Position Description Form (PDF)

College: Sir Sandford Fleming

Incumbent's Name**:** Vacant

Position Title: HVACR Lead – BAS Specialist Payband: K

Position Code/Number (if applicable): S00059

Scheduled No. of Hours_____40_____

Appointment Type: __x_____12 months _____less than 12 months

Supervisor's Name and Title: Supervisor Facilities Operations

Completed by: Randy Prentice PDF Date: November 6, 2026

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.

Under the direction of the Manager, Capital Planning & Infrastructure, the HVACR Lead-BAS Specialist is responsible for planning, coordinating and supporting the operation, maintenance, troubleshooting, and upgrading of the College's Heating, Ventilation, Air Conditioning and Refrigeration (HVACR) systems, Building Automation Systems (BAS), and associated equipment.

The position provides technical leadership and guidance related to HVACR systems and works collaboratively with Facilities Services & Support staff, contractors, consultants, and other College departments to support the safe, reliable, and efficient operation of campus facilities. The HVACR Lead also supports facility improvement, construction, and renovation projects by providing technical input, coordinating work, and assisting with implementation and commissioning activities.

The position supports compliance with applicable legislation, regulations, codes, standards, and requirements of regulatory authorities, including TSSA, ESA, applicable building codes, and relevant industry standards such as ASHRAE.

The HVACR Lead may provide hands-on technical support across related building systems and trades, including plumbing and electrical work, where required to support facility operations, troubleshooting, maintenance, and project activities.

Inter-campus travel and participation in on-call services are required on a regular basis.

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.

The Incumbent shall practice safety measures including those described in the College Safety Manual in completing the following duties, using personal protective equipment as appropriate.	Approximate % of time annually*
1. <u>HVACR Monitoring, Maintenance and Repair</u> • Regularly monitors and inspects all HVACR equipment to ensure safe and efficient operation, including rooftop units, boilers, chillers, closed-loop systems, air handlers, exhaust systems and related sub components. Inspects and maintains critical components such as filters, belts, condenser coils, and other system parts to optimize performance. • Performs ongoing performance management of the BAS to ensure effective integration and operation of HVACR and related systems. • Plans, schedules and oversees routine maintenance of HVACR equipment at appropriate intervals to prevent downtime and ensure compliance with safety and performance standards. • Identifies and troubleshoot any system malfunctions or issues, coordinating repairs or system upgrades as needed. • This position is also responsible for maintenance and repair of specialized HVACR equipment such as geothermal heating/cooling systems, cooling towers, heat recovery systems.	20%
2. **<u>BAS Maintenance and Repair:</u>** • Monitors and maintains BAS systems and components on a daily basis, checking alarms and making adjustments as required. • Ensures complete system functionality on a continuous basis. • Plans and cordinates all BAS related work for in house staff and BAS provider(s) and technicians. • Directly oversees new BAS systems installations and upgrades, directing and coordinating College ITS network parameters with BAS contractor.	20%

