter-campus deliveries as required. The efficient flow of items on a timely, accurate and uninterrupted basis is important to all departmental and ancillary operations of the College.

## 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*
1. Receives deliveries entering through loading docks at Brealey campus except for Trades Program, verifies number of packages to packing slips/bill of lading, signs packing slips, checks for damages. Verifies items that require entry into ERP system and keys each. Inquires into system to verify items, PO, quantity, dates, requestor, supplier etc. Processes receipts for items arriving from Visa orders, blanket orders and signs packing slips. Clears shipment with customs broker.	25%
2. Maintains Shipping and receiving log of all inbound and outbound shipments. Processes claim forms for any damaged goods. Initiates tracing of shipments as requested. Checks to ensure that MSDS sheets are received with inbound shipments through loading dock. Maintains inventory of paper and envelopes, delivers to College departments as required. Produces spreadsheets to allocate charges on shipments and paper charge backs, approves postage charges as valid.	10%
3. Delivers all incoming material to end users. Sorts incoming mail and places into department/named slots in mailroom. Delivers shipments of consolidated office supplies to individual departments.	20%
4. Operates College van as required per specified route and destinations for both pickups and deliveries. Ensures security and custody of van contents at all times.  Maintains College van as required, ensuring cleanliness, maintenance schedules followed, repairs completed by authorized service centres, ensures security of van. Purchases supplies and van expenditures with College Visa card, reconciles statements and ensures receipts are submitted. Ensures Shipping/Receiving lift truck equipment is maintained as required.	20%
5. Prepares materials to be shipped – paperwork, customs, packaging, arranges for carrier.  Processes all outbound mail and packages through postage system using correct weight, dimension, destination, rates. Maintains correct level of postage via computer downloads. Coordinates special mailouts with various College departments eg. Liaison, Admissions, Marketing, International.	10%

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6. PRD related work order processing using CMMS. Moving assets, install wall mount items such as pictures, white & cork boards. Maintains dock safety and surrounding space in all weather conditions. Assists with grounds work as needed.	10%
Other related duties as assigned	5%

\* To help you estimate approximate percentages:

½ hour a day is 7%

1 hour a day is 14%

1 hour a week is 3%

½ day a week is 10%

½ day a month is 2%

1 day a month is 4%

1 week a year is 2%

### 1. Education

A. Check the box that best describes the **minimum** level of **formal** education that is required for the position and specify the field(s) of study. Do not include on-the-job training in this information.

- 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:

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.

- |   |  |
|---|--|
| <input type="checkbox"/> No additional requirements   |  |
| <input checked="" type="checkbox"/> Additional requirements obtained by course(s) of a total of 100 hours or less | College Level Courses in Logistics, Customs, Materials Management<br><br>Lift Truck Competency Class 3 certification |
| <input type="checkbox"/> Additional requirements obtained by course(s) of a total between 101 and 520 hours       |  |
| <input type="checkbox"/> Additional requirements obtained by course(s) of a total of more than 520 hours          |  |

## 2. Experience

Experience refers to the minimum time required in prior position(s) to understand how to apply the techniques, methods and practices necessary to perform this job. This experience may be less than experience possessed by the incumbent, as it refers only to the minimum level required on the first day of work.

Check the box that best captures the typical number of year of experience, in addition to the necessary education level, required to perform the responsibilities of the position and, in the space provided, describe the type of experience. Include any experience that is part of a certification process, but only if the work experience or on-the-job training occurs after the conclusion of the educational course or program.

Less than one (1) year

Minimum of one (1) year

Minimum of two (2) years

Minimum of three (3) years

Minimum of five (5) years

Minimum of eight (8) years

	Recent experience where the primary responsibility in Shipping and Receiving for a large organization, private or public sector, including two years of hands-on experience with a computerized Receiving system. Experience using computer applications (word processing, spreadsheets, email) and the operation of automated postage machines. Experience in inventory control and warehousing, analysis of freight billings with ability to allocate charges accordingly, and a familiarity with customs and logistics paperwork and procedures. An experienced multi-tasker working independently organizing and prioritizing own work within a customer service team environment. Experience working in an environment where they are required to be Bondable and have & maintain a clean Class G Ontario Driving Licence.

### 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.	Unexpected volume of workload or unexpected requests for extra services can occur on top of normally scheduled volume of work. Notification is usually not provided in advance so incumbent must react quickly.
How is it identified?	Sudden rush requests dropped off or phoned for pick up request. Large shipments arrive which require extra time to unload eg food orders for banquet, furniture for classroom – can't stay in waiting
Is further investigation required to define the situation and/or problem? If so, describe.	Will need to determine what can be done in the time available, estimate capacity and decide what is excess over capacity.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Determine what can be re-prioritized to another time in order to stay on schedule – call other customers, discuss with Supervisor. Can overtime be utilized. Can something be omitted and not interfere with operations.
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	Past practices, established schedules and deadlines, asking other customers if delays are possible, utilizing extra personnel.

