Position Description Form (PDF)

College: Sir Sandford Fleming

Incumbent's Name:

Position Title: Records and Convocation Coordinator   Payband: H

Position Code/Number (if applicable): S00259

Scheduled No. of Hours_____35_____

Appointment Type: _____X_____12 months _____less than 12 months

Supervisor's Name and Title: Manager, Records

Completed by: PDF Date: 04 January 2016
                                                           Last Revision: October 2019

Signatures:

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

Supervisor: Date:

Updated: October 2019

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.

Provides pro-active coordination, related to the registration of all full and part-time students (day, evening, post secondary and non post (secondary) including implementation and maintenance of all Records processes and systems. Processes and manages documentation for each student from Registration to Graduation.

Provides for the accurate maintenance of the active and historical student records system. Monitors processes which impact the integrity of the student information system especially within the schools responsible for. As Specialist for the School, provides overall coordination, documentation and process recommendations for all related records processes.

Provides detailed verbal and written communication directly to students and the college community that reflects the department objectives to provide excellent and timely service. Advises students regarding wide variety of information concerning the College, its policies/procedures, programs and services. Also counsels students with respect to the financial implications/complications who are looking to withdraw from the College or reduce their course load, especially if they are receiving OSAP funding.

Provides for the accurate maintenance of the active and historical student records system. Monitors processes which impact the integrity of the student information system especially within the schools responsible for. As Specialist for the School, provides overall coordination, documentation and process recommendations for all related records processes.

Liaises with all Schools to ensure convocation lists are accurate and works closely with the Special Events Coordinator, to plan and organize the College-Wide Convocation Ceremonies.

Configures base level records set up tables that control enrollment windows and the academic calendar. Coordinates the execution of records maintenance queries and processes that support the academic calendar.

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.

1.Student Registration: The incumbent provides registration of Part-time and Full time (day and evening) students by processing all documentation relevant to student records, i.e. course registration, student timetables, exemptions, personal information changes, transfers and withdrawals. The incumbent must ensure that consistent practice and procedures are used when maintaining student records through process schedules and documented procedures Registers and provides Counsellors with feedback regarding individual student educational plans in collaboration with program coordinators Prepares for the registration of post-secondary students. Assess student records/files to ensure that the students have moved accurately into the upcoming term. Loads initial student timetable for all students in the school from academic schedule provided by AO. Advise students who have changed status. Liaise with program coordinators, Chairs and Deans to ensure maximum capacities for program enrolment. Monitors and controls student intake to ensure enrolment targets are met without exceeding class limits. Identifies problems and takes corrective action to ensure students are enrolled in the correct classes. Holds primary responsibility for registration of students with irregular program registration requirements (e.g students requiring reduced course loads as accommodations, returning from academic leaves of absence, etc.), including advising student regarding impact to academic progression and financial implications on funding.	25
2. Convocation Coordinator Liaises with all Schools to ensure convocation lists are accurate and works closely with the College special events coordinator, to plan and organize the College-Wide Convocation Ceremonies Coordinates and recommends the purchasing of products and services governed by college policy in consultation with the Records Manager and special events coordinator. Keeps detailed project management data on all convocations for use in future years. Holds regular planning meetings to keep staff abreast of upcoming activities that will need participation from convocation team. Work with Manager, Records and special events coordinator to ensure proper and timely communication goes to students, college community and general public regarding	20

upcoming convocation activities. Coordinate printing of programs, diplomas, certificates and other paper needed for a successful convocation.	
3. System configuration and Support Configure base level records set up tables utilized by the system that control enrollment windows and the academic calendar. Coordinates the execution of records maintenance queries and processes such as grade collection that support the academic calendar. Compiles clean up and action lists for the Records Specialists to ensure accurate maintenance of active and historical student records. Provide input to Records business process changes when required. Uses consistent practice and procedures when maintaining student records through training, process schedules and documented procedures.	30
4. Student Enrollment Advising Also counsels students with respect to the financial implications/complications who are looking to withdraw from the College or reduce their course load, especially if they are receiving OSAP funding.	15
5.Historical Records Coordinates the cleanup of graduate and withdrawal files and prepares information for storage. Monitors the EDI processing of transcript requests from OCAS.	5
Other related duties as assigned	5

