Position Description Form (PDF)

College: Sir Sandford Fleming

Incumbent's Name**:**

Position Title: Academic Workload and Staffing Specialist

Position Code/Number (if applicable):   S00685   Payband: G

Scheduled No. of Hours_____35/w_____

Appointment Type:_____X_____12 months   _____less than 12 months

Supervisor's Name and Title: Michelle Stais, Manager, Dual Credit and Academic Operations

Completed by: Effective Date: June 10, 2024

Signatures:

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

Supervisor: Date:

Instructions for Completing the PDF

1. Read the form carefully before completing any of the sections.

2. Answer each section as completely as you can based on the typical activities or requirements of the position and not on exceptional or rare requirements.

3. If you have any questions, refer to the document entitled "A Guide on How to Write Support Staff Position Description Forms" or contact your Human Resources representation for clarification.

4. Ensure the PDF is legible.

5. Responses should be straightforward and concise using simple factual statements.

Position Summary

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

The incumbent works closely with School Leaders to support the operational aspects of effective recruitment, selection, orientation, and onboarding of full- time and contract faculty and part-time program support staff, including those run through Continuing Education & Contract Training and affiliated organizations. The incumbent provides proactive support in the planning and creation of faculty and staff assignments ensuring consistency with college policies and procedures, collective and local agreements and contract terms and conditions, including pay rates. The incumbent has functional responsibility for the creation of Standard Workload forms, and contract faculty contracts on a semester-by-semester basis. The incumbent provides administrative support to the Academic Chair and Continuing Education Manager, as needed.

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. **Workload Processes:** • Collaborates with the School Leadership to develop comprehensive staffing plans that support the operational and strategic needs of the school, including those run through Continuing Education & Contract Training and affiliated organizations. • Schedules and meets with full-time program teams with the School Leadership to identify staffing preferences. • Schedules and meets with Continuing Education Manager on a regular basis to identify staffing needs. • Develops and revises Standard Workload Forms (SWF), based on projected curriculum and enrollment projection information, meeting established timelines, within the parameters of the Academic Collective Agreement and local Memorandum of Understanding, to maximize full-time faculty efficiency for approval by the School Leadership. • Makes recommendations to the School Leadership for adjustments to the staffing plan and SWFs relative to section changes due to enrollment fluctuations. • Prepares and verifies contract faculty staffing plans for approval by the School Leadership and provides operational support to making offers; generates contracts in accordance with college policies, collective agreements, contract terms and conditions including pay rates. • Ensures all systems are up to date with accurate workloading information using data integrity reporting to support SWF/contract development, reporting and timetabling (e.g. Faculty Workload / SCH Report, upload data to Schedule of Classes) • Identifies and resolves any potential inconsistencies and/or workload issues and if necessary, redirects the issue to the School Leadership. • Supports the development of Technician/Technologist schedules and supports the operationalization of contracts. • Using data from the Day 10 reports, performs SWF audits on all probationary faculty and any faculty who requests an audit. If overtime is noted, the incumbent updates the SWF and notifies the Chair. • Using the Day 10 and audit date numbers, updates SWFs and creates and submits the overtime report to payroll to ensure accurate reporting information to payroll, faculty, and the faculty union. This includes faculty dissemination and collection of the OT SWFs according to the Collective Agreement. • Maintains the Coordinator table to reflect current Coordinators for viewing	50%

on the web/portal.	