**3. Analysis and Problem Solving**

**#2 regular & recurring**

Key issue or problem encountered

Products arrive in Receiving without paperwork (no packing slip, no name, no P.O. number). This means the receipt cannot be made on the Evolve system and will create extra work in researching down the information.

Cannot deliver the product if no name, cannot key in receipt without PO. Package backs up in Receiving.

How is it identified?

Paperwork is missing or is incomplete.

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

Information will need to be found in order to proceed - package can't be delivered or received in system, invoice can't be paid, end customer is without their product

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

Use investigative skills in searching out information - Possible options: Contact Purchasing, open package to see who it might be for, conduct inquiries in Evolve system to try to find the PO by doing a vendor search or open PO search, wait to see if someone calls looking for package, Finance may have an invoice but no receipt, call vendor if known

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

Purchasing Dept, Finance, individual departments, vendor, Evolve system, memory of who may have ordered in the past

**#3 regular & recurring**

Key issue or problem encountered

Problems with operation of postage equipment & EPROM.

How is it identified?

Equipment jamming, not printing properly, EPROM not downloading, postage not legible

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

Make sure equipment is hooked up properly, ink is installed, not damaged

Try normal procedures again and determine what aspect is failing

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

Try cleaning equipment, consult owners manuals if available, go through procedure again, try adjusting equipment settings, trial and error to come up with a solution



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

1-800 phone line to request service assistance, owners manuals if available, past practices which have worked before

Advise Supervisor if equipment is out of operation and when service is scheduled. Determine if loaner equipment is required or if work needs to be transferred to another campus in the interim.

**#4 regular & recurring**

Key issue or problem encountered

Clearing of shipments with customs brokerage

How is it identified?

Customs broker requests clearance for shipment

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

Determine who ordered shipment and if goods are correct to provide clearance. Once this is determined, connect with broker to allow shipment to clear customers. These tasks are time sensitive as goods are only held for 3 days.

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

Once details have been provided from broker, use system and emails to determine purchaser. At the end of the month, use VISA to pay for shipments and reconcile.

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

Evolve system & individual departments as products can be very specific.

**3. Analysis and Problem Solving**

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

Key issue or problem encountered

Mechanical problems with College van.

How is it identified?

Abnormal operation detected while driving.

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

Take vehicle to service station or dealership for inspection. Describe nature of problem.

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).

Obtain diagnosis and estimate, obtain options on repairs, obtain approval for costs from Supervisor, schedule repairs.

If van out of service longer than a half day, need to book rental van for period until repaired.

Look at past service records for the vehicle, determine if under warranty.

#### 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.	Maintaining ongoing cleanliness, safety and accessible space for loading and unloading in a high traffic, high volume loading dock area.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Determines the level of material incoming, outgoing and existing in loading dock and storage areas. Makes decisions on what needs to be moved out based on expected volumes. May also need to react to unexpected volumes with no visibility given.  Incumbent organizes asset disposals in conjunction with PRD Manager– timing, carriers, environmental compliance.
List the types of resources required to complete this task, project or activity.	Works with Facilities personnel to ensure materials are properly stored and that excess/obsolete material is stored off site or disposed of.  Orders trucks for disposal pickups as needed.  Utilizes Blue Giant equipment to move large items on skids.
How is/are deadline(s) determined?	Specific asset disposals are scheduled in PRD Manager.  Incumbent sets own deadlines on a daily basis based on volumes existing or expected.
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 would notify Carrier if changes to inbound or outbound trucking schedule was required.  Incumbent would notify PRD Manager if Facilities materials had to be moved due to expected volumes.

#### 4. Planning/Coordinating

##### #2 regular & recurring

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

Maintaining sufficient inventory on paper and envelopes, proactively delivering to customer areas in high seasons and ensuring central inbound replenishment shipments are made in advance of depletion.

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

Shipper/Receiver must be organized, neat, be able to estimate and calculate usage, observant, reacting to user requests, service-oriented, and must be able to fill out spreadsheets on paper usage.

Must be able to calculate required order quantities from vendor taking into consideration lead times and planned usages.

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

Inventory is stored and must be organized by product sku with signage identifying each product.

Inventory sheets are maintained and Charge back spreadsheets are filled out each time product is transferred to an end user area.

Spreadsheets are sent to Accounting monthly to direct the charges accordingly.

How is/are deadline(s) determined?

Each department or Customer has a different usage pattern and it will change throughout the year. Incumbent must monitor usage and develop forecasting skills based on experience or on information relayed to them.

Incumbent is aware of Lead times from the vendor and used to plan purchases accordingly

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 inventories are depleting faster or slower than planned, incumbent will order accordingly.