*   To help you estimate approximate percentages:

½ hour a day is 7%	1 hour a day is 14%	1 hour a week is 3%
½ day a week is 10%	½ day a month is 2%	1 day a month is 4%
1 week a year is 2%		

1. **Education**

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

□ Up to High School	□ 1 year certificate	X 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 or other relevant field

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

☐ Minimum of three (3) years

X Minimum of five (5) years

Recent, related experience, with extensive knowledge of Student Records policies and operation of manual and automated student information system processes and relation to other departments both within and outside the RO.

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> Experience working independently in a front line, customer service, deadline driven, self-directed team environment prioritizing, organizing and problem solving own work.
>
> Strong communication skills (written and verbal) with the ability to effectively Convey complicated policies and procedures in a manner which others can clearly understand.
>
> Experience using computer applications for records reporting and data analysis, including enterprise student information systems. Knowledge of various office software applications ie. E-mail, word processing, and spreadsheets.
>
> Experience dealing with sensitive and confidential information, the F.O.I. Act.
>
> Demonstrated customer service excellence and the ability to interact effectively with students from varying social, academic, economic and cultural backgrounds with empathy and tact.
>
> Demonstrated documentation and verification skills as they relate to various applications, reports and college documents
>
> Analytical and creative problem solving skills resolving a range of issues of varying complexity on a daily basis   to develop and recommend creative solutions to address student needs.
>
> Ability to effectively respond accurately on the spot to student, faculty and publics concerns

☐   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:

Updated: October 2019

#1 regular & recurring

Key issue or problem encountered.	Another Records employee runs Student diploma audit which shows student is missing a number of courses. Student believes they are eligible to graduate. Employee brings the issue to the incumbent for assistance with problem solving and resolution.
How is it identified?	The incumbent is asked for help by the Records Specialist with the student audit. Student comes to the counter upset wondering why they are not graduating.
Is further investigation required to define the situation and/or problem? If so, describe.	Yes a detailed analysis of the student record is required to determine appropriate curriculum version, transfer credits, and equivalencies. The incumbent conducts this review utilizing their advanced knowledge of Records systems and processes.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Determine Student entry term into the program. The student may have started and restarted program of study. Check for transfer credit, exemptions or equivalencies that have not been applied. Check curriculum map to determine if course requirements are accurately reflected. Analyse student's educational history to evaluate required pre-requisites. Check with program coordinator Recommend changes to student record ie requirement term and/or implement student exception. Communicate to student if needed.
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	Academic Regulations System functions Coordinator

3. Analysis and Problem Solving

#2 regular & recurring

Key issue or problem encountered	Academic Operations communicates that a new session needs to be added or changed.
How is it identified?	Academic Operations will send an email.

Is further investigation required to define the situation and/or problem? If so, describe.	Incumbent must investigate current session configuration and determine impact.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Through investigation and assessing various term configurations the incumbent will decide what changes are needed. The impact of the addition/change must also be determined. This determination is based on system knowledge and experience.
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	Student Information System Technical Business Analyst Academic Operations

#3 regular & recurring

Key issue or problem encountered	It is necessary to determine the number of potential graduates for each school and ceremony. These numbers are used to determine logistics and timings of convocations and ordering of order gowns, supplies, and also provided to College special events coordinator for other event planning requirements
How is it identified?	Optimistic diploma audits, multiple queries, curriculum delivery.
Is further investigation required to define the situation and/or problem? If so, describe.	The number of graduates varies from year to year depending on registration and flow thru. Query results need to be validated.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	The incumbent must run queries and compile the data to determine approximate number of graduates for each ceremony. This number is compared to previous ceremonies, potential grads, graduates attended, and an estimate made. The size of the convocation venue is also considered in determining the placement of ceremonies..
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	Past practice Student Information System Technical Business Analyst.