3. **Quality Assurance, Coordination & Compliance:** • Reviews and records the state of existing systems and equipment and recommends repairs and replacement programs that should be undertaken to make equipment safe, and to improve operating efficiency or the productivity of College operations. • Responsible for ensuring all HVACR equipment is operating in accordance with applicable codes and regulations and manufacturers requirements and that program and research related propane/NG equipment is compliant and properly maintained. • Provides direction and advice to program and research areas on PM requirements and procedures for specialized lab equipment connected to College infrastructure, ensuring compliance. • Reviews all work, assesses and reports on the quality of work and workmanship of contracted service providers. • Responsibility to ensure that such work completed is in accordance with the established College policies, processes, procedures and directives as well as mandated codes and regulations. • Investigates and addresses all client concerns relating to HVACR and BAS services provided through Facilities by either in-house staff or contracted service providers. • Provides feedback to the HVACR team and Facilities Management on work completed by contracted service providers. • Participates in refit project meetings, provides advice, reviews and recommends upgrades and modifications required to increase efficiency and reliability of systems and equipment. • Reviews engineered drawings and specifications as required. • Provides supervisor with cost estimates and develops a materials list, sources suppliers and obtains quotes for most practical and cost-effective approach. • Oversees the work of casual help (students), as required.	15%
4. CMMS and Documentation Control • Implements and manages processes within the CMMS (Computerized Maintenance Management System) to streamline work orders, preventive maintenance schedules, and equipment performance tracking. • Dispatches work to internal and contracted HVACR teams. • Creates/maintains logs of all activities, as per regulatory requirements and for equipment warranty purposes. Inventory management of supplies and parts according to procedures established. .	15%
5. **Energy Management:** • Monitors, tracks, diagnoses and effects required repairs and/or adjustments to mechanical and BAS equipment to optimize energy savings. • Collaborates and coordinates directly with the Facilities, Projects, & Resources Officer to support SaveOnEnergy and similar programs	10%

mandated by the Independent Electricity System Operator (IESO). • Provides primary advice and assists with the planning of further applications and enhancements to exploit the full potential of Energy Management. • Offers basic training to other facilities staff, according to the credentials required and the ability to assist. • Gains knowledge of upgrades to BAS and similar technological applications which improve efficiency and reduce energy consumption through regular training. • Provides expertise and direction when upgrading or replacement of equipment. • Performs operating schedule changes of HVAC for special events, when required.	
6. <u>Repairs to Other Mechanical Equipment:</u> • Ensures that all plumbing is in working order by performing repairs or guiding and assisting in maintenance and repair. • Repairs equipment such as motors, pumps, kitchen equipment. Maintains air compressors by performing regular checks and service of the air receivers, valves, strainers, lubricators, cleaners and automatic drains. • Performs minor sheet metal repairs and fabrications. • Performs preventative maintenance, as required.	10%
7. <u>Safety Maintenance</u> • Responds to emergency situations such as fire alarms and drills, utilities interruptions, building closure due to weather or building contingencies. • Clears ice, snow, various debris, applying ice melt and shoveling as required maintaining an acceptable level of safety. • Attends to all HVACR related health and safety issues such as air quality, by identifying the causes, rectifying problems, and arranging testing as requested. • Collaborates and coordinates directly with Health and Safety and Compliance Management.	5%
Other Duties, As Required	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	□ 1 year certificate	□ 2 year diploma
X Trade certification	□ 3 year diploma / degree	□ 4 year degree or 3 year diploma / degree plus professional certification

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

□ Doctoral degree

Field(s) of Study:

Refrigeration and Air Conditioning Systems Mechanic 313A Certificate of Qualification (C of Q) through Skilled Trades Ontario; Red Seal Classification preferred.

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	
X Additional requirements obtained by course(s) of a total of 100 hours or less	Honeywell EBI, CARE or similar DDC applications training. ODP (Ozone Depletion Prevention) certificate.
□ Additional requirements obtained by course(s) of a total between 101 and 520 hours	
X Additional requirements obtained by course(s) of a total of more than 520 hours	Gas Fitter 1 (Trade Certification)

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 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	
□ Minimum of five (5) years	
X Minimum of eight (8) years	Technical and mechanical diagnosis of all types of HVACR equipment. Equipment needs during seasonal changes. Interpreting engineering drawings. Microsoft software and programs (Internet Explorer, Windows, Word, Excel). Advanced/Expert knowledge of operation, trouble shooting, installation and maintenance of Building Automation Systems (BAS) software and related hardware (ex: Honeywell, Power Logic). In depth knowledge of computer maintenance management systems (CMMS). General Facility maintenance. Self-direction, working under pressure, within tight timelines, with minimal supervision. Customer service, resolving client issues. Valid G Class driver's license.

