Position Description Form (PDF)

College: Sir Sandford Fleming

Incumbent's Name:

Position Title: College Services Operations Assistant, Sutherland   Pay band: E

Position Code/Number (if applicable): S00680

Scheduled No. of Hours: 37.5

Appointment Type: 12 Months

Supervisor's Name and Title:, Manager, College Services

Completed by: PDF Date: September 9, 2021

Signatures:

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

Supervisor: Manager, College Services   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.

Responsible for the provision of customer service related to Security, Parking, Facilities, Conference & Event Services, Switchboard, One Card and Information Services including but not limited to answering routine and emergency calls for service, dispatching appropriate resources in response to such requests, providing general information to students, employees and visitors, issuing keys/One Cards, booking rooms, entering work requests as well as locker rentals, parking permit sales and coordinating parking for special events.

The incumbent is the first point of contact for students, visitors, and the general public entering the campus, and is key to conveying Fleming College's commitment that "We will be a welcoming place for all."

The incumbent provides administrative and clerical support to the Manager, College Services and the Physical Resources Department.

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. College Services Customer Service Answers emergency and non-emergency phone lines. Documents information regarding calls for service and assesses the response required. Provides general information to students, employees and visitors on a wide variety of enquiries, typically directional in nature regarding the locations of various college services, offices, meetings. Assembly and distribution of new-employee Welcome Packages. Front line College Services-related customer service including but not limited to issuing One Cards and day-to-day room bookings. Assists Conference Services with planning and organizing internal and external event set ups & layouts and moving of furniture and other materials. Provides shared operation of the Fleming College main switchboard by promptly answering all incoming calls and routes calls to the appropriate areas. Answers general questions and presents a positive first impression of Fleming College	40%

2. College Services Operations	35%
Responsible for using systems related to College Services operations including sales and software applications.	
Distributes orientation literature of an advisory nature concerning processes and procedures which apply to College Services operations such as Parking, One Card, space bookings, among others.	
Prints and activates staff and faculty One Cards and assigns any required door access as authorized by staff or faculty's Supervisor.	
Dispatches Security Guards in response to calls for service and provides support and documentation during response.	
Contacts emergency services if/when required based on the situation and established policies and procedures.	
Co-ordinates visitor and special event parking by distribution of special event passes, pay & display codes or using reimbursement chits and ensuring proper documentation of reimbursements. Communicates special event parking requirements to College Services staff and Campus Security Guards to ensure they are aware of the enforcement changes.	
Responsible for detailed and accurate data entry of locker rental, parking permit and parking infraction records. Activates access to parking lots from the desktop, judging situations where special authorization may be desirable such as over-rides and enhanced authority. Runs reports from database.	
Maintains and distributes the college-wide emergency contact list and distributes to designated personnel. Updates and distributes procedural information such as Closing procedures.	
Assists with parking related quality assurance checks including but not limited to signage review, lighting checks and lot conditions.	
4. Administrative Support	20%
Provides administrative support to the Manager, College Services, by making identified updates to application forms, parking regulations, One Card procedures and entering requisitions. May provide input to these changes based on operational observations.	
Orders office supplies requested by departmental managers.	
Sets up meetings, coordinates agendas, distributes minutes. Maintains office files and supplies.	
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 □ **X** 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:

Preferred fields of study include, Emergency Communications, Office Administration or Records Management.