3. Analysis and Problem Solving

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

Key issue or problem encountered	An upgrade to the Student Information System necessitates a business process change to existing work flows. The incumbent works with the RO Technical Business Analyst to understand how the business process works currently in order leverage the new process.

How is it identified?	Issue is identified by RO Technical Business Analyst.
Is further investigation required to define the situation and/or problem? If so, describe.	In order to determine new functionality and impact on existing business process, the incumbent must examine existing processes and determine how the new function can be used or integrated into the Student Information System.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	RO Technical Business analyst will discuss with the incumbent the system change and what is needed to accomplish business objective.
	The incumbent will use process knowledge and best practise to assist in the determination of options for implementation.
	The options will be tested by incumbent to determine best fit.
	Business process changes and manuals would need to be updated to reflect a change in process and any cross function processes that affect the Student Record
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	Student Information System
	RO Technical Business Analyst
	Existing process documentation
	Cross functional areas – Student Financials, Academic Operations

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

Key issue or problem encountered	Student Information System update
How is it identified?	Annual update required
Is further investigation required to define the situation and/or problem? If so, describe.	Incumbent must be familiar with existing process and data requirements
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Existing and/or new feature is tested to determine if required results are produced.
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	Process knowledge and documentation
	Best Practice
	Academic Regulations
	RO Technical Business Analysts

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.

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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.	Convocation Incumbent partners with College events coordinator in planning and coordinating convocation including up to 11 ceremonies across 4 campuses
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Lead a team to successful completion of Records and ceremonial elements of convocation Chair regular meetings to update team and finalise plans Coordinate activities within an organized timeline Manage project through to completion including communication, purchasing, record keeping of activities, and general advising in association with the Manager, Records and event coordinator. Responsible to coordinate, allocate tasks and set deadlines for convocation team members both in planning phase and on convocation days
List the types of resources required to complete this task, project or activity.	Team resources - staff Previous and best practices Procedures Manual Budget constraints
How is/are deadline(s) determined?	Convocation dates are set by the college. Incumbent consults with project team, however is ultimately responsible for determining critical path and task deadlines.
Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.	The incumbent will evaluate any potential changes and make recommendations to the supervisor. For example: The events coordinator may consider changing venues and will consult with the incumbent. The incumbent will then assess and advise the supervisor of the implications of this change to the convocation operations as well as the impact to the college community.

4. Planning/Coordinating

#2 regular & recurring

List the project and the role of the incumbent in this activity.	Grade Collection. The incumbent has sole responsibility to generate the necessary grade rosters for grade entry. After the deadline has been reached the incumbent will post the grades and initiate student progression process if necessary.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	The incumbent must continuously monitor the grading periods (via query) in order to process in a timely fashion. Needs to determine whether adequate participation has occurred before posting the marks to the student record. A query is executed that lists those classes missing marks. The incumbent will distribute those lists to the necessary schools. When ready the incumbent will execute a process that posts those grades to the Student Record.
List the types of resources required to complete this task, project or activity.	Student Information System Deans, Academic Chairs, School Operations Officers RO Technical Business Analyst
How is/are deadline(s) determined?	Deadlines are set by the Academic Calendar and are not flexible
Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.	The incumbent must be extremely diligent in ensuring that all tasks are completed on time and may be required to make adjustments to workload to accommodate. The incumbent would notify his/her supervisor if a problem occurred (such as a technical problem) that could impact the completion of a task within the deadline.

#3 regular & recurring

List the project and the role of the incumbent in this activity.	End of Semester Planning. Incumbent must ensure that all records are up to date and clean – all transfer credits and add/drops are identified. Incumbent executes system batch processes that identify Academic Probation students, Honor roll recipients and award winners. There is a small window of time to plan for and coordinate many tasks between one semester end and the next semester start up.