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.	Independent judgement and decision making are paramount to this position. Position exercises judgement when performing regular inspections on all HVACR systems. Judgement is required when anticipating problems and responding with appropriate action.
How is it identified?	Usually, complaint driven or evidence of equipment break down.
Is further investigation required to define the situation and/or problem? If so, describe.	Check to make sure equipment is operating. Some tear down of certain equipment may be required. Evaluates purchases/installations. Selects product in a routine situations by considering value, operation efficiency, quality of components and integration needs.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Diagnostic troubleshooting**,** involving a methodical approach through to a resolve.
What sources are available to assist the incumbent finding solution(s)? (e.g. past practices, established standards or guidelines).	Manufacturers, dealers/suppliers internet and other like trades. Operating manuals, wiring schematics and incumbents past experience.

3. Analysis and Problem Solving

	#2 regular & recurring
Key issue or problem encountered	Indoor air quality occurrence (I.A.Q.).
How is it identified?	The issue is identified by identifying recurrent work requests related to: “too hot, to cold, no air flow, low humidity level or continuous physical discomfort from users”.
Is further investigation required to define the situation and/or problem? If so, describe.	Further investigation is required, and any problem found may have several causes. The incumbent investigates by gathering information on all actions done in trying to fix the problem, comments from the user and correlates their findings with knowledge on how the HVACR systems operates and their intended design by looking through As-Built drawings and specifications. Incumbent works with the Health and Safety department to determine CO2 levels, temperature, and humidity readings.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Relies on technical knowledge and understanding of how to read and interpret As Built drawings and specifications, experience and knowledge of how specific systems should operate, knowledge of TSSA regulations and ASHRAE standards, information from maintenance manuals, equipment controls and programming. Will run trend log on the HVACR equipment to identify what may trigger the IAQ requests. May use measuring devices like data logger to measure humidity, room air velocities or CO2 levels. The air flow from each diffuser must be measured. The original air balancing reports are used for comparison. After comparison, the incumbent takes a series of steps to determine the source of the problem. It may be a variable air volume controller not functioning, a fire damper closed or a dirty heating coil in the line, etc. When the cause is identified the incumbent either proceeds with repairs based on technical knowledge or arranges with a contractor the work to be performed
What sources are available to assist the incumbent finding solution(s)? (e.g. past practices, established standards or guidelines).	Past records, past practices and experience as well as established building standards.

	#3 regular & recurring
Key issue or problem encountered	Building Automation System failure or defect. Programming or re-programing required.
How is it identified?	During routine monitoring of BAS, alarms, reports of air quality irregularities from occupants, reported by IT.
Is further investigation required to define the situation and/or problem? If so, describe.	Source must first be determined, possibilities could be the HVACR equipment itself, software, or an IT issue.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	BAS can self diagnose with aid of incumbent to a point, at which the incumbent would investigate outside interferences such as power issues or failures, mechanical equipment failures, server and controller issues, possibly created in or by IT department.
What sources are available to assist the incumbent finding solution(s)? (e.g. past practices, established standards or guidelines).	Internal IT technicians, BAS provider, manuals, past practices, other Facilities staff.

3. Analysis and Problem Solving

	#1 occasional (if none, please strike out this section)
Key issue or problem encountered	Unexpected failure of critical mechanical equipment. Example: No cooling.
How is it identified?	Through regular inspection and testing, preventative maintenance, clients reporting or from generated alarm through the building automation system. (BAS).
Is further investigation required to define the situation and/or problem? If so, describe.	The incumbent assesses the issue and reports back the findings to the HVACR team lead. In discussion with the team lead an appropriate course of action based on their knowledge and analysis of the situation is decided upon.