2. Operational Academic Support • Manages the calendar of the Academic Chair and arranges meetings, as requested. • Provides operational support in the creation and maintenance of program specific hiring criteria for each program of study. • Assists School Leaders in the scheduling and support of contract faculty and part-time technician interviews and hiring processes. • Coordinates the new faculty school-specific orientation including updating materials, organizing logistics, providing onboarding web link, and assisting with the delivery of the program. • Liaises with Teaching and Learning Specialists related to new hire orientation and training (e.g. H&S, AODA, etc.) • First point of contact for faculty and technicians/technologists for queries about SWFs or contracts, with referral to the School Leadership if required. • Assists Academic Chair with curriculum verification/ timetable verification logistics. • Coordinate logistics related to accreditation processes. • Assists with recordkeeping and/or reporting of quality processes.	20%
3. HR/Payroll Related Processes • Ensures data integrity and confidentiality of IT systems data entry including revisions and updates, to ensure accurate faculty payroll. • Produces contract letters for development and faculty research contracts including Continuing Education faculty and those for affiliated organizations ensuring appropriate delivery to payroll services. • Coordinates and organizes academic staff onboarding, in collaboration with OEHR as needed, including new hire forms for completion (payroll forms, employee input step calc) and arranging for items such as office and technical equipment. • Reviews completed faculty input step calculation forms to ensure proper completion; follows up with faculty as required; imports information from employee input step calculation form into "school" step calculator. • Responsible for tracking all signed workload documents and ensures HR receives all documents to meet union/contractual timelines and payroll deadlines.	10%
4. Instructor Assignments & Timetabling Processes • Through accurate systems data entry, provides Timetabling staff information for instructor assignments on a semester-by-semester basis. • Provides addendums to Timetabling Officers as instructor assignments are updated and revised throughout the timetabling process. • Liaises between the Academic Chair and timetabling to problem solve and determine which course/section(s) fit with existing timetables and are conflict free. • Responsible for the accurate scheduling/timetabling of Continuing Education	10%

courses, including those at affiliated organizations, liaising with Human Resources and Academic Operations, as needed, and adhering to college policies and contract terms and conditions including pay rates.	
5. Operational Support • Provides back up support to other AWSSs as required	5%
7. 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 m month is 4%
1 week a year is 2%		

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 or equivalent   □ 1 year certificate or equivalent   X 2 year diploma or equivalent

□ Trade certification or equivalent   □ 3 year diploma / degree or equivalent   □ 4 year degree or 3 year diploma / degree plus professional certification or equivalent

□ Post graduate degree (e.g. Masters) or 4 years degree plus professional certification or equivalent

□ Doctoral degree or equivalent

Field(s) of Study:

Human Resources, Payroll, Business Administration, or related discipline

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

1. 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 years 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**	• Relevant experience in an office services environment. • Experience working independently, organizing, problem solving and prioritizing own work within a team environment. • Experience using various computer applications, i.e., word processing, database and spreadsheet applications, e-mail, Web design software, payroll systems software • Excellent interpersonal skills to work with a wide variety of clients in a confidential manner. • Ability to proactively plan and prioritize a year in advance (annual planning cycle) • Experience with creating staffing assignments within a unionized environment. • Experience dealing with multiple and competing priorities in a fast-paced office environment. • Strong communication (verbal and written) skills. • Experience dealing with multiple stakeholders.
☐ Minimum of five (5) years	
☐ Minimum of eight (8) years	

2. 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.	The incumbent acts as a liaison between school leaders regarding workloads. The incumbent is approached by faculty with varying concerns or questions about their SWFs/contracts, i.e., teaching component, prep and eval factors, section sizes, course assignments, leave hours, etc.
How is it identified?	Faculty approach the incumbent with their questions/concerns regarding their workload.

Is further investigation required to define the situation and/or problem? If so, describe.	Yes. The incumbent must first determine to which group the faculty is assigned (full-time, partial load, part-time or sessional or continuing education). The incumbent must consult a wide variety of reports; course loading, the partial load registry, collective agreement, continuing education tracking sheet, etc.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Given the complexity of the union requirements and the time sensitive nature of workloading, the incumbent must first identify and clarify what the faculty is asking. Once the issue is properly identified, the incumbent investigates the situation using a variety of search strategies. The incumbent analyzes and interprets the Collective Agreement, MOU's, Continuing Education tracking, Partial Load Registry, etc., to determine the solution. Upon resolution, the incumbent communicates the outcome to the faculty.
What sources are available to assist the incumbent finding solution(s)? (e.g., past practices, established standards or guidelines).	Collective Agreements, Local Agreements, MoU's, Partial Load Registry, Continuing Education Tracking sheet and varying reports/queries. Collective agreements, local agreements, MoU

Analysis and Problem Solving

#2 regular & recurring

Key issue or problem encountered	High volume of change results in a cascade of changes affecting multiple faculty and workloads across programs and semesters
How is it identified?	The incumbent would become aware while analyzing a variety of data integrity reports. The incumbent may be notified of a change in faculty availability from the faculty directly or through a faculty restriction form. The incumbent could be notified of sick leaves, maternity leaves, retirements, and reduced workloads via the Chair.
Is further investigation required to define the situation and/or problem? If so, describe	Yes. The incumbent must analyze and interpret all available reports to determine the staffing issue. Collaboration with other areas, i.e., curriculum data specialists, timetabling officers, Chairs, etc. may be required.

