

Job Fact Sheet Questionnaire

CAAT Job Evaluation System for Non-Bargaining Unit Employees Ontario Colleges of Applied Arts and Technology

The Job Fact Sheet Questionnaire (JFS) is used to gather information for job evaluation purposes for the Colleges' Administrative Staff, Part-Time Support Staff, Part-Time and Sessional Academic Staff positions. Please read each section carefully before completing.

The Education and Experience sections are to be completed by the College according to the College's recruitment standards.

Upon completion by an incumbent, the JFS is reviewed and, when necessary, adjusted by the position's Manager and the Senior Manager responsible for the position. Any changes to the JFS are to be reviewed with the incumbent prior to evaluation. The JFS is then submitted to the appropriate College official for job evaluation purposes.

The JFS is not finalized until it has gone through the job evaluation process, and the results have been confirmed by the College. A copy of the finalized JFS will be provided the incumbent for information purposes and as a job description.

POSITION IDENTIFICATION

DATE: October 14, 2026

College: St. Lawrence
Incumbent: Vacant
Position Title: Human Resources Coordinator
Position #:
Classification: Payband 5
NOC Code:
Division/Department: Human Resources
Location/Campus: Kingston with Tri-campus Responsibilities
Immediate Supervisor (title): Director, People & Payroll Operations & Director
Employee Relations & Workforce Abilities

Type of Position:

☒ ☐ ☐ Administrative	☐ ☐ ☐ Part-Time Administrative
☐ ☐ ☐ Sessional Academic	☐ ☐ ☐ Part-Time Academic
☐ ☐ ☐ Part-Time Support	☐ ☐ ☐ Other

I have read and understood the contents of the Job Fact Sheet (if completed by an incumbent):

Incumbent: _____ Date: _____

Recommended by
Position's Manager: _____ Date: _____

Approved by
Senior Manager: _____ Date: _____

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POSITION SUMMARY

Provide a concise description of the position by identifying its most significant responsibilities and/or accountabilities.

Reporting jointly to the Directors of People & Payroll Operations and Employee Relations & Workforce Abilities this position supports the general routine tasks of the Human Resources Department of the College. The successful incumbent will work primarily with the Talent Management Consultants, Total Rewards Coordinator, and the Senior Consultants Employee Relations and Workforce Abilities to support the various functions that these roles perform.

The incumbent will support all activities related to Talent Acquisition by assisting in the coordination of interview invitations with job applicants, provide prepared materials for selection committees in their preparation for selection interviews, and facilitate reference checks. The incumbent assists in the maintenance and processing of data and metrics related to the selection processes and appointments and ensures that all recruitments files are up to date. The successful incumbent will assist with the maintenance of a centralized inventory of candidate pools for high volume vacant positions that require filling on a cyclical basis.

The incumbent will also support the Employee Relations, Total Rewards, and Workforce Abilities team in taking notes during Union College Committee meetings, grievance meetings and other official meetings with the union. Will assist in the scheduling of grievance meeting. The successful incumbent will assist total rewards in finalizing draft reports and distributing them to partners both within and outside of the College. The successful incumbent will be responsible for monitoring the centralized inboxes of Talent Management, Total Rewards, and the Employee Relations functions of the College and ensure that the appropriate team member within Human Resources is contacted for triage.

KEY DUTIES

Provide a description of the position's key duties. Estimate the percentage of time spent on each duty (to the nearest 5%). Add an extra page if necessary.

<u>Key Duties</u>	<u>% of Time</u>
1. Talent Management Function	(35%)
- Coordinates reference checking via VidCruiter software to complete the reference checking stage. - Generates monthly reports from Citation Canada to confirm newly hired employees (FT, PL, and PT) have completed the required legislative training modules.	

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- Maintains and updates organizational charts monthly. Contacts managers to confirm accuracy. Posts manager-approved organizational charts on college intranet.
- Updates Talent Acquisition process documents as instructed following team meetings.
- Communicates interview invitation to internal and external candidates.
- Communicates interview schedule and supporting documentation for interviews with the Chair and Committee members based on templated communication processes.
- Coordinate and supervise technical assessments for candidates as required.
- Assists candidates with technological requirements for virtual interviews by communicating how to and may conduct trials with candidates in the Microsoft Teams environment.
- Informs the Talent Management Consultants if internal candidates request feedback from the hiring committee.
- Assists in building and maintaining candidate pools for high volume positions requiring cyclical recruitment based on the Colleges academic semester cycles.
- Assists in gathering of qualification data and communication of approvals for professional development funding requests, employee & dependent tuition subsidy and education development funds.