Explain the analysis used to determine a solution(s) for the situation and/or problem.	Incumbent must go through a comprehensive checklist of all components (electrical, structural and mechanical) to determine a possible cause of the alarm. In the case of structural damage (accidental or vandalism), there may be multiple failures within one system contributing to the alarm. Example: No cooling, loss of refrigerant. • Detect source of leak. • Repair leak with appropriate brazing method and replace system drier. • Perform a leak test with Nitrogen. • Evacuate system until 500 microns is reached and held for an appropriate amount of time. • Recharge system with the appropriate type and amount of refrigerant. • Tag equipment with the proper O.D.P. documentation. • Perform an operational test and perform any required adjustments.
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	Must follow College purchasing guidelines when purchasing replacement/repair materials. Must consult the Supervisor/Manager as required.

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

Key issue or problem encountered	Code infraction cited by TSSA (Technical Services Safety Authority).
How is it identified?	Code infractions come in the form of a report after TSSA has inspected the facility. There are potential fines and or disruption to services if the infractions are not addressed within stipulated time and the system in question may be taken out of service at the discretion of the TSSA inspector.
Is further investigation required to define the situation and/or problem? If so, describe.	Further investigation required to better understand complexity of the inspector's report, scope of the work and associated cost.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Determine if the solution to the infraction is repair or replacement. Can the repair or replacement be done within allocated time and if not, apply for a variance or an extension. Will repair or replacement disrupt College operations? if yes who needs to be told and how long will the work take? If no, work with the Supervisor and Manager to identify required budget in order to complete the repair or replacement.

What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	Consults operating manuals for equipment, blue prints, past practices, consultant/contractors and Supervisor.

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.	A Preventive Maintenance (P.M.) work order has been assigned by the CMMS work order system ie: service on a HVACR unit (belts and filter replacement, greasing of bearings, and performing operational and efficiency checks.)
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Incumbent must plan for the required materials and the tasks that will be done on the HVACR units. If repairs are required there must be a discussion the Manager of Capital Planning & Infrastructure and the HVACR team to move ahead with corrective action.
List the types of resources required to complete this task, project or activity.	Consults operating manuals for equipment, blue prints, past practices, consultant/contractors and Supervisor.
How is/are deadline(s) determined?	Deadlines are determined by the scope of work, and Supervisor.
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 makes changes using good judgement, past practises and experience but decisions on priorities may be made by the Manager of Capital Planning & Infrastructure and

4. Planning/Coordinating

	#2 regular & recurring
List the project and the role of the incumbent in this activity.	Preventative Maintenance. Incumbent co-ordinates and facilitates cleaning and/or replacement of normal wear items such as belts, filters, strainers, driers, spark plugs, burners and condenser coils.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Incumbent plans for seasonal changes, co-ordinates casual help for large projects (filter changes, coil cleaning), determines inventory and advises special order quantities, calculates timelines.
List the types of resources required to complete this task, project or activity.	Inventory, casual help, other Facilities staff, Log books, special equipment.
How is/are deadline(s) determined?	Seasonal changes, availability of casual help, building occupancy timing (break weeks), availability of product, discussion between Incumbent/ Supervisor.
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 and/ or Supervisor.

	#3 regular & recurring
List the project and the role of the incumbent in this activity.	Building Management System service and maintenance. Incumbent must have concise knowledge of electronic HVAC controls such as DDC, Eng-A CTrac, Trane, VAV systems, etc. Must have clear understanding of software functions and sequences of operation.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Computer navigation skills, scheduling, ability to read and understand mechanical drawings, blueprints and graphics.
List the types of resources required to complete this task, project or activity.	PC, network, riser diagrams and mechanical drawings.
How is/are deadline(s) determined?	Daily requirements, monthly schedule of technical upgrades & service by outside contractor (Honeywell)
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 and/ or Supervisor. Changes to settings for increased cooling/heating/ventilation impact large events such as Open House.

4. Planning/Coordinating

	#1 occasional (if none, please strike out this section)
List the project and the role of the incumbent in this activity.	Assessment of HVAC equipment needing replacement. Consistently makes judgement on the best course of action - example; which HVAC units place the College most at risk in terms of potential to fail, ability to get parts, and operating in a safe manner.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Generally, must judge which units to monitor on a consistent basis in terms of chronic issues. Must forecast consequences to the area serviced.
List the types of resources required to complete this task, project or activity.	Experience and expertise in the trade(s), fellow tradespeople, ability to estimate projected life spans etc.
How is/are deadline(s) determined?	Usually by condition of equipment, availability of funds, peak periods of use of building.
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 and/ or Supervisor, consultants, Facilities Director.