Explain the analysis used to determine a solution(s) for the situation and/or problem.	The incumbent must review the various staffing policies to determine the best solution. Full time faculty must have availability on their SWF while adhering to article 11 of the Faculty Collective Agreement. If there is no availability within the full-time complement, the incumbent must refer to the contract faculty pool while considering the partial load registry and adhering to the Collective Agreement as well as part-time, partial load and sessional guidelines. The incumbent must also determine if the faculty involved has any timetable restrictions that may impact adding additional courses. The incumbent must analyze existing timetables to accommodate coverage or the addition of courses. This involves scrutinizing, course, faculty, and student group timetables to determine how the faculty can be accommodated. The incumbent will identify and propose alternate solutions, which may impact others, to the Chair for a decision on the available options.
What sources are available to assist the incumbent finding solution(s)? (e.g., past practices, established standards or guidelines).	The incumbent will draw up their knowledge of past best practices for resolution. The incumbent will draw upon their ability to interpret the faculty pool, Collective Agreements, Partial Load Registry, Timetables, Timetable Restriction Forms, Assigned/Unassigned Report and Enrolment Capacity Report

#3 regular & recurring

Key issue or problem encountered	Problems relating to contract payroll such as missed payment or overpayment; missing contracts
How is it identified?	Faculty informs the incumbent of potential discrepancies with their workload, contract and/or incorrect payment by phone, email or in person.

Is further investigation required to define the situation and/or problem? If so, describe.	Yes. The incumbent is required to independently ask probing questions of the faculty member to clarify the problem/issue. The incumbent will investigate and determine the original teaching assignment, verify that it is entered correctly into Instructor Assignment and reconcile contract data entry. The incumbent will evaluate all possible solutions and in collaboration with the payroll department arrive at a recommendation for the best resolution.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	The incumbent will rely on their in-depth knowledge of local understandings and agreements, collective agreements and contract / payroll policies and procedures. The incumbent will review all the documentation to ensure appropriate next steps. The incumbent will explain to the faculty the plan for resolution.
What sources are available to assist the incumbent finding solution(s)? (e.g., past practices, established standards or guidelines).	The incumbent will collect all original hiring documents for review. The incumbent will rely on their expertise in interpreting the Collective Agreement, local memorandum of understanding, payroll policy, members of the payroll team and contract data.

Analysis and Problem Solving

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

Key issue or problem encountered	The semester has started, and the incumbent is informed that a faculty member (full time or contract) is not available to teach due to sickness, leaving the college, etc. Those teaching hours must be covered quickly to ensure students do not lose class time.
How is it identified?	Incumbent may be notified by the Academic Chair or by the faculty member directly.
Is further investigation required to define the situation and/or problem? If so, describe.	Yes. The incumbent will clarify the length of leave and investigate all possible alternatives to ensure appropriate instructional coverage.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Incumbent will review all affected workloads, analyze timetables to ensure availability, identify potential conflicts and interpret the collective agreement to determine potential impacts or violations for presentation to the chair for decision.
What sources are available to assist the incumbent finding solution(s)? (e.g., past practices, established standards or guidelines).	The incumbent will draw up their knowledge of past best practices for resolution. The incumbent will draw upon their ability to interpret the faculty pool, Collective Agreements, Partial Load Registry, Timetables, Timetable Restriction Forms, Assigned/Unassigned Report and Enrolment Capacity Report and Chair knowledge and experience.