What are the organizational and/or project management skills needed to bring together and integrate this activity?	Time Management is essential. Planning for the deadlines around last day of semester, communication with faculty, student issues, grades input, academic advising - Prioritizing and focussing will enable a smooth transition
List the types of resources required to complete this task, project or activity.	Student Information System Co-worker participation Faculty Team meetings and objectives
How is/are deadline(s) determined?	Academic Regulations and Academic Calendar predetermine semester start and end dates – these are not flexible.
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.	Systems issues and data availability may change the priority of processes

#1 Occasional

List the project and the role of the incumbent in this activity.	
What are the organizational and/or project management skills needed to bring together and integrate this activity?	
List the types of resources required to complete this task, project or activity.	
How is/are deadline(s) determined?	
Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.	

#2 Occasional

~~List the project and the role of the incumbent in this activity.~~	
~~What are the organizational and/or project management skills needed to bring together and integrate this activity?~~	
~~List the types of resources required to complete this task, project or activity.~~	
~~How is/are deadline(s) determined?~~	
~~Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.~~	

5.   Guiding/Advising Others

This section describes the **assigned responsibility** of the position to guide or advise others (e.g. other employees, students). Focus on the actions taken (rather than the communication skills) that directly 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 is available to advise other RO staff and students on the requirements of the Student Record.
X	☐	There is a need for the incumbent to demonstrate correct processes/ procedures to others so that they can complete specific tasks.	Guide and advise students around course registration process based on knowledge of academic regulations and program requirements. Faculty with questions regarding student marks or registration.
X	☐	The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities.	The incumbent guides the Records Specialists in best practices or data fixes to the Student Record. Provides knowledgeable advice to students regarding impact of changes to status on personal finances and academic progression.
☐	☐	The incumbent is an active participant and has ongoing involvement in the progress of others with whom he/she has the responsibility to demonstrate correct processes/procedures or provide direction.	.
X	☐	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.	Part of coordinating convocation activities related to academic and ceremonial elements including allocating tasks to others and follow up to make sure all tasks are completed including allocating tasks to others throughout the planning and execution process. Incumbent may recommend a course of action or be available to answer any process questions about assigned tasks.

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)
General instructions are given through group discussion to determine how new assignments or changes will be handled. Works under minimal supervision.	Discussions and general instructions from supervisor for systems updates and maintenance.

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 Academic Schedule College Calendar Records Policies/Procedures Manuals Ministry Guidelines Communicating and meeting with various work groups to ensure that there is agreement and understanding concerning workflow.	Systems Training Manual

How is work reviewed or verified (eg. feedback from others, work processes, Supervisor)?	
Regular and Recurring	Occasional (if none, please strike out this section)
This is a deadline oriented position. Monitoring is through occasional meetings and discussion.	Feedback from other systems experts, Supervisor, and Academic areas. Records Manager conducts occasional audits.

Independence of Action

Describe the type of decisions the incumbent will make in consultation with someone else other than the Supervisor?

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Regular and Recurring	Occasional (if none, please strike out this section)
Student records decisions made in consultation with Technical Business Analyst, Student and/ or faculty	Coordinating Convocation will require consulting with other College Community members and external community members (ie Wellness Centre) to ensure a college wide successful project

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 past practice. Purchasing matters.	System fixes that require discussion and consultation Staffing concerns. Issues with customers that cannot be resolved through discussion. Freedom of Information inquiries from police and private investigators.

Describe the type of decisions that would be decided by the incumbent.	
Regular and Recurring	Occasional (if none, please strike out this section)
Identify alternate solutions to meet student needs within academic regulations, college policies and system requirements. Even though guidelines are available, the incumbent must be able to interpret policy (College & Ministry) in order to provide workable solutions to sponsoring agencies. The Manager of Records would get involved by exception Incumbent determines the critical path, resources and specific tasks required to plan successful convocation ceremonies at all campuses..	

