

Position Description Form (PDF)

College: Sir Sandford Fleming

Incumbent's Name:

Position Title: International Student Enrolment Specialist

Payband: G

Position Code/Number: S00734 & S00735

Scheduled No. of Hours _____ 35 _____

Appointment Type: 12 months less than 12 months

Supervisor's Name and Title: Associate Registrar

Completed by:

PDF Date:

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

Position Summary

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

Under the direction of the Associate Registrar, Admissions and Partnerships, the incumbent is responsible for ensuring a smooth admission/registration/fee processing and active maintenance of records of students at Fleming College Toronto Campus (FCT).

The role also supports International Admission with assessment and processing of international applications and related documentation, response to inquiries and focus on improvement and efficiency of processes and policies related to international admissions activity.

The International Student Enrolment Specialist must demonstrate effective communication and customer service skills in dealing with internal and external contacts. This position is an important "front end" support for the college's enrolment management plan and has a significant impact on enrolment, retention, and college finances.

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*
<p>ADMISSIONS DUTIES</p> <ul style="list-style-type: none"> • Monitors incoming application and ensures accurate processing and acceptances issued by Fleming College Toronto (FCT). • Processes student applications for admission to college received via internal application, and OCAS (Ontario College Application Services) International Application Service (IAS). Leverages OCAS IAS system for communication with applicants/agents on status of applications. • Determines eligibility and approves acceptances to program by assessing tests, transcripts, both paper and electronic, often of a complex nature and requiring research of international educational systems and international institutions. • Requests any missing information through OCAS IAS software system, CERB and/or personalized email. • Works closely with International Student Services and other members of the college to ensure smooth transition from applicant to registered student. • Monitors conditional offers of admission for individual applicants and responds accordingly to ensure that conditions are fulfilled. Issues unconditional offer packages as conditions are met. • Provide guidance and advice to International recruitment team regarding regional education trends and applicant/agent behavior trends. • Responds to enquiries from the public, parents, international agents, embassies, the College community, high schools, and agencies relating to college programs and general education programs by phone, mail, email or at the counter. 	45%
<p>Account Payments and Analysis – incumbent must monitor and process payments coming in through the portal from FCT students and levy charges on the accounts as appropriate through a careful review of both the account and program status (for student accounts) of the account in question.</p> <p>Account credits and refunds – incumbent must analyze and process a variety of credit balance circumstances (missing charges, over payments, bursaries, miscellaneous payments) for FCT students. The result may be a refund, re-alignment of credit balance to an outstanding charge or addition of an outstanding charge not applied to the account.</p> <p>Fee Notification Generation - Update, evaluate, review and print Fee Notification letters and e-mails for all new and FCT students.</p>	30 %

<p>Start of semester processing Prepares for the registration of FCT students. Assess student records/files to ensure that the students have moved accurately into the upcoming term. Builds initial student timetable for FCT students.</p> <p>System Maintenance Assists with system maintenance as it pertains to keeping the data within the Enterprise Resource Planning System clean and accurate. Run queries, extracts, and reports from time to time as required by the business process cycle i.e. Term Activation process. Liaise with the RO systems staff about Records system processes and/or system projects from time to time. This includes assisting in the testing portion of the annual Bundles and Patches upgrades. Analyze and update processes on a regular basis.</p>	20 %
<ul style="list-style-type: none"> • 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.

- | | | |
|--|--|---|
| <input type="checkbox"/> Up to High School | <input type="checkbox"/> 1 year certificate | <input checked="" type="checkbox"/> 2 year diploma |
| <input type="checkbox"/> Trade certification | <input type="checkbox"/> 3 year diploma / degree | <input type="checkbox"/> 4 year degree or 3 year diploma / degree plus professional certification |
| <input type="checkbox"/> Post graduate degree (e.g. Masters) or 4 years degree plus professional certification | | |
| <input type="checkbox"/> Doctoral degree | | |

Field(s) of Study:

Business/Office Administration

B. Check the box that best describes the requirement for specific course(s), certification, qualification, formal training or accreditation in addition to and not part of the education level noted above and in the space provided specify the additional requirement(s). Include only the requirement that would typically

be included in the job posting and would be acquired prior to the commencement of the position. Do not include courses that are needed to maintain a professional designation.