4. Planning/Coordinating

	#2 occasional (if none, please strike out this section)
List the project and the role of the incumbent in this activity.	Equipment upgrading for Health & Safety, Fire or building code requirements. Incumbent makes recommendations, designs and/or builds and installs components. Recommends IAQ testing, duct cleaning etc. Re-designs equipment as needed to suit specific needs.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Incumbent co-ordinates proposal, gathers quotes, supervises progress of project.

List the types of resources required to complete this task, project or activity.	Good knowledge of manufacturers and subtrades, OH&S Act, TSSA or other governing body regulations.
How is/are deadline(s) determined?	Incumbent will base completion dates on College activities/schedules, and governing body required timelines.
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/Incumbent/consultant or contractor. A new HVAC upgrade may create a moisture problem due to design/age of existing building, resulting in mould issues, impacting occupants. Alternative air handling solutions required.

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.	Facilities Managers/Supervisor/Technicians/Facilities staff
□	**X**	There is a need for the incumbent to demonstrate correct processes/ procedures to others so that they can complete specific tasks.	Demonstrates the correct process for operating the Building Automation System (BAS) for HVAC Technicians.
X	□	The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities.	The incumbent would recommend a correct course of action using good judgement to other Facilities staff/Trades staff.dependant on the discipline. Incumbent provides direction to contractors and others when involved in an emergency or require a less knowledgeable person to assist.
□	□	The incumbent is an active participant and has ongoing involvement in the progress of others with whom they have the responsibility to demonstrate correct processes/procedures or provide direction.	
X	□	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.	Incumbent will dispatch work to other HVAC Staff and contractors, outlining urgency, importance, potential course of action and impacts if not addressed.

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)
Regular and Recurring	For new or special situations, Supervisor/Managers provides verbal or written instructions with suggested work methods and timeframes. The incumbent would inform Supervisor/Managers of any unusual situations requiring direction and problem solving that is not within the incumbent's scope.
-Incumbent checks work orders to see if there are any priority "1" work orders that require immediate attention. -The incumbent works mostly independently following established work practises for the majority of the day to day work. -The incumbent follows standard work practises and procedures, and manufacturers recommendations when performing tasks and assignments.	

What rules, procedures, past practices or guidelines are available to guide the incumbent?	
Regular and Recurring	Occasional (if none, please strike out this section)

Ontario Health and Safety act and Regulations.-Departmental policies and Procedures. Best and/or past practices. Experience of the incumbent. T.S.S.A. regulations and / or other provincial regulations	Principles and technologies learned through post-secondary education. Reference to course textbooks; operation and maintenance manuals for equipment, machinery to determine or try to evaluate the problem and possible solution. Years of experience working on above note systems and equipment will be a valuable asset.

How is work reviewed or verified (eg. feedback from others, work processes, Supervisor)?	
Regular and Recurring	Occasional (if none, please strike out this section)
Work is normally reviewed by the incumbent as usually works independently. -T.S.S.A. inspections and other Regulatory .	Work is occasionally reviewed by Facilities Managers KPI's generated from CMMS

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)
Working with other facilities staff while on other campuses	Discussion with peers on the use of new equipment and proper procedures

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)

Approval of payment for parts etc. Getting P.O.s. Approval on quotes.	Change to established procedures. Difficulties meeting a deadline or setting work priorities. Problems that are beyond the incumbent's scope of work ie: issues with a outside contractor.