3. 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.	Provides a leadership role in the planning and production of workloading for full time and contract faculty. The incumbent is working with converging workload information pertaining to multiple semesters and is often workloading across two academic semesters.
What are the organizational and/or project management skills needed to bring together and integrate this? activity?	Organizational skills, in depth understanding of the needs of the users (Chairs and faculty), excellent communication and problem-solving skills, teamwork and skill in influencing decision-making.
List the types of resources required to complete this task, project, or activity.	Workloading policies and procedures, curriculum grids, historical data, collective agreement, memorandum of understanding, reports for restricted and/or specialized workloads, and assigned/unassigned reports, chair knowledge and experience.
How is/are deadline(s) determined?	The incumbent is expected to take both a proactive and reactive position when analyzing faculty teaching history to determine the various factors that go into building workloads as determined by the annual planning cycle and the faculty collective agreement.
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 in collaboration with the Chair and Manager of Academic Operations. The incumbent determines the impact on full time and contract faculty because of initial workload and changes to all faculty and documents the details in the SWF's and contracts. The incumbent also determines the impact on various departments, such as timetabling and as such is required to distribute detailed workloading information in a timely fashion to ensure scheduling is as conflict free as possible.

Planning/Coordinating

#2 regular & recurring

List the project and the role of the incumbent in this activity.	Academic planning, enrollment, adding and deleting class sections. Based on enrollment numbers, and class sections, the incumbent prepares full-time faculty SWF's and contract faculty contracts.
What are the organizational and/or project management skills needed to bring together and integrate this? activity?	Research skills, time management, attention to detail and data integrity.
List the types of resources required to complete this task, project, or activity.	Faculty workload preference report, restriction forms, collective agreement, memorandum of understanding, collaboration with other AWSSs and Chair.
How is/are deadline(s) determined?	Workloading deadlines are developed around the annual planning cycle and the collective agreement.
Who determines if changes to the project or activity are required? And who determines whether these? changes have an impact t on others. Please provide concrete examples.	The incumbent in collaboration with the Chair based on projected and actual enrolment numbers. The incumbent organizes, facilitates, and monitors faculty in the preparation and process used to gather faculty workload preference and faculty restriction forms. The incumbent identifies unassigned course hours and provides timetablers with up to date, accurate staffing details as they occur. The incumbent facilitates workload negotiations between faculty and the Chair and adjusts workloads on an ongoing basis as a result. The incumbent also reviews enrollment numbers to determine if further sections are required or if sections can be collapsed, triggering an adjustment in staffing.

#3 regular & recurring

List the project and the role of the incumbent in this activity.	HR/Payroll Processes- Liaises with HR/Payroll to ensure timely and accurate processing of payroll and other HR related procedures in accordance with the collective and local agreements. The incumbent is responsible for ensuring that revisions to faculty workloading are relayed to payroll and for tracking timelines to ensure payroll deadlines are met so faculty receive proper compensation.
What are the organizational and/or project management skills needed to bring together and integrate this? activity?	Up to date knowledge of existing payroll processes, collaboration, decision making and time management skills. Strong attention to detail and data accuracy.

List the types of resources required to complete this task, project, or activity.	Payroll policies, procedures and schedules, faculty course assignments, SWF's, contracts, faculty overtime report, collective agreement, and memorandum of understanding.
How is/are deadline(s) determined?	Payroll Schedule
Who determines if changes to the project or activity are required? And who determines whether these? changes have an impact t on others. Please provide concrete examples.	The incumbent works in collaboration with the payroll department to monitor and coordinate cross school teaching and to ensure compliance with the collective agreement. The incumbent must ensure accuracy of contract data as an overpayment or underpayment would impact budget, labour relations and faculty dissatisfaction. The incumbent must follow the formulas based on the collective agreement and memorandum of understanding to determine correct compensation on SWF's and contracts. The incumbent must maintain the highest data accuracy as incorrect entries result in incorrect pay, impaired labour relations, frustrated staff, wasted resources and duplication of effort.

Planning/Coordinating

	#1 occasional
List the project and the role of the incumbent in this activity.	Onboarding new contract faculty and re-onboarding previous contract faculty. Incumbent is responsible for providing and tracking all HR documents such as Employee Personal Data Form, Personal Tax Credit forms (Federal and Provincial) and Direct Deposit information.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	The incumbent must act within the strict parameters of the College Privacy Policy's classification of "Highly Confidential", as the incumbent ensures that new faculty SIN's, date of birth and banking information is transmitted to HR and payroll for processing.
List the types of resources required to complete this task, project, or activity.	College Privacy Policy, HR forms such as Employee Personal Data Form, Federal and Provincial Tax forms, Step calculation form
How is/are deadline(s) determined?	Contract faculty are typically hired and onboarded to coincide with the start of the semester based on the academic schedule.
Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.	The Academic Chair is responsible for hiring new contract faculty and directs the incumbent to begin the onboarding process.