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

Non-Violent Crisis Intervention would be an asset

Standard First Aid & Level C CPR would be an asset

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

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

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

2. Experience

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

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

□ Less than one (1) year	
Minimum of one (1) year	
□ Minimum of two (2) years	
X Minimum of three (3) years	A total three years of experience in any combination of years/months in the following two areas; • Experience in a facilities, security or emergency services environment answering emergency and non-emergency calls, prioritizing response options and dispatching appropriate resources • Experience in providing front line customer service to the public, and using Microsoft applications (i.e., spreadsheets, word processing, email).
□ 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.	Booking a room or other space for a student or employee.
How is it identified?	Request received in person, via phone, by email or computerized maintenance management system.
Is further investigation required to define the situation and/or problem? If so, describe.	Yes – Incumbent is required to seek clarifying information such as date, time, duration, number of attendees, furniture needs, IT/AV needs and preferred area if available.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	The incumbent would check a variety of room schedules located within the BookIt system to determine availability. If a space matching the criteria is available, it would be scheduled for the requestor. If no space is available the incumbent is required to work with the requestor on alternate options or contact those already booked into a space to negotiate changes based on the priority of each request.
What sources are available to assist the incumbent finding solution(s)? (e.g., past practices, established standards or guidelines).	Infosilem (BookIt) Previous Room Set-Up Plans Room Booking Procedures/Practices Community Use of College Facilities Policy

3. Analysis and Problem Solving

#2 regular & recurring

Key issue or problem encountered	A client is unable to find the contact information of an employee.
How is it identified?	Client contacts the Incumbent to request the information in person at the Information Booth or by phone or email.
Is further investigation required to define the situation and/or problem? If so, describe.	Yes - The incumbent will question the client or caller to determine the details of the request - information required (i.e., office location, contact info, etc.), who the employee is, who the client requesting the information is and whether the information can be safely released, etc.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Incumbent is required to determine where to find the information (Evolve, Email, Service Directory etc.) and if it is appropriate to release the information that is requested. If the information required is not available to the Incumbent, then the Incumbent will contact the necessary internal department to get the information.
What sources are available to assist the incumbent finding solution(s)? (e.g., past practices, established standards or guidelines).	Evolve Email System Service Directory Security Procedures

#3 regular & recurring

Key issue or problem encountered	A client or third party contacts the Incumbent to request first aid or report a medical incident/situation.
How is it identified?	Client reports the issue in person or by phone to the Incumbent at the Information Booth. Incumbent may also receive call from 911 dispatcher rather than client.
Is further investigation required to define the situation and/or problem? If so, describe.	Yes - The incumbent is required to gather the necessary information to determine the level of response required (first aid responder, security guard or emergency medical service).

Explain the analysis used to determine a solution(s) for the situation and/or problem.	The analysis required for many medical incidents requires the Incumbent to determine the response required based on the information (signs and symptoms) provided by the client or caller and the situation that caused the injury. The incumbent will question the client or caller and then make the decision regarding response required. (example – arm hurting – banged arm versus signs of heart attack)
	Once the incumbent has completed analysis and determined appropriate course of action, there is a clear procedure for the incumbent to follow with regard to determining the level of response required for a life threatening injury.
What sources are available to assist the incumbent finding solution(s)? (e.g., past practices, established standards or guidelines).	Past Practices Security Procedures Knowledge and Experience

3. Analysis and Problem Solving

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

Key issue or problem encountered	Assists with determining the number of parking permits and/or access cards to order for all campuses.
How is it identified?	Done annually in the Spring (March/April).
Is further investigation required to define the situation and/or problem? If so, describe.	Yes - incumbent will conduct and compile an inventory of current stocks at all campuses and a report on parking sales of each tier of parking.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Once the inventory is compiled the Incumbent will compare the available stock to the previous year's sales and then add an additional 2% for potential increase in sales. When changes are made to the parking tiers or lot configurations, further analysis is required of potential sales based on the changes. (i.e., open lot changed to premium lot, removal of coin access, lot expansion, etc.)
What sources are available to assist the incumbent finding solution(s)? (e.g., past practices, established standards or guidelines).	Evolve Parking Sales Database Previous Parking Permit Order Database (past practice) Parking Regulations and Procedures

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

Key issue or problem encountered	A violent incident has occurred or a potentially violent situation is reported.
How is it identified?	A client reports the incident or concern to the Incumbent in person at the Information Booth or by phone or email.
Is further investigation required to define the situation and/or problem? If so, describe.	Yes - The incumbent is required to gather the necessary information to determine the appropriate response.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	The analysis required for violent or potentially violent incidents necessitates the Incumbent to determine the response required based on the information provided by the client or caller. The incumbent will question the client or caller and use their knowledge and experience to determine the appropriate level of response (security guards, police, immediate activation of lockdown or referral to a lockdown administrator). Once analysis is completed, there is a clear procedure for the Incumbent to follow if the violence poses a serious and imminent risk to the safety of the College Community.
What sources are available to assist the incumbent finding solution(s)? (e.g., past practices, established standards or guidelines).	Security Procedures Lockdown Protocol Knowledge and Experience