If customers require additional deliveries, Shipper/Receiver will be contacted immediately.

If central supplies are low or if replenishment will be delayed by vendor, incumbent will ration deliveries or will move inventory from one area to another to ensure that no area runs out. Consult with Manager.

**#3 regular & recurring**

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

Completing year end inventories of paper supplies for financial reconciliation.

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

Needs organizational skills to ensure products are consolidated and identifiable, counting and data entry skills. Needs to ensure that all receipts and deliveries are made and recorded before cutting off the inventory area for year end.

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

Incumbent is given deadlines and must ensure that all items of responsibility are accounted for and are entered on inventory sheet properly.

How is/are deadline(s) determined?

Deadlines set by Finance department for year end schedule.

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.

Finance dept or Supervisor would determine if schedules or requirements have changed. Incumbent would adapt and adjust to changes, modifying schedule, technique or tools used to complete the task.

**#4 regular & recurring**

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

Completing work orders utilizing CMMS

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

Plan day ahead using dates of WO completion as guide. Anticipating supplies needed for specific jobs. Time management depending on amount of work and location of tasks. Ie, installing a white board in a classroom would require; arranging for a peer to assist, sourcing the white board holders to ensure proper height and sourcing proper wall anchors for application.

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

CMMS system. Various power tools, dollies and moving equipment

How is/are deadline(s) determined?

Deadlines set by CMMS dispatcher

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.

PRD Manager determines schedule and looks for feedback from incumbent if job is more / less than what is documented. Incumbent would adapt and adjust to changes, or tools used to complete the task.

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5. Guiding/Advising Others

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

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

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

Regular & Recurring	Occasional	Level	Example
X		Minimal requirement to guide/advise others. The incumbent may be required to explain procedures to other employees or students.	Advising others on best method for shipping letters or packages based on weight, size, timing, destination.
□	X	There is a need for the incumbent to demonstrate correct processes/ procedures to others so that they can complete specific tasks.	Showing an employee how to complete courier paperwork to ensure package can be shipped accurately Assisting other Shipper/Receiver in completing spreadsheets for Purolator and paper chargebacks.
□	□	The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities.	
□	□	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)
<p>Daily work is performed independently following established guidelines and past practices.</p> <p>Special Requests - Instructions given by requestor – due dates, nature of request, budget etc – normally verbal, can be written. Shipper/Receiver uses own judgement in scheduling requests into existing priorities.</p>	<p>Incumbent consults with Supervisor if further instructions are required to complete new tasks.</p>

What rules, procedures, past practices or guidelines are available to guide the incumbent?	
Regular and Recurring	Occasional (if none, please strike out this section)
<p>The majority of practices have been established through time, experience and schedules. Some guidelines are written.</p> <p>Postage meter &amp; Eprom instructions available to operate postage equipment. Sometimes troubleshooting is necessary by incumbent.</p> <p>Mail rates and weight charts available – interpretation and independent judgement still required to ensure service levels are achieved.</p> <p>Van delivery schedule is established, can fluctuate with volume and other priorities. Shipper/Receiver uses own judgement in re-prioritizing schedule.</p> <p>Departmental policies and procedures available eg asset disposal procedure.</p>	

How is work reviewed or verified (eg. feedback from others, work processes, Supervisor)?	
Regular and Recurring	Occasional (if none, please strike out this section)



Service issues will cause problems for downstream 'customers', Shipper/Receiver must check own work to ensure correct material is delivered to correct location, on time.

Work is not 'formally' checked by others, if issues are noticed throughout the course of service, the Shipper/Receiver is contacted for immediate resolution. Eg Finance notices Evolve receipts not entered and cannot pay invoice.

Manager can be contacted if additional assistance or follow up is required on major issues.

**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

Shipper/Receiver works with minimum supervision and will consult others if there are questions or for clarification in order to make a decision effecting their area of operation. Eg. PRD Manager for equipment moves, Purchasing for Purolator billing, IT for computer returns.

Occasional (if none, please strike out this section)

May consult with Canada Post or Pitney Bowes for postage issues or equipment questions.  
Calling courier or trucking company for pricing and service schedules to make a determination of best method of shipment.

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

Regular and Recurring

Major problems that can affect Budget or required service commitments that cannot be achieved through normal operations.  
Major issues would require discussion with Manager.

Occasional (if none, please strike out this section)

Overtime requests in order to meet operational needs.  
Changes to procedures or policy.

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

Regular and Recurring

Daily scheduling problems, conflicting priorities, overload of work – incumbent resolves on their own with re-prioritizing and re-balancing of work.