4. Guiding/Advising Others

This section describes the assigned responsibility of the position to guide or advise others (e.g., other

employees, students). Focus on the actions taken (rather than the
communication skills) that directly assists others in the performance of their work or skill development.

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

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

Regular & Recurring	Occasional	Level	Example
X	☐	Minimal requirement to guide/advise others. The incumbent may be required to explain procedures to other employees or students.	Provides guidance to faculty regarding correct processes for indicating workload and development preferences. The incumbent must ensure that faculty understand their SWFs, contracts, payroll deadlines, step calculations, etc., The incumbent provides onboarding support for new faculty and technologists including instructions for timesheets, contracts etc.
X	☐	There is a need for the incumbent to demonstrate correct processes/ procedures to others so that they can complete specific tasks.	Incumbent is first point of contact to demonstrate workload processes & systems through Evolve, MAPS.

Regular & Recurring	Occasional	Level	Example
X	☐	• The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities.	Analyze staffing gaps and recommend potential solutions to School Leadership for the best possible workload outcome.
☐	☐	• The incumbent is an active participant and has ongoing involvement in the progress of others with whom he/she has the responsibility to demonstrate correct processes/procedures or provide direction.	
☐	☐	• The incumbent is responsible for allocating tasks to others and recommending a course of action or making necessary decisions to ensure the tasks are completed.	

5. 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)
The incumbent carries out work independently in relation to the academic cycle. The incumbent initiates and follows through on various academic processes, working closely with the School Leaders. Most assignments are completed with intermittent supervision and independent judgment and thinking within the scope of the position.	

What rules, procedures, past practices, or guidelines are available to guide the incumbent?	
Regular and Recurring	~~**Occasional**~~ ~~**(if none, please strike out this section)**~~
The incumbent performs typical work assignments within broad parameters defined by general organizational regulations and academic procedures. Workloading process documentation is available for reference, collective agreement, HR, and payroll procedures. Due to progressive changes within the organization, the incumbent is expected to be flexible and adapt to each new practice, policy, procedure, or technology.	

How is work reviewed or verified (e.g. feedback from others, work processes, Supervisor)?	
Regular and Recurring	
Work is reviewed and approved by the School Leader (Dean, Chair and Continuing Education Manager. Daily work processes are independently performed with intermittent supervision by School Leaders and supervisor.	Supervisor would occasionally provide clarification on work processes, timelines and deliverables as required.

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)**
Working with Academic Chairs and Continuing Education Manager to determine assignments for full- time and contract faculty.	In consultation with Timetabling Officer to resolve timetabling conflicts when filling TBAs after timetable has been produced. Coordination of cross-school teaching to ensure maximum allowed hours not exceeded.

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)** **Occasional (remove strikeout)**
Conflicts and/or sensitive issues requiring unscheduled and immediate administrative resolution. Issues/concerns with employees that cannot be answered by the incumbent or are outside the parameters of normal procedures	Major deadline/workload conflicts Matters requiring a change in policy/procedures or past practice.

Describe the type of decisions that would be decided by the incumbent.	
Regular and Recurring	**Occasional** **(if none, please strike out this section)**
The incumbent prioritizes their own work schedule, adjusting workflow as directed by changing priorities. Interpretation of workloading process and parameters to ensure compliance. Incumbent is responsible for the part-time/partial load functional creation of contracts and is required to use independent action to ensure the accuracy of payroll. Creativity and independent analysis are required to prevent workload errors from occurring.	

6. 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, fulfill 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.