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.	Creating of reports related to security and parking infractions in order to compile regular incident report statistics (weekly & monthly), update vehicle tow list and drafting letters to clients regarding policy violations (Not Student Rights & Responsibilities).
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Communication (written) – to review incident reports, extract required data and compile into a report or draft letters regarding violations (letters reviewed and signed by supervisor before distribution). Time Management / Multi-tasking - to organize regular review of incident reports and parking infractions, update databases and draft letters while performing other day-to day front line duties.
List the types of resources required to complete this task, project or activity.	Access to Incident Report System Access to Parking Infraction Database Parking Regulations College Policies (Campus Security, Smoking)
How is/are deadline(s) determined?	Supervisor will determine deadlines for statistics and drafting letters. Incumbent determines deadlines for regular database updates.
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.	Supervisor determines changes in statistical requirements and impact on others. Incumbent would determine minor changes to databases related to format and frequency of updates. Significant changes related to data being tracked would require approval of supervisor. No significant impact on others.

4. Planning/Coordinating

#2 regular & recurring

List the project and the role of the incumbent in this activity.	Incumbent assists the Manager, College Services and the College Services Officer with the planning and coordinating of events and bookings with other internal and external departments. Must consider timelines and availability of other departments in order to meet PRD deadlines.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Time Management – to ensure deadlines are met as set by Conference Services and PRD Management. Sequencing – to ensure that each step of the event set-up is done in the correct order so there are no delays. Communication – accuracy in written and verbal communication to ensure involved PRD staff are provided clear information on the required outcome and timelines.
List the types of resources required to complete this task, project or activity.	Computerized Maintenance Management System (CMMS – project & work order module) Previous event set-up documentation
How is/are deadline(s) determined?	Final deadline determined by Manager, College Services and/or PRD Management. Staging deadlines, sequencing of events and coordination with College Services Officer for Work Order input is the responsibility of the incumbent.
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, College Services determines changes in project or activity. Incumbent provides feedback to Physical Resources Operations Officer regarding possible impact on PRD Staff Work Orders.

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

List the project and the role of the incumbent in this activity.	Occasionally has responsibility for planning and organizing special event parking and information booth services (maps, flyers, applications, signage, gate controls, hang tags, access cards) for regularly schedule events (Open House, Welcome Days, Convocation) and for non-regular events when requested by internal and external clients.

What are the organizational and/or project management skills needed to bring together and integrate this activity?	Communications (written/verbal) - to gather the necessary information from the client and providing clear information and instructions back to the client.
	Communications (written/verbal) – to provide information and guidance to guards (external) and part-time clerks about the event requirements and what needs to be done to provide the services promised.
	Time Management – to plan the correct series of tasks that need to be completed in the correct order to fulfill the request (recommend additional staffing, work orders and liaison with Facilities about signs & barricades, communication to guards and Part-Time Clerks).
	Multi-tasking – duties performed while performing other day-to day front line duties.
	Coordinates with Facilities regarding signage & barricade requirements and with the External Security Supervisor to provide instructions for placement.
List the types of resources required to complete this task, project or activity.	Parking Regulations
	Access to room/event booking calendars
	Access to parking gate controls systems
	Past Practice and Procedures
How is/are deadline(s) determined?	Internal/External client determines the date/time of the event.
	Incumbent determines deadlines for tasks related to fulfilling the request including tasks to be completed by Facilities staff related to the parking for the event (liaison with Facilities)
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 determines if changes to tasks are required to fulfill request. This impacts the work of others (part-time clerks, guards, facilities staff) - the extent of this impact is determined by the other individual(s) supervisor.
	Internal/External client determines changes in date/time/location etc. of event.
	For large events that may have a significant impact on other departments the Incumbent would consult with their supervisor for guidance (Convocation, Open House, Welcome Days).