Describe the type of decisions that would be decided by the incumbent.	
Regular and Recurring	Occasional (if none, please strike out this section)
First thing daily visit every building HVAC system to confirm proper operation and prioritize repairs needed. Daily equipment maintenance. Equipment repair. Continuous for all of the above.	A request for cooling in a section of the College/university that is after hours. The incumbent would adjust the schedule to accommodate the request.

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?		
Receives work orders which indicate problem i.e. too hot/too cold.	Follows work orders to investigate problem and make necessary repairs.	College Community	D
Receives specific direction from supervisor.	Follows direction through to completion of request.	College Community	W
Receives request to assist other campuses.	Follows through with request in going to campus.	College Community	I / W
Receives request to assist other facilities staff.	Works with other facilities staff through to completion of task.	Facilities Staff	W
Receives request to assist other departments i.e. CAWT/Hatchery	Works through to completion.	Programs	W

* 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	Answer questions to help with problem situations	Teachers	W
	Answer questions, unlock doors etc.	Students	I
	Assist and direct	Public	I
Explanation and interpretation of information or ideas	Repair machinery or answer questions	Caretakers	I / W
	Purchase installation and repairs	Suppliers	D
	Explain Motor repairs needed	Service centres	W
	Assist and direct	Service contractors	W
	Approvals to proceed with quote	Supervisor	W
	Obtaining best price for parts and equipment	Dealers/suppliers, contractors	W
Imparting technical information and advice	Specific projects involving HVAC or plumbing. Refrigeration	Faculty	I / W
		Supervisor	W
	Changing filters	Technicians	I
		Facilities staff	I
Instructing or training			
Obtaining cooperation or consent			
Negotiating			

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

9. Physical Effort

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

Physical Activity	Frequency (D, W, M, I)*	Duration			Ability to reduce strain		
		< 1 hr at a time	1 - 2 hrs at a time	> 2 hrs at a time	Yes	No	N/A
Walking	D	X			x		
Pulling or lifting light and medium weights	D	X			X		
Pulling lifting heavy weights	I	X				X	
Climbing	D	X				X	
Crouching	D	X			X		
Standing	D	X			X		

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

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

X Light (up to 5 kg or 11 lbs)	Tools and parts.
X Medium (between 5 to 20 kg or 11 to 44 lbs)	Step ladders, pumps and motors.
X Heavy (over 20 kg or 44 lbs)	Pumps, motors and compressors.

10. Audio Visual Effort

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

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

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

Activity #1	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Welding	**M**	X		
Can concentration or focus be maintained throughout the duration of the activity? If not, why? X Usually **Radio calls** □ No				

Activity #2	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Adjustment to air handling equipment	D		X	
Can concentration or focus be maintained throughout the duration of the activity? If not, why? X Usually **Radio calls** □ No				

Activity #3	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Troubleshooting VAV and VVT heating/cooling digital controls	D		X	
Can concentration or focus be maintained throughout the duration of the activity? If not, why? X Usually **Radio calls** □ No				

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

11. Working Environment

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

Working Conditions	Examples	Frequency (D, W, M, I)*
□ acceptable working conditions (minimal exposure to the conditions listed below)		
X accessing crawl spaces/confined spaces	Confined HVAC access between pipes and duct work.	I
□ dealing with abusive people	Some clients may not be satisfied with the temperature in the area that they are working in. The incumbent must maintain professionalism	
□ dealing with abusive people who pose a threat of physical harm		
X difficult weather conditions	Working outside n summer heat and winter cold	W
X exposure to extreme weather conditions	Working on roof top for long periods of time.	W
X exposure to very high or low temperatures (e.g. freezers)	Walk-in coolers/freezers and glassblowing furnaces.	M
X handling hazardous substances	Working with natural or propane gas, Loopanol 2 or Glycol and refrigerant sewage.	I
X smelly, dirty or noisy environment	Running HVAC equipment.	D
X travel	Intercampus travel and supply purchases.	w
X working in isolated or crowded situations	Working alone in mechanical rooms or on roof tops.	D
□ other (explain)		

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