2. Employee / Labour Relations

(30%)

- Assists the Senior Consultants Employee Relations & Workforce Abilities with the following:
 - Scheduling of grievance meetings and general union meetings
 - Maintenance and communication of Seniority Lists, Partial Load Registry and broader communications with staff and the union.
 - Note taking at Union College Committee Meetings, grievance meetings, arbitrations.
 - Assists in the preparation and distribution of results of surveys required by the ministry, college employer counsel and the Ontario Public Service Employers Union.

3 Human Resources Department Operations

(30%)

- Facilitates communication within the department by responding to inquiries or forwarding inquiries to the appropriate HR staff member from a couple of centralized inboxes within the HR department.
- Supports the processing of invoices and recurring budgetary functions associated with departmental activities.

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- Maintains Human Resource related communication channels which includes but is not limited to email distribution lists, college / human resources intranet site and other Human Resources related content.
- Assist in final preparation and distribution of bi-weekly, monthly and quarterly reports to both internal and external partners in relation to Benefits, Employee Family Assistance Plan, job evaluation and pension.

- 4 Other Duties (10%)**
- Performs other duties as assigned.

TOTAL: 100%

1. COMPLEXITY - JUDGEMENT (DECISION MAKING)

Complexity refers to the **variety** and relative **difficulty** of **comprehending** and **critically analyzing** the material, information, situations and/or processes upon which decisions are based.

Judgement refers to the **process** of identifying and reviewing the available options involved in decision making and then choosing the most appropriate option. Judgement involves the application of the knowledge and experience expected of an individual performing the position.

Provide up to three examples of the most important and difficult decisions that an incumbent is typically required to make.

- a) Responds to basic inquiries sent to the department and forwards other more detailed and complex inquiries to the appropriate team member for follow up and triage.
- b) Prioritizes and recognizes certain matters as urgent, sensitive and / or requiring additional follow up. Knows how to prioritize and reach out to appropriate team member and utilizes appropriate means of communication (teams message, phone call, email) depending on the matter.
- c) Ensuring confidentiality is upheld at all times to avoid any breaches of confidentiality.

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2. EDUCATION (to be completed by the College)

Education refers to the **minimum level** of formal education and/or the type of training or its equivalent that is required of an incumbent at the **point of hire** for the position. This may or may not match an incumbent's actual education or training.

The College is to identify the minimum level of education and/or type of training or its equivalent that is required for the position based upon the College's recruitment standards.

Non-Post Secondary

☐ Partial Secondary School

☐ Secondary School Completion

Post Secondary

☐ 1-Year Certificate

☐ 4-Year Degree

☐ 2-Year Diploma

☐ Masters Degree

☒ 3-Year Diploma/Degree

☐ Post Graduate Degree

☐ Professional Designation

Specify:

☐ Other

Specify:

A) Specify and describe any program speciality, certification, or professional designation necessary to fulfil the requirements of the position.

- 3-year Diploma / Degree in Business Administration - Human Resources field of study. An equivalent combination of relevant education, training and experience may be considered.

B) Specify and describe any special skills or type of training necessary to fulfill the requirements of the position (e.g., computer software, client service skills, conflict resolution, operating equipment).

- The successful incumbent must have strong organization and planning skills as the position requires managing multiple tasks and projects at the same time. The individual must be highly effective in client service as they will be responding to email inquiries from multiple candidates during peak recruitment periods of time. Knowledge and skill using MS Office 365. In addition, the incumbent must be comfortable working independently on multiple tasks and work as part of the Talent Management Team.

Abilities and Skills:

- Ability to multitask a large number of concurrent activities.
- Strong planning and organizational skills
- Ability to prioritize effectively based on target dates and to meet client service level requirements.
- Excellent interpersonal, relationship-building, and communication skills.

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- Organized, with good record-keeping skills.
- Technical skills and curiosity to adapt to new technology.
- Approachable, professional, ethical, with utmost respect for confidentiality.
- Models the Colleges' values.
- Understanding of equitable, diverse, and inclusive practices.

3. EXPERIENCE (to be completed by the College)

Experience refers to the amount of **related, progressive** work experience required to obtain the essential techniques, skills and abilities necessary to fulfil the requirements of the job at the **point of hire** into the position. This may or may not match the incumbent's actual amount of experience.