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.	Explain security procedures, parking regulations/procedures to clients (students, employees, visitors) During response to a medical incident, based on their knowledge of the situation and standard procedure, the incumbent will dispatch the appropriate responders & recommend response options to these individuals (i.e., security guards, First Aid Response Team, client) as required. Options may include contacting EMS, going to campus nurse, having a guard meet EMS etc.
☐	X	There is a need for the incumbent to demonstrate correct processes/ procedures to others so that they can complete specific tasks.	Explain process to internal & external clients regarding special parking arrangements and infraction appeals including to other College Departments.
☐	☐	The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities.	N/A
☐	☐	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.	N/A

| ☐ | ☐ | 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. | N/A |

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)

Incumbent is largely self-directed once policies and procedures are established for guidance. Expected to handle day to day complaints using own initiative. Supervisor will identify specific data to include in statistical reports.	Security instructions for special events (i.e., dignitary visit) Changes to policy, procedure, guidelines, etc.

What rules, procedures, past practices or guidelines are available to guide the incumbent?	
Regular and Recurring	Occasional (if none, please strike out this section)
Parking regulations. Parking rates and fee structures; refund procedures Past literature for orientation, notices etc. Security procedures Organizational policies (i.e., Security, Student Rights, Smoking, Health & Safety, etc.) One Card Standard Operating Procedures One Card Policy	Emergency Procedures Campus closure and class cancelation protocol

How is work reviewed or verified (e.g., feedback from others, work processes, Supervisor)?	
Regular and Recurring	Occasional (if none, please strike out this section)
Review of general service during daily check in discussion and monthly one on one meetings.	When incident report is filed for significant incident, Supervisor reviews all emergency related security logs to ensure proper security processes are followed in incident management.

6. Independence of Action

Describe the type of decisions the incumbent will make in consultation with someone else other than the Supervisor?	
Regular and Recurring	Occasional (if none, please strike out this section)

Cancelation of parking ticket – consult with guard who wrote ticket regarding relevant information and circumstances. Based on this, both make determination as to whether to cancel or uphold. Contacting faculty and staff concerning Sutherland safety inspections which are not completed to determine a new date for completion.	Incumbent must contact a Lockdown Administrator when a violent or potentially violent incident is reported that meets the established criteria for potential Lockdown consideration.

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)
Requirement for additional staff assistance. Inappropriate use of parking permits by employees. Calling in access control vendor to investigate system malfunctions.	Cash security concerns. Challenges to policy or procedure Changes to fees

Describe the type of decisions that would be decided by the incumbent.	
Regular and Recurring	Occasional (if none, please strike out this section)

Response to internal parking ticket appeals at Stage 1.	As one of several individuals trained in Emergence Notification Procedures, the incumbent may take own initiative to activate the Emergency Notification System (Lock Down) when a violent incident is reported that meets the established criteria for an automatic Lockdown.
Handling of the day to day complaints from the community regarding parking operations, security, information, food services, One Card etc. Making determination as to when and where to refer concerns as appropriate.	
Call Housekeeping manager to take care of routine cleaning issues (i.e., full garbage, wet floor, etc.)	Incumbent must take own initiative to contact (or not contact) police or fire service for assistance with an emergency situation based on established procedures.
Based on available information and documented procedures, the incumbent assesses emergencies & takes initiative to contact (or not contact) Emergency Medical Services or refers individuals to the Campus Nurse when an incident is reported. (average one med emergency per week)	

