
POSITION DESCRIPTION FORM (PDF)

Part-time Support Staff

Instructions for Completing the PDF:

- This 'smart' form template is to be completed & submitted electronically to the HR Consultant.
- Complete each section as accurately and succinctly as you can in the space provided. If you have questions, contact your respective HR Consultant for assistance.

Depending on the duration of the work assignment, you will be required to complete the Cover Page and Part 1 only **or** Parts 1 & 2 **or** Parts 1, 2 and 3.

CPT/TPT Tier I - Cover Page and Part 1 only

- Casual/temporary part-time support staff work that is temporary/transitory only and will not exceed a duration of one academic semester (4 months).

CPT/TPT Tier II - Cover Page and Parts 1 & 2 only

- Casual/temporary part-time support staff work that is term certain but that will be for a duration of more than one academic semester up to two academic semesters (more than 4 months up to 9 months).

RPT only - Cover Page and Parts 1, 2 & 3

- Regular part-time (RPT) support staff work that is required as part of ongoing operational needs and is considered to be long-term/permanent in nature.

POSITION DESCRIPTION FORM (PDF)
Regular Part-time Support Staff

Position Title: Ontario Learn Coordinator

Position Number: PT0258 **Pay Band:** 9

Reports To: Andrew Wells, Ontario Learn Manager

Appointment Type: Other-details at right. **“Other” Hours Details:** [Click here to enter text.](#)

Scheduled Weekly Hours (maximum 24 hours per week): 24 hours per week

PDF Completed By (Manager Name): Nat Leach, Dean, GAS and Academic Quality

Effective Date: May 28, 2025 **Last Revision:** [Click here to enter text.](#)

SIGNATURES

Incumbent: _____ **Date:** _____

(indicates incumbent has read and understood the Position Description Form details)

Supervisor: _____ **Date:** _____

(indicates the supervisor has authorized and assigned the duties & responsibilities in the PDF)

PART ONE:

POSITION SUMMARY

Provides support for OntarioLearn (OL) initiatives and day-to-day operations. Responsibilities include data analysis and reporting, course loading and activation, and grade loading.

This role supports OL budgetary, administrative and quality assurance activities, and provides solution-focused customer service to OL students, facilitators and institutional partners within the OL network, and internal stakeholders such as IT and academic schools.

The incumbent creates, tracks, and reports data and financial elements of the unit that will be used to forecast and support key decision points with online programming. Advises Dean, Ontario Learn Manager, and Financial Officer on day-to-day budgetary and finance issues and liaises with service departments (i.e. Finance, Accounting, Payroll, Admissions & Records, Facilities, Purchasing and Human Resources) as needed. On an ongoing basis, prepares updates on status of current online course s, programs and projects, as necessary. Prepares and/or processes program-related financial documents such as invoices issued by the OL, purchase requisitions, expense claims and timesheets.

This role also ensures that all new and existing courses, including OL micro-credentials, are operational and available at peak times for registration.

The incumbent serves as liaison with provincial OntarioLearn representatives on day-to-day issues, and is the first point of contact for, faculty and IT staff with concerns/questions and reporting relating to OntarioLearn courses. The incumbent works with the course developers on presentation and course formatting to ensure consistency.

KEY DUTIES & RESPONSIBILITIES

Indicate as clearly as possible the significant duties and responsibilities associated with the position. Indicate the approximate percentage of time for each duty. Keep sentences short, simple and to the point. *TIP: Describe major clusters of functional work rather than detailed individual work routines and procedures.* Do not use allocations of less than 5%.