- X No additional requirements

- Additional requirements obtained by course(s) of a total of 100 hours or less

- Additional requirements obtained by course(s) of a total between 101 and 520 hours

- Additional requirements obtained by course(s) of a total of more than 520 hours

2. Experience

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

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

- Less than one (1) year
- Minimum of one (1) year
- Minimum of two (2) years

Minimum of three (3) years

Practical work experience working in a customer service environment with a variety of clients from varying social, academic, economic, and cultural backgrounds.

Experience working independently, in a team environment, organizing, prioritizing and problem-solving own work and dealing with sensitive and confidential information referring to related policies and the **Freedom of Information and Protection of Privacy Act (FIPPA)**.

Experience using word processing, database and spreadsheet application and using email and internet.

Experience related to assessment of academic documentation from differing educational institutions and systems both domestic and international.

Recent (within the last five years) practical work experience in Enterprise Resource Planning system within demonstrated accounts reconciliation experience, dealing with cashier/account receivables, wire transfers and direct bank deposits and other forms of payment.

Excellent analytical and creative problem solving skills, with experience resolving a diverse range of problems on a daily basis

- Demonstrated ability to develop and recommend creative solutions to address student needs and support student success.

Demonstrated assessment and verification skills as they relate to records management, including a keen attention to detail

Minimum of five (5) years

Minimum of eight (8) years

3. Analysis and Problem Solving

This section relates to the application of analysis and judgement within the scope of the position.

The following charts help to define the level of complexity involved in the analysis or identification of situations, information or problems, the steps taken to develop options, solutions or other actions and the judgement required to do so.

Please provide up to three (3) examples of analysis and problem solving that are regular and recurring and, if present in the position, up to two (2) examples that occur occasionally:

	#1 regular & recurring
Key issue or problem encountered.	Application received with academic documentation from an unfamiliar educational background and with unverified authenticity.
How is it identified?	Receipt of application/prospective student enquiry.
Is further investigation required to define the situation and/or problem? If so, describe.	The incumbent must conduct research using existing resources and seek out additional resources/advice to appropriately identify level of study and grade equivalency as well as key identifiers to verify authenticity of documentation.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	<p>The incumbent must ensure that the documentation received is authentic and is issued by an appropriate, accredited institution and/or that notarized copies are authentic by reviewing against available samples and templates.</p> <p>The incumbent must account for variance within individual educational systems in determining whether grade results and credentials are appropriate for admissions consideration, correlate to domestic educational systems and determine whether key differences in curriculum will position the prospective student for success.</p>
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	Existing Admissions Practice/Policy, resources from International Credential Assessment Agencies (WES, ICAS etc) and counterparts at other institutions

3. Analysis and Problem Solving

#2 regular & recurring

Key issue or problem encountered

Student account discrepancies.

How is it identified?

In person, by phone, e-mail or third party. It may also be identified through regular maintenance query processes.

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

Yes – discrepancies in the student account can be the result of numerous different transaction types; overnight batch processes, payments on the account; registration changes, etc.

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

The level of analysis required depends on the issue raised. It often requires a review of the account going back several semesters to current timeframe to review the transactions which have occurred on the student account (i.e. Were there partial payments, missed charges, program changes, changes in enrolments status (FT/PT/WD), fee adjustments, mis-aligned charges/payments).

This analysis often requires the manipulation of the student account data through a query and organized in a pivot table to summarize and evaluate the data and transactions. The outcome could result in identifying issues that are related to charges on the student account or an improper registration transaction that needs to be corrected.

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

Incumbent is required to understand a variety of different business processes that affect the student account. Most often the discrepancies are a result of a student's enrolment status or a program change which must be re-aligned. Past practice and established business processing standards guide most of the work. College and provincial policies also guide the way the work is conducted. i.e., FIPPA requirements. However, the initial analysis requires understanding of business processes in which the incumbent is not directly involved.

The incumbent is required to run established queries and develop pivot tables to analyze and review the data; they are also required to manipulate/filter the data to isolate the issues.

#3 regular & recurring

Key issue or problem encountered

Student will not graduate.

How is it identified?

Graduate Audit Process.