Deciding what requires immediate attention vs if it can be accommodated later

Occasional (if none, please strike out this section)



## 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?		
Request for paper to be delivered to customer area (usually phone call, can also be email). Can be from any department in the College	Requests are scheduled and supplies are delivered during the next available route or if emergency, will be done asap.	All end user departments throughout the College Duplicating Department	D W
Request by end user departments to ship out a package, item or a mailing (can be verbal, email, or can come to Shipping office in person)	Shipper/Receiver picks up items from user, determines service required and calculates price and best shipping method – advises user if options exist.  Weighs, packages and labels shipment, contacts carrier and schedules shipment.	All end user departments throughout the College	D
Request to assist with Graduation gowns, supplies (verbal or email)	Incumbent will be responsible for counting all gowns, coordinating their transfer to grad site and counting and packaging all gowns to go back to supplier after graduation. There is a financial penalty for each missing gown.	Graduation committee	I

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<p>Request from Finance to verify if something has been received in order to pay invoice(verbal or email or will forward a copy of invoice) End user departments or Purchasing Department wanting to know if delivery has been made</p>	<p>Shipper/Receiver checks Receiving Log, physically checks Receiving area, conducts inquiries in Evolve system, may need to call vendor.</p>	<p>Finance Dept  Any end user department throughout the College Purchasing Department</p>	<p>D  D W</p>
<p>Request by Purchasing or Facilities to dispose of obsolete assets (verbal initially followed by Disposal Form)</p>	<p>Incumbent locates asset, may need to transfer from another area, wraps and packages it, calls carrier, calculates charges and advises Purchasing if required, schedules shipment for pickup and loads item, forwarding completed paperwork to Purchasing.</p>	<p>Purchasing Dept, PRDDept, PRD Manager</p>	<p>M</p>

\* 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	Provide Deliveries, packing slips, schedules, mail	College Departments–	D
	Arrange Scheduled Mailouts	Liaison, Marketing, Int'l, Admissions	W/M
	Deposits, Pick ups, Receiving transactions, ERP questions, packing slip sign offs	Finance Dept.	D
	Pick up and delivery purposes	Post office, bank	D
Explanation and interpretation of information or ideas	Shipping & receiving items, damages, rates	Freight Companies, Couriers	D
	Delivery schedules, missing items	Suppliers	D
	PO information, receiving transactions, ERP questions, budget Charge backs for paper, mail, shipments. Provide information on inventories. Visa statements.	Purchasing Dept., Finance	D
	Coordinates movement of loading dock products, disposal of designated items	PRD, IT	D
Imparting technical information and advice			
Instructing or training			
Obtaining cooperation or consent			
Negotiating			

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## 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
Loading and unloading shipments	D		X			X	
Lifting mail, paper, boxes	D	X			X		
Sitting at keyboard	D	X			X		
Walking	D	X			X		
Driving	D	X				X	

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If lifting is required, please indicate the weights below and provide examples.

X Light (up to 5 kg or 11 lbs)

Daily - Envelopes, small boxes, small food shipments

X Medium (between 5 to 20 kg or 11 to 44 lbs)

Daily - Boxes of books, boxes of paper, Courier shipments, large bulk food shipments

X Heavy (over 20 kg or 44 lbs)

Daily - Furniture, desks, Boxes of Books, Large delivery items

## 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
Calculating, entering and balancing weekly Purolator charges on spreadsheet	W		X	
Can concentration or focus be maintained throughout the duration of the activity? If not, why? <input type="checkbox"/> Usually <input checked="" type="checkbox"/> No Phone calls, deliveries, drop in visits from staff about shipments interrupt work on this task				

Activity #2	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Clearing shipments with customs broker	D	X		
Can concentration or focus be maintained throughout the duration of the activity? If not, why? <input checked="" type="checkbox"/> Usually <input type="checkbox"/> No				

Activity #3	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Can concentration or focus be maintained throughout the duration of the activity? If not, why? <input type="checkbox"/> Usually <input type="checkbox"/> No				

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## 11. Working Environment

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

Working Conditions	Examples	Frequency (D, W, M, I)*
<input type="checkbox"/> acceptable working conditions (minimal exposure to the conditions listed below)		
<input type="checkbox"/> accessing crawl spaces/confined spaces		
<input type="checkbox"/> dealing with abusive people	Truckers.	I
<input type="checkbox"/> dealing with abusive people who pose a threat of physical harm		
X difficult weather conditions	Loading dock area, loading van, driving on routes	D during winter
X exposure to extreme weather conditions	Loading dock area is very cold in winter Loading van and Driving in very hot or very cold weather, freezing rain, snow storms	I
<input type="checkbox"/> exposure to very high or low temperatures (e.g. freezers)		
X handling hazardous substances	Chemicals from inbound/outbound shipments	I
smelly, dirty or noisy environment		
X travel	Pick up and delivery daily schedules	D
<input type="checkbox"/> working in isolated or crowded situations		
<input type="checkbox"/> other (explain)		



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