	Summary Details	Percentage %
1	<p><u>Online/OntarioLearn Administration</u></p> <ul style="list-style-type: none">• In collaboration with the Continuing Education Systems Specialist, loads and activates OntarioLearn courses. Completes daily upload process of OL registrations and withdrawals each morning (Evolve to OL). Reconciles enrolment lists, monitors new release lists to ensure reconciliation between Evolve & OL database, and to identify changes in course description, hours, books etc.• Facilitates the course grade upload to Fleming from OntarioLearn.	65%

	Summary Details	Percentage %
	<ul style="list-style-type: none"> • Ensures that all administrative practices are in keeping with OntarioLearn policy. • Provides data and information, as needed, to OntarioLearn Manager, Central Officers, CE and others regarding the OntarioLearn quality assurance process. • Provides advice to students & faculty related to online learning to ensure that provincial OntarioLearn policies and procedures are consistently communicated and applied. • Implements new online learning platform software and processes. • Ensures that hosted course design formats are maintained on-going by delivering faculty. • Maintenance and design formatting of online course introduction materials for communications of online procedures and policies to students and staff • Coordinates the scheduling, delivery, costs, and evaluation of OL offerings and coordinates student course completion or program graduation. • Monitors and makes changes to course status. • Verifies individual course enrolment numbers and payment compensation • Coordinates the creation, maintenance and replication of OL Desire2Learn (D2L) shells • Ensures processes are in place and updated to support Quality Matters (QM) driven D2L shell maintenance including the currency of course outlines • Ensures Facilitator processes and procedures are communicated and followed including grade book/grades are completed; and engaging support departments • Coordinates orientation program for new OL faculty, liaising with schools and LDS team; • Completes data reconciliation between OntarioLearn and Fleming. 	
2	<p>Customer (Student/Faculty) Services:</p> <ul style="list-style-type: none"> • Primary point of contact for IT-related inquiries from students regarding OntarioLearn and Fleming platform interactions. Provides guidance, advice and training to faculty regarding the use of OntarioLearn for course delivery. • Primary point of contact for faculty/administration inquiries regarding existing Fleming OntarioLearn programs or for those interested in offering a new online course/program. • Responds to student inquiries and complaints regarding course content, delivery, etc. escalated from faculty to address or triage for resolution. • Proactively identifies and/or responds to requests from students to locate potential online equivalencies leading to student success i.e. 	30%

	Summary Details	Percentage %
	courses that enable students to enroll in comparable post-secondary courses through online offerings.	
6	Other Duties As Assigned <i>(do not amend this section)</i>	5%

To calculate the relative percentage of time allocated to each cluster of key duties & responsibilities, remember to consider the total amount of hours this part-time position will normally work in a year.

For example:

An RPT position which normally works 24 hours per week for 10 months of the year would have approximately 960 annual hours (24 hrs/wk x 4 wks/month x 10 months). If this position is estimated to spend 5 hours per week completing a cluster of work associated with organizing and maintaining business files, you would allocate 20% to this function calculated as (5 hrs/wk x 4 wks/month x 10 months) divided by 960.

PART TWO:

TRAINING & TECHNICAL SKILLS

Indicate the minimum level of independent studies, formal education, internal and/or external training programs including professional and technical or apprenticeship courses necessary to fulfill the requirements of this position.

Formal Education Requirements:

Completion of a three (3) year college diploma or, three (3) university degree.

Field(s) of Study:

Business or related field

Other Vocational Certifications and/or Apprenticeships:

No additional requirements

EXPERIENCE

Specify the minimum number of months and/or years of practical experience in any related work necessary to fulfill the requirements of this position.

Practical Work Experience:

More than three years up to five years.

Additional Skills & Abilities:

Experience and demonstrated intermediate level of proficiency with word processing, data bases, spreadsheets, publishing software (Word, Excel, Access, Email, Publisher).

Experience in administering online courses, including familiarity of Learning Management Systems (LMS) and processes.

Knowledge of online learning platforms and online course delivery.

Experience and demonstrated proficiency in the on-line environment utilizing a student information system.

Demonstrates sound judgment and effective analytical, research, problem solving and conflict resolution skills.

Experience working independently in a team based, deadline driven, customer service environment, organizing, prioritizing and problem solving own work.

Demonstrated experience providing front line customer service in a professional office environment.

An understanding of Continuing Education processes and interdependencies with other departments would be an asset

Experience effectively using oral and written communication skills to liaise tactfully and diplomatically with multiple stakeholders both within the department and with other college departments.