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

The incumbent is required to review the student's record, program start term, program curriculum, and course enrolments to determine why the student is missing a program requirement.

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

The incumbent must review all records that pertain to the student including admissions information. Then they must determine what term the student started in and how the course deficiency was created. It may be necessary to contact FCT.

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

Student Record, Program of Study, Advisement Reports, FCT.

3. Analysis and Problem Solving

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

Key issue or problem encountered

Student applying to program who does not meet academic requirements but has mix of experience and education.

How is it identified?

Enquiry comes directly to incumbent through OCAS IAS or Internal Application.

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

Incumbent must liaise with appropriate departments upon receipt of new document to determine eligibility on other grounds. This includes document transfer, person to person conversation, and advice/guidance provided to program chair/coordinator.

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

Meet/discuss potential outcomes with program chair/coordinator.

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

The incumbent will use the SIS, along with practices and standards and opinion from chair/coordinator.

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

Key issue or problem encountered

Assisting Student Accounts Specialists to resolve issues related to student accounts, analysis, charge reversals and overload/tuition calculations.

How is it identified?

Incumbent has leadresponsibility for handling all other Student Accounts inquiries from FCT – inquiries come directly to the incumbent via telephone, IM, e-mail, or e-mail.

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

Based on the details provided by other staff members, the incumbent will review the account to determine the source error and provide recommendations for correction. The investigation may be as simple as confirming accurate charges have been applied or more complex involving transaction analysis of the account.

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

Incumbent will review the account to determine the source of the issue: batch transaction charges, improper registration status, cash office changes, mis-aligned payments, improper system voids. Etc.

The incumbent will provide recommendations for solutions to the inquiring staff member where possible. However, in most cases, the incumbent is required to correct the account and update it – adding service indicators, overload/tuition calculations, eligible to enroll flag, etc.

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

Established operating standards and practice are called upon to guide in this process.

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.

Daily processing of incoming applications into the student information system.

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

The incumbent must prioritize and develop a work plan for the week to ensure that all international applications are processed in a timely fashion (typically 3 days turnaround from receipt of completed application). Incumbent must monitor applications and related documentation received via email, mail and other electronic sources, assemble application packages and verify that all required information and documentation is received. Incumbent must prioritize applications from various sources, enter the student information system, assess with accuracy, determine where additional research or follow up is required, conduct research where appropriate, generate appropriate correspondence with a high degree of accuracy and determine how correspondence is to be issued depending on source of application. Incumbent must then coordinate emailing and courier of related correspondence to applicants and agents.

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

Evolve and admissions manuals, on-line international assessment resources.

How is/are deadline(s) determined?

Weekly deadlines are determined by the incumbent and the Manager of Admissions/Associate Registrar, Admissions & Partnerships.

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 would determine if changes are needed. They will also consider the impact this will have on applicants awaiting decisions. At peak times or near key deadlines, decisions will be made in consultation with the Manager of Admissions/Associate Registrar, Admissions & Partnerships.

4. Planning/Coordinating

#2 regular & recurring

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

Support planning for roll out of new academic term.

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

Help determine appropriate communications and payment deadlines that impact stakeholders.

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

Previous experience (review of past terms), current communications received (in person, email, phone call feedback from students, agents). Provide training sessions on OCAS for new/impacted students.

How is/are deadline(s) determined?

Academic Calendar

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.

Manager of Admissions, Manager of International Student Service, input from incumbent based on experience from previous sessions/intakes.

#3 regular & recurring

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

Working with each school to address both formal and informal pathway students (i.e., business post-grad programs with experience/education mix entrance requirements)

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

Organize each intake with coordinator, provide coordinator with timely data, regularly update Manager, regular analysis of applicant numbers/qualifications versus seats available.

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

Evolve reports, OCAS IAS system analysis, input from coordinator and Manager of Admissions.

How is/are deadline(s) determined?

Academic Calendar/consultation with stakeholders

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.

Program coordinator, Manager of Admissions, and input from incumbent based on experience from previous sessions/intakes.

4. Planning/Coordinating

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

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

Student Payment Receipts:

High proportion of international students submit payment via wire transfer which are difficult to track and often occur out of sequence (i.e. before a student has confirmed acceptance). Incumbent must monitor and reconcile payments and correspondence indicating payments arriving through a variety of channels (i.e. wire transfer notification, email, notification from agent, mail, phone) and plan to prioritize resolution and confirmation of payment.