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

How is it received?	How is it carried out?		(D, W, M. I)*
Prints and activates One Cards based on in person or online requests.	Confirms enrolment, prints, activates and provides One Card. Processes and files documents (if necessary).	Students and Staff	D
Parking issues. Informed that accessible spaces are filled, pay and display not working, vehicle damage, ice conditions	Communicates with College Services Manager and other facilities staff to relay information	Students and staff Visitors	D
Emergency Calls for security services (medical issues, disruptive person)	Communicates by radio with Security Staff to relay request for assistance in order of priority. Also documents all calls for service and response activity in security log.	Students and staff Visitors	W
Non-emergency calls for security service (door openings, battery boosts etc.)	Communicates by radio with Security Staff to relay service request in order of priority. Also documents all calls for service and response activity in security log.	Students and staff Visitors	D
Space request is received from a member of the college community via email, voice mail or face to face	Space is booked, arrangements are completed and customer is advised.	College community	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 and high-level customer service	Arranging for parking accommodation for guest speakers and similar event needs (verbal & written communication)	Visiting public	D
		Students, clients	D
		Employees	D
		Security	D
	Keep in constant communication regarding foyer conditions, and general liaison with the guard concerning many issues encountered daily.	Housekeeping, Facilities	D
	Demonstrating processes to part-time, back up/replacement staff in the Kiosk	PT Parking Clerks	I
	Security Dispatch / EMS calls	Security Guards / EMS	W
	Liaise concerning cash management	Accounting	I
	Explaining parking scenarios; requesting patience during gate malfunctions	Student and employees	D
	Source supplies Ask questions and/or discuss software issues	Vendors	M

Explanation and interpretation of information or ideas	Source supplies Ask questions and/or discuss software issues	Vendors	M
	Handling of daily complaints regarding enforcement actions such as parking, smoking, procedures, etc. Incumbent first endeavors to rectify complaint by explaining policy or procedure. If unresolved, makes determination to refer concerns as appropriate.	Students, Community members, Employees	D
Imparting technical information and advice			
Instructing or training			
Obtaining cooperation or consent			
Negotiating			

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

9. Physical Effort

In the tables below, describe the type of physical activity that is required on a regular basis. Please

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

Physical Activity	Frequency (D, W, M, I)*	Duration			Ability to reduce strain		
		< 1 hr at a time	1 - 2 hrs at a time	> 2 hrs at a time	Yes	No	N/A
Carries lost and found box to Security Office at end of each day	D	X			X		
Carries boxes of literature (parking tags, access cards)	I	X			X		
Sitting at desk for long periods (can't leave desk area unattended but can walk around desk area)	D		X		X		
Keyboarding	D	X			X		

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

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

X   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)

lost and found box

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 (e.g., 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 (e.g., 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
Correctly enter data in parking database to ensure user will be able to operate parking gates, or open a door etc. or license plate will match when trying to sort out a ticket problems. Concentration required to ensure accuracy of data inputted while balancing multiple, unpredictable interruptions.	D	X		

Can concentration or focus be maintained throughout the duration of the activity? If not, why?
□   Usually
X No – continual interruptions from individuals seeking assistance at kiosk

Activity #2	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Managing response to reported emergencies. Concentration required to ensure accuracy of information to asses level of urgency while balancing multiple, unpredictable interruptions.	W	X		

Can concentration or focus be maintained throughout the duration of the activity? If not, why?
□   Usually
X No – continual interruptions from individuals seeking assistance at kiosk

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

11. Working Environment

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

Working Conditions	Examples	Frequency (D, W, M, I)*
X acceptable working conditions (minimal exposure to the conditions listed below)		
□ accessing crawl spaces/confined spaces		
X dealing with abusive people	Persons complaining about parking tickets are often verbally abusive.	W
X dealing with abusive people who pose a threat of physical harm	Persons looking to complain about security staff have the potential to become violent. Individuals who become extremely agitated and frustrated may subject the incumbent to violent physical gestures or verbally threaten physical harm.	I
□ difficult weather conditions		
□ exposure to extreme weather conditions		
exposure to very high or low temperatures (e.g. freezers)	Temp Fluctuations at Info Booth make it uncomfortable	
□ handling hazardous substances		
□ smelly, dirty or noisy environment	Info Booth in open space is noisy	
□ travel		
□ working in isolated or crowded situations		
□ other (explain)		

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