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

Information on the service		Customer	Frequency (D, W, M. I)*
How is it received?	**How is it carried out?**		
Workloads (SWFs) Workloading information requests by phone, in person (1:1 and in meetings), emails	Incumbent investigates the inquiry and responds to the question in a timely manner providing a detailed response.	Faculty and staff School Leaders	D
Administrative request related to the School Leadership; meeting requests, email, and phone inquiries, in person or through analysis of received documentation.	Incumbent determines availability, conflicts and alternatives and communicates with the requestor to ensure production is not slowed or stopped.	Students, faculty, staff, external bodies, coordinators, Deans, Senior Admin	D
Payroll processing for Con-Ed and contract faculty	Incumbent builds contracts and enters them into Contract Data to ensure timely coordination with payroll systems	Contract faculty and School Leadership	W
Requests for new hire and rehire onboarding. Hiring Processes of the School Leader	Incumbent liaises with the HR and payroll departments to ensure completion of all required forms.	Faculty and School Leadership	M
Instructor Assignment Process with Schools	Workloads submitted to timetabling	Timetabler	M
Requests from faculty and/or Chair for a review of prior workload	Incumbent builds workloads based on previous information and staffing plans and creates new staffing plan for approval by Chair	Faculty, School Leadership	M
• A request for System / Process redesign from College Administration.	• Investigates possible solutions, recommends. changes to streamline operations	HR, payroll, VPA, RO and Other service areas	I

7. 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.

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

Communication Skill/Method	Example	Audience	Frequency (D, W, M ,I)*
Exchanging routine information, extending common courtesy	Responds and disseminates information concerning policies, procedures, collective agreements, payroll/HR processes, etc.	Faculty, staff, coordinators, School Leadership, Senior Admin, HR, Payroll	D
Explanation and interpretation of information or ideas	Provides comprehensive explanation and interpretation of Collective and Local Agreements, policies, and procedures. Provides explanation of SWF and contract planning. Provides explanation of contract pay rates based on partial load, part time or sessional status. Provided detailed information to facilitate the academic staffing process, ongoing clarification, problem identification and resolution.	Faculty, School Leaders Full time and contract faculty Contract Faculty School Leadership, Coordinators, Academic Operations	D
Imparting technical information and advice		Academic Operations team and School Leadership	M

			W
	Provide information and advice with regards to SWF workloads, contract, and curriculum delivery. Provide guidance on the interpretation of SWF's & teaching contracts and how they are related to the provisions of the faculty collective agreement. This requires a thorough understanding of the technical aspects of the CA and understanding of MoU's and College procedures and practices (i.e., coordinator hours, team teaching, etc.). Incumbent must be able to provide a detailed explanation of how the numbers are calculated on the SWF and how it relates to the CA. Functional systems advice and troubleshooting / problem solving, explaining information regarding compensation.	Faculty and School Leadership	
Instructing or training			
Obtaining cooperation or consent			
Negotiating			

8. 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.

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

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
Sitting	D			X	X		

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)

9. 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.

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

Activity #1	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs

Data compilation, analysis. Workload (contract/SWF) information is submitted from many sources and requires significant concentration to ensure all details are captured correctly	D			X

Can concentration or focus be maintained throughout the duration of the activity? If not, why?
☐   Usually X No - service interruptions from School Leaders and faculty

Activity #2	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Analyzing the status of assigned / unassigned course hours and determining if new assignments will fit the timetable and the impact the changes will have on the existing workloads which requires extended periods of concentration	W			X
Can concentration or focus be maintained throughout the duration of the activity? If not, why? ☐ Usually X No - service interruptions from School Leaders and faculty				

Activity #3	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Contract data entry – part-time/partial load data compiled, each one entered, and coded into web-based payroll system. Concentration is required to ensure all details are captured correctly	W	x		
Can concentration or focus be maintained throughout the duration of the activity? If not, why? ☐ Usually X No - service interruptions from School Leaders and faculty				

10. 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.

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

Working Conditions	Example	Frequency (D, W, M, I) *
□ acceptable working conditions (minimal exposure to the conditions listed below)	• Office Environment	D
□ accessing crawl spaces/confined spaces		
□ dealing with abusive people		
□ dealing with abusive people who pose a threat of physical harm		
□ difficult weather conditions		
□ exposure to extreme weather conditions		
□ exposure to very high or low temperatures (e.g., freezers)		
□ handling hazardous substances		
□ smelly, dirty or noisy environment		
□ travel		
□ working in isolated or crowded situations		
□ other (explain)		