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

Incumbent must monitor all correspondence and work closely with finance, records, student accounts and International Student Services to identify and reconcile all indicators of payment. Must prioritize requests for receipts due to impact on student study permits and acquire appropriate verification for unconfirmed payments. Extensive tracking and updating of multiple data sources required.

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

Other staff, student information system, reports, notifications from other areas.

How is/are deadline(s) determined?

Established fee and admissions/registration deadlines drive majority of processes; general assumption of 24-48 hour turnaround for receipts to be issued electronically and couriered as appropriate.

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 generally works independently but will consult with Manager of Admissions/Associate Registrar, Admissions & Partnerships where appropriate at peak times or in complex situations.

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
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Minimal requirement to guide/advise others. The incumbent may be required to explain procedures to other employees or students.	The incumbent will have to explain to an international applicant why they were not eligible for entry to their first-choice program. They must explain processes and general criteria used by departments to assess eligibility and ensure the applicant fully understands the reason and implications of the decision.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is a need for the incumbent to demonstrate correct processes/procedures to others so that they can complete specific tasks.	Guide admissions staff in assisting with international applications (entering applications into student information system, appropriate process for assessing and applications for admission).
<input checked="" type="checkbox"/>	<input type="checkbox"/>	The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities	The incumbent advises staff from Office of the Registrar and other areas in responding to international enquiries.
<input type="checkbox"/>	<input type="checkbox"/>	The incumbent is an active participant and has ongoing involvement in the progress of others with whom he/she has the responsibility to demonstrate correct processes/procedures or provide direction.	
<input type="checkbox"/>	<input type="checkbox"/>	The incumbent is responsible for allocating tasks to others and recommending a course of action or making necessary decisions to ensure the tasks are completed.	

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)
Verbal instructions are given at the beginning of new assignments by the supervisor. Routine/regular practices do not require instruction and are expected to be completed without guidance.	

What rules, procedures, past practices, or guidelines are available to guide the incumbent?	
Regular and Recurring	Occasional (if none, please strike out this section)
Admissions policies, targets, requirements, and selection procedures are provided. The incumbent must use discretion when exceptional circumstances arise, such as a student with unique qualifications. Incumbent will refer exceptional situations to the Manager of Admissions/Associate Registrar, Admissions & Partnerships. Admissions manuals, on-line international assessment guides, departmental guidelines for assessment of transfer credit, withdrawal policies, academic regulations, Student rights and Responsibilities- referred to as required.	

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 twice monthly status update meetings and ad-hoc discussions. Student complaints will arise if reports and assignments are not on schedule.	Manager monitors progress via reporting during start-up of semesters.

6. Independence of Action

Support Staff PDF

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

Regular and Recurring	Occasional (if none, please strike out this section)
<p>Daily balancing questions, reversals and posting of student transactions.</p> <p>Student account information regarding enrolment status and student records.</p>	

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

Regular and Recurring	Occasional (if none, please strike out this section)
<p>Irate or dissatisfied applicants, parents, students, faculty or public who will not accept policies and procedures, etc.</p> <p>Cases regarding controversial issues where M.P. lawyer, parent or agency are involved usually go to the supervisor.</p> <p>Highly confidential and/or complex cases usually go to supervisor only if there is an expectation of future follow-up.</p> <p>Hiring of additional part time staff/Budgetary concerns.</p>	

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

Regular and Recurring	Occasional (if none, please strike out this section)
<p>Incumbent works directly with students, staff, faculty, counselors and agents. Incumbent ensures that work is completed accurately and on time in accordance with college deadlines. Incumbent can be flexible within the bounds of established standards, agreements and policies. Independence re: assessing applications and admissions decisions to occur on a continuous basis</p>	

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?		
Applications to the College via OCAS, international application, internal application, Trent partnership or Centennial (India/China SPP) partnership.	Applications including all necessary documentation are reviewed, an admission decision made based on applicant meeting minimum requirements and available space in program.	Applicants to College	D
Collects tuition fees from students – also tuition inquiries	Reviews payment amount and type and matches this against payment options – not always clear as partial payments are received – payment option type is determined by cashier based on best option for the student and/or sponsor if involved and payment deadline date.	Students, sponsors	D

