

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): S00728

Scheduled No. of Hours: 37.5

Appointment Type: 12 Months

Supervisor's Name and Title: Manager, College Services

Completed by:

PDF Date: March 17, 2025

Signatures:

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

Date:

Supervisor: Naman Khandelwal, 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.

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."

As a key member of the Service Hub at Fleming College, incumbent is responsible for the provision of Tier 1 service related to a variety of cross-college functions, including, but not limited to, those related to the Registrar's Office, Student Experience, Indigenous Services, and International Student Services.

The incumbent also provides administrative support to the College Services and Facilities Services and Support 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. Service Hub Support As a member of the Service Hub of Fleming College, provides front line Tier 1 support and advisory functions to students, employees and all visitors to the campus. Tier 1 services include (but are not limited to) providing information regarding: • Registrarial Services - Direction to self-serve items such as adding/dropping courses, withdrawals, registrations, transcripts and referrals to Tier 2 services. • Student Experience offerings such as Accessible Education Services, Counselling, Health Services, Athletics & Recreation, Career Services, Student Learning Support, Residences. • Wayfinding (how to locate various service areas within the College) • Indigenous Student Services • International Student Services • Facilities services such as OneCards, Parking, Lockers, Room Bookings Provides shared operation of the Fleming College main switchboard by promptly answering all incoming calls to the main College extension and routes calls to the appropriate areas, providing responses in line with Tier 1 support, as appropriate. 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. Contributes to the creation and maintenance of Service Hub processes and documentation for training and general information purposes.	40%
2. College Services Operations Supports printing and activating staff and student One Cards and assigns any required door access as authorized by the Supervisor. Completes all and any administrative and compliance duties related to services offered under College Services portfolio.	40%

- Assists Conference Services with planning and organizing internal and external event set ups & layouts and moving of furniture and other materials. - Supports employee onboarding and offboarding processes as related to Facilities and College Services (e.g. Parking, One Card). - Supports dispatch and emergency response activation for security services. - Assists with quality assurance checks for College Services (e.g. parking, self-serve kiosks).	
3. Administrative Support Provides administrative support to College Services, by making identified updates to application forms, parking regulations, One Card procedures and entering requisitions. Sets up meetings, coordinates agendas, distributes minutes. Maintains office files and supplies.	15%
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 or equivalent | ☒ 1 year certificate or equivalent | ☐ 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:

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.

☒ No additional requirements

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

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

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

2. Experience

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

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

☐ Less than one (1) year

Minimum of one (1) year

☐ Minimum of two (2) years

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.	Student or staff new/returning to Fleming and did not receive a OneCard.
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 of return, previous OneCard, photo upload date and employee ID.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	The incumbent would be required to use their knowledge of the automated workflow to determine where the customer is in the process. Check OneCard Dashboard data to determine if a card has been printed. If not, investigate if an on-boarding form was completed and shared by HR. Review in OneCard systems that their old card is not active, if so, deactivate the correct credential. Put in required work orders if special access is required.
What sources are available to assist the incumbent finding solution(s)? (e.g., past practices, established standards or guidelines).	NetZcore OneCard Dashboard Pre-Onboarding Form/Process OneCard Terms and Conditions Security and Privacy Policies

3. Analysis and Problem Solving

#2 regular & recurring

Key issue or problem encountered	Parking Daily Payment and Monthly Roll Over
How is it identified?	Done Daily during weekdays throughout the year
Is further investigation required to define the situation and/or problem? If so, describe.	Yes - The incumbent conducts a review and compiles a workbook of daily payments and rollover on the parking information system and use of Evolve.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Incumbent is required to ensure the data extracted from Parking information systems is accurate and all data fields are completed before submitting to finance. Parking Permit rollovers require accurate data selection to ensure customer are charged the right amount for parking. Any errors will result in mass refunds and upset parking customers.
What sources are available to assist the incumbent finding solution(s)? (e.g., past practices, established standards or guidelines).	Evolve Email System Parking Information System Parking Policy and Procedure

#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 space closure or emergency response required.

How is it identified?

A space has been closed due to H&S related concerns.

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

Yes – incumbent will need to determine the activity in that space and compile a list of all academic delivery taking place for relocation.

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

The incumbent will need to analyze class enrolment and appropriate alternate spaces to relocate all classes for the duration of the space closure. The incumbent sends an email communication to all faculty affected by class relocation.

If alternate space cannot be determined, escalation internally is required. Create and post signage for class relocation for wayfinding support.

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 Corporate Event Coordinator 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 Facilities Services And Support 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 Facilities Services And Support 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 Facilities Services and Support 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 Facilities Services And Support 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 Operations Officer regarding possible impact on Facilities Services And Support 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 scheduled 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.	Guides and advises students, employees and visitors to Fleming regarding Tier 1 level services and support. Parking violation Tier 1 support.
☐	☐	The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities.	

☐

☐

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.

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)
Cancellation 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. 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.) 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)	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. Incumbent must take own initiative to contact (or not contact) police or fire service for assistance with an emergency situation based on established procedures.

7. Service Delivery

This section looks at the service relationship that is an assigned requirement of the position. It considers the required manner in which the position delivers service to customers. It is not intended to examine the incumbent's interpersonal relationship with those customers and the normal anticipation of what customers want and then supplying it efficiently. It considers how the request for service is received and the degree to which the position is required to design and fulfil the service requirement. A "customer" is defined in the broadest sense as a person or groups of people and can be internal or external to the College.

In the table below, list the key service(s) and its associated customers. Describe how the request for service is received by the incumbent, how the service is carried out and the frequency.

Information on the service		Customer	Frequency (D, W, M, I)*
How is it received?	How is it carried out?		
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
Student/employee/visitor approaches Service Hub with a Tier 1 question regarding a service area.	Incumbent must ask questions to ensure they understand the request and then provide the individual with the necessary Tier 1 information.	Student/Employee/Visitor	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
	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
	Provides Tier 1 support for a variety of College service areas	Students, Community members, Employees	D
	Advising campus community on self-serve processes and provide support as it relates to OneCard, Parking and Lockers process.	Students, Community members, Employees	D
Imparting technical information and advice			
Instructing or training			
Obtaining cooperation or consent			
Negotiating			

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9. Physical Effort

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

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

☒ 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 portals, 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 ☒ 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 assess 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 ☒ No – continual interruptions from individuals seeking assistance at kiosk				

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11. Working Environment

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

Working Conditions	Examples	Frequency (D, W, M, I)*
X acceptable working conditions (minimal exposure to the conditions listed below)		D
☐ 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)		
☐ handling hazardous substances		
X smelly, dirty or noisy environment	Service Hub in an open space and is noisy	D
☐ travel		
X working in isolated or crowded situations	Working alone is likely during evening hours and breaks/leaves	D
X other (explain)	The Service Hub is an open space near the main entrance, making it highly susceptible to temperature fluctuations (including extreme cold during colder months), dust and wind.	D

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