Demonstrate a capacity to work within firm deadlines.

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PART THREE:

COMPLEXITY

Describe the amount and **nature of analysis, problem-solving** and **reasoning** required to perform the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task/Activity: Identification of course equivalencies between OL and Fleming courses
Description: Consult master list for any existing equivalencies, identify appropriate school contact to consult and work with OL Manager and RO to enter equivalency in the system.

Example #2

Task / Activity: Managing student complaint
Description: Respond to student, triage communication with host college, OL Manager and faculty as applicable.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

Is the work considered to be routine/non-routine?

Non-routine.

How would you describe the complexity of the work?

Some duties are varied and complex.

Describe the business processes used by the position.

Processes are different and unrelated.

JUDGMENT

Describe the degree of independent judgment and problem-solving required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity: Assessing and Responding to reported academic integrity violations
Description: Communicate with OL counterpart at registering college, gather information about the situation, and support with determination of next steps and appropriate consequences under the relevant college policies.

Example #2

Task / Activity: First contact for faculty/admin inquiries about potential new OL offerings.
Description: Provide information regarding existing OL programming and helping to identify gaps in offerings related to a particular area. Requires broad understanding of fields and how they relate.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

The work duties typically require:

Interpretation of complex data or refinement of work methods.

In determining a solution for problems, the incumbent has discretion to:

Uses established analytical techniques.

MOTOR SKILLS

Describe the aspects of the position that require fine motor movements (delicate, intricate or precise) related to the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity: Upload of OL student registrations
Description: Efficient, accurate and timely data entry required.

Example #2

Task / Activity Maintenance of course materials on D2L
Description: Accurate data entry and manipulation of Learning Management System as needed.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

When considering 'speed' of fine motor movements for this position:
Speed is a secondary consideration.

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Upload of student data	20%
Maintaining D2L Materials	5%

PHYSICAL DEMAND

Describe the degree of **physical demand** required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the type and duration of physical effort, the frequency, the strain from rapid and repetitive fine muscle movements or the use of larger muscle groups, lack of flexibility of movement, etc.

Example #1

Task / Activity
Sitting
Description
Regular desk work required for data entry, email correspondence, updates to D2L, scheduling etc.

Example #2

Task / Activity
Description

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Sitting at desk	100%

How would you describe the frequency of the physical demands of this position?

Continuous (all the time)

How would you describe the nature of the physical demands of this position?

Light

How would you describe the physical strain on this position?

High degree of flexibility of movement.

SENSORY DEMAND

Describe the degree of **sensory demand** required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the level/degree of concentration (visual, auditory, tactile, etc.). Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity
Publishing and Picking up OL courses
Description: Reviewing list of about 1000 courses to determine which the college should pick up. Publishing list of annual hosted course offerings to OL for registering colleges.

Example #2

Task / Activity
Upload of OL student registrations
Description: Processing and manipulating large data sets.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

How would you describe the requirement for attention to detail in this position?

Frequent (>60%)

How would you describe the requirement for sensory demand in this position?

Considerable

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Publishing and Picking up OL courses	5%
Upload of Student Registrations	20%

STRAIN FROM WORK PRESSURES / DEMANDS / DEADLINES

Describe the degree of **work pressures** involved in performing the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the deadlines, interruptions, distractions, multiple or conflicting demands/workloads and dealing with people in difficult situations. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity: Upload of Student Registration
Description: Activity needs to be completed and submitted to OL in a timely manner in order to give students access to courses. Must be done at the same time every day.

Example #2

Task / Activity: Monitoring course status
Description: Updating the status of courses that may have reached capacity or been cancelled and taking the necessary action.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

How would you describe the workflow demands this position typically faces?
Deadlines may periodically change.

How would you describe the existence of critical deadlines in this role?
Frequent critical deadlines.

How would you describe the level of interruptions this position faces?
Interruptions occur regularly but tend to be predictable.

Indicate the predictability of the strain and percentage of time required in each task discussed above.