* 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 feedback Discuss/share information re course selections, admission	International Recruitment Agents	D
Explanation and interpretation of information or ideas	Respond to queries re application status, deadlines, admission practices	Students/Parents/Agents	D
	Clarification re fees deadlines, troubleshoot problems re student registration, verify results transcripts	Accounting/Records Specialists	D
	Discuss reports, follow up inquiries	Fleming Data Research	W
	working with coordinators to assist students with exceptional requests or managing enrollment volume in programs	Coordinators	D
Imparting technical information and advice	Interpret admission policies and procedures. Explain options and provide advice re appropriate course of action OCAS training – overview of how to navigate system, functionality, etc.	Students, Coordinators, agents, part-time staff	D
Instructing or training			
Obtaining cooperation or consent			

Support Staff PDF

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

9. Physical Effort

In the tables below, describe the type of physical activity that is required on a regular basis. Please indicate the activity as well as the frequency, the average duration of each activity and whether there is the ability to reduce any strain by changing positions or performing another activity. Activities to be considered are sitting, standing, walking, climbing, crouching, lifting and/or carrying light, medium or heavy objects, pushing, pulling, working in an awkward position or maintaining one position for a long period.

Physical Activity	Frequency (D, W, M, I)*	Duration			Ability to reduce strain		
		< 1 hr at a time	1 - 2 hrs at a time	> 2 hrs at a time	Yes	No	N/A
Standing	D		X		X		
Sitting	D			X	X		
Bending to file	D	X			X		
Walking	D	X			X		

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

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

- Light (up to 5 kg or 11 lbs)
- Medium (between 5 to 20 kg or 11 to 44 lbs)
- Heavy (over 20 kg or 44 lbs)

10. Audio Visual Effort

Describe the degree of attention or focus required to perform tasks taking into consideration:

- the audio/visual effort and the focus or concentration needed to perform a task and the duration of the task, including breaks (eg. up to 2 hours at one time including scheduled breaks)
- impact on attention or focus due to changes to deadlines or priorities
- the need for the incumbent to switch attention between tasks (eg. multi-tasking where each task requires focus or concentration)
- whether the level of concentration can be maintained throughout the task or is broken due to the number of disruptions

Provide up to three (3) examples of activities that require a higher than usual need for focus and concentration.

Activity #1	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Reviewing complex high school and post-secondary transcripts ensuring necessary credits have been attained and researching equivalencies where required.	W		X	
Can concentration or focus be maintained throughout the duration of the activity? If not, why? <input type="checkbox"/> Usually X No – interruptions are frequent – phones, other staff, walk-in students, etc.				

Activity #2	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Updating each intake from multiple systems / reports into OCAS system – checking dates, co-op hours, rates, etc. Significant volume of data has been transferred from one or more systems and multiple accuracy checks required with significant costs associated with errors.	Each intake would take one week of focused work – done 3 times per year		X	
Can concentration or focus be maintained throughout the duration of the activity? If not, why? <input checked="" type="checkbox"/> Usually (not expected to take calls, answer questions or take walk ins during this time) <input type="checkbox"/> No				

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

11. Working Environment

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

Working Conditions	Examples	Frequency (D, W, M, I)*
<input checked="" type="checkbox"/> acceptable working conditions (minimal exposure to the conditions listed below)	Office environment	D
<input type="checkbox"/> accessing crawl spaces/confined spaces		
<input type="checkbox"/> dealing with abusive people	Incumbent encounters students who become belligerent on the phone when angry with admissions decisions. They must use communications skills to deescalate.	I
<input type="checkbox"/> dealing with abusive people who pose a threat of physical harm		
<input type="checkbox"/> difficult weather conditions		
<input type="checkbox"/> exposure to extreme weather conditions		
<input type="checkbox"/> exposure to very high or low temperatures (e.g. freezers)		
<input type="checkbox"/> handling hazardous substances		
<input type="checkbox"/> smelly, dirty or noisy environment		
<input type="checkbox"/> travel		
<input type="checkbox"/> working in isolated or crowded situations		
<input type="checkbox"/> other (explain)		

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