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)*
What is service delivered?	How is it carried out?		
Many requests begin with 'How do I …' or 'What are my options if …' Front-line staff; most contact is in-person, inquiries are also sent via email and by phone.	This requires a straight-forward explanation based on college and departmental processes.	Students, parents of students, faculty, Deans, Academic Chairs, Managers and other support staff	D
Questions or requests are usually related to start of term, end of term, or convocation processes. Front-line staff; contact is in-person, inquiries are also sent via email and by phone	These questions/requests require a straight-forward explanation based on college and departmental processes.	Academic Co-ordinators, Academic Chairs	W
Questions related to more complex problems (systems, processes, etc)	Questions such as 'Why is this happening?' require that the incumbent asks questions of the client to ensure a full understanding of the problem, issue or question.	Academic Coordinators, Chairs, Students, Managers, other support staff	W

*   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	Inquiries such as student status, whereabouts Official transcripts	Parents, police, collection agencies, Employers Graduates	D
Explanation and interpretation of information or ideas	Course registration, selection withdrawals, marks, exemptions, student files, and general information. . Attend school Transcripts, information collection/sharing, policy/procedure interpretation and changes in guidelines Applications, program codes updates, student status Convocation coordination	Students, Faculty, Coordinators, Counsellors Other Colleges and Universities, Ministry (Apprenticeship programs) OCAS Faculty, College Community, Students Guests, Vendors	D D D W
Imparting technical information and advice	Explain complicated policies, procedures and implications on student status, probation, graduate eligibility to ensure students understand the impact of their decisions The incumbent monitors records data Business program flows and documentation to determine if record fixes are needed. Fix lists will be distributed and fix process explained to Records Specialists When discussing systems issues with other employees, incumbent needs to ensure worded in a way the individual understands.	Coworkers, Students, Academic areas Coworkers and other RO staff	D D
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
Standing	D	X			X		
Sitting	D			X	X		
Bending to file	D	X			X		
Walking/climbing stairs	W	X				X	
Lifting boxes of historical files to purge as new files take their place	M		X		X		
Lifting, Pushing, Pulling/Bending/Climbing/Crouching –convocation ceremony, , loading and unloading vehicles, lifting boxes of programs, diplomas. Carrying large boxes of gowns, standing for extended periods of time	I			X		X	

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Updated: October 2019

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

- ☐ Light (up to 5 kg or 11 lbs)

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

- ☐ Heavy (over 20 kg or 44 lbs)

> Convocation ceremonies. Will move boxes, in addition to work done by Physical Resources

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
System Record monitoring queries	W		X	

Can concentration or focus be maintained throughout the duration of the activity? If not, why?
- ☐ Usually
- X No Is expected to be available to respond to inquiries from front-counter or other staff requiring assistance, must re-establish focus after these distractions and not able to reschedule these tasks or shut door for focused time.

Activity #2	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Entry of term session and academic calendar data into Student Information System	M		1-2hours	

Can concentration or focus be maintained throughout the duration of the activity? If not, why?
- ☐ Usually
- X No Is expected to be available to respond to inquiries from front-counter or other staff requiring assistance, , must re-establish focus after these distractions and not able to reschedule these tasks or shut door for focused time.

Activity #3	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Convocation program compilations involving compiling student lists to incorporate into the program which requires reference to several spreadsheets at one time	W		X	

Can concentration or focus be maintained throughout the duration of the activity? If not, why?
☐ Usually
X No Is expected to be available to respond to inquiries from front-counter or other staff requiring assistance , must re-establish focus after these distractions and not able to reschedule these tasks or shut door for focused time.

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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)*
X acceptable working conditions (minimal exposure to the conditions listed below)	Office Environment	D
☐ accessing crawl spaces/confined spaces		
X dealing with abusive people	The incumbent experiences frustrated students/family members who use derogatory or threatening speech. This occurs more frequently during peak times, when students receive statements of account or demand refunds for courses dropped.	M
☐ 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		
X travel	Convocation, inter campus travel when needed.	I
☐ working in isolated or crowded situations		
☐ other (explain)		

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Updated: October 2019