Task	% of Time	Predictability*
Uploading of student registrations	20%	PR (Predictable)

Task	% of Time	Predictability*
Monitor course status	5%	NP (Not Predictable)

INDEPENDENT ACTION

Describe the degree of **independent action** and **autonomy** required to perform the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity
Recommendations for potential online course equivalencies.
Description
Routine/regular practices do not require instruction and are expected to be completed without guidance. Incumbent works independently.

Example #2

Task / Activity
Resolve student concerns
Description
Work with other colleges to solve problems related to student issues and non-compliance with OntarioLearn practices.
Incumbent must act independently to solve student complaints regarding courses.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

What type of instruction is typically given to the incumbent?

Works within established practices.

What degree of supervision is typically provided to the incumbent?

Periodic supervision; occasional supervisory input.

How is the work typically checked and verified?

Output is self-reviewed.

How frequently is the work checked?

Mostly reviewed at point of task completion.

Describe duties which are the incumbent's responsibility where independent action requires initiative and/or creativity and indicate how often the duties occur. Identify the typical situations or problems that are normally referred to the Manager for solution.

Content of sessions for OntarioLearn faculty training/orientation.

Incumbent must act independently to solve student complaints regarding courses.

Situations or problem normally referred to the Manager for Solution.

Major operational issues (usually presented with a possible solution), around the development of new programs and/or other revenue projects. Staffing, recruitment and HR issues requiring signature and/or approval of the Registrar. Unresolved budget issues, issues that have escalated beyond the incumbent's authority, after a number of options have been attempted.

Unresolved client/staff concerns and operational issues that will impact other areas or across other Schools.

COMMUNICATIONS / CONTACTS

Describe the nature of contact and purpose involved in communicating information (i.e. to provide advice, explanation, to negotiate, or influence others to reach agreement, etc.), and the confidentiality of the information provided. Answer the questions listed below in the Key Considerations section.

Nature of Contact (Who)	Purpose of Contact (What)	Frequency
Students	Support registration, respond to questions, manage complaints	Daily
Facilitators	Provide/receive updates, support quality assurance processes, manage complaints	Weekly
OL Manager	Receive direction, provide updates, communicate issues that may arise with routine tasks	Daily
		Choose an item.
		Choose an item.
		Choose an item.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

Communications in this position are typically engaged for the purpose of:

Providing guidance/technical advice of a specialized nature; seeks to secure cooperation of others.

What type of involvement does this position have with confidential information?

Occasionally involvement with minor disclosure implications.

RESPONSIBILITY FOR DECISIONS AND ACTIONS

Describe the type of **responsibility** that exists for the **decisions** and **actions** related to the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity
Recommendations for potential online course equivalencies.
Description: Routine/regular practices do not require instruction and are expected to be completed without guidance. Incumbent works independently.

Example #2

Task / Activity
Student complaints
Description Work with other college leads to solve problems related to student issues. Non-compliance with OntarioLearn practices. Incumbent must act independently to solve student complaints regarding courses.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

How errors are typically detected for work completed by this position?

Errors usually detected through verification and review processes.

What is the typical scope of impact to the organization for errors in this position?

Results in some workflow disruption, duplication and/or wasted resources.

WORK ENVIRONMENT

Describe the physical environment that the incumbent works in. Consideration should be given to:

- The probability or likelihood of exposure to disagreeable/hazardous elements.
- The nature of the disagreeable/hazardous element
- Length of exposure while on the job
- Travel

Complete the chart below. Answer the questions in the Key Considerations section.

Environment	% of Time
Professional office environment Yes	100
Outdoor work; seasonal conditions No	
Other (please specify)	
Other (please specify)	

Key Considerations:

With respect to the nature of disagreeable/hazardous elements this position is in contact with, would you describe them as:

Slightly disagreeable

With regard to the disagreeable/hazardous elements referenced above, how often does the position encounter them?

Occasional

If this position is required to engage in business related travel, what is the frequency of the travel?

Infrequent (less than 10% of their time in transit)

SUPPLEMENTAL DATA

Provide any additional information which will serve to further enhance understanding of the position.

[Click here to enter text.](#)