The College is to identify the minimum amount and type of experience appropriate for the position based upon the College's recruitment requirements.

Experience required at the point of hire. Up to and including:

- | | |
|--|-----------------------------------|
| ☐ 0 - no experience | ☐ 3 years |
| ☐ 1 month | ☐ 5 years |
| ☐ 3 months | ☐ 7 years |
| ☒ 6 months | ☐ 9 years |
| ☐ 1 year | ☐ 12 years |
| ☐ 18 months | ☐ 15 years |
| ☐ 2 years | ☐ 17 years |

Specify and describe any specialized type of work experience necessary to fulfil the requirements of the position.

- A minimum of 6 Months of experience in a Human Resources Department with exposure to Recruitment, Labour Relations & Total Rewards.

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4. INITIATIVE - INDEPENDENCE OF ACTION

Initiative - Independence of action refers to the **amount of responsibility** inherent in a position and the **degree of freedom** that an incumbent must **initiate** or **take action** to complete the requirements of the position. An incumbent is required to foresee activities and decisions to be made, then take the appropriate action(s) to ensure successful outcomes. This factor recognizes the established levels of authority which may restrict the incumbent's ability to initiate or take action, e.g., obtaining direction or approval from a supervisor, reliance on established procedures/methods of operation or professional practices/standards, and/or built-in-controls dictated by computer/management systems.

A) Briefly describe up to three typical job duties/types of decisions that the incumbent is required to perform using their initiative without first having to obtain direction or approval from a supervisor.

- a) Completes data entries and distributes finalized information to appropriate partners / departments both internal and external to the college.
- b) Schedules meetings / interviews, takes notes, distributes communications and monitors inboxes.
- c) Acts as a first point of contact through email for the department as a whole. Assesses communications and provides responses to basic and/or general inquiries.

B) Briefly describe up to three typical job duties/types of decisions that the incumbent is required to perform which required the direction or approval from a supervisor.

- a) Data entries for distribution are reviewed and verified by a senior member of staff.
- b) Communications sent to the department of a sensitive nature, are detailed and complex in nature require the incumbent to forward, consult or seek direction from a more senior level employee of the HR department.
- c) Prepares invoices for processing and shares with Director or Associate Director for review and approval prior to sending to finance for processing.

Give specific examples of guidelines, procedures, manuals (formal or informal), computer systems/programs that are used in performing job duties and in making decisions, e.g., Government regulations, professional or trade standards, College policies or procedures, department or program procedures, computerized/manual programs/systems and any other defined methods or procedures.

- Human Rights Code
- AODA and regulations
- Human Resources Policies
- Employment Standards Act
- Terms and Conditions of Employment for Administrative Employees

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- Support and Academic Collective Agreements
- College policies/procedures
- Freedom of Information and Protection of Privacy Act
- Occupational Health and Safety Act
- Cognito computerized software
- VidCruiter computerized reference check software
- Established practices, processes and templates for Talent Acquisition

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5. POTENTIAL IMPACT OF DECISIONS

Potential Impact of Decisions recognizes the **potential consequences** that **errors in judgement** made by an incumbent, despite due care, could have on the College. Usually, the higher the level of accountability inherent in a position, the greater the potential consequences there are on the College from errors in judgement.

Give up to three examples of the typical types of errors in judgement that an incumbent could make in performing the requirements of the position. Do not describe errors which could occur as a result of poor performance, or ones that are rare or extreme. Indicate the probable effects of those errors on the College, e.g., loss of reputation of program/College, waste of resources, financial losses, injury, property damage, affects on staff, students, clients or public.

- a) Failure to provide accurate information on invoices for processing may lead to delays in processing with finance. Require additional time of Associate Director or Director if information for processing is not accurate.
- b) Sending draft minutes from meetings or sending the wrong time for interviews and meetings may delay processes and erode trust of the union.
- c) Failure to input information correctly for reports will require unnecessary rework for the department.

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6. CONTACTS AND WORKING RELATIONSHIPS

Contacts and Working Relationships refers to the **types**, **importance** and **intended outcomes** of the contacts and working relationships required by an incumbent to perform the responsibilities of a position. It also measures the skill level required to be effective in dealing with contacts and being involved in working relationships. This factor does **not** focus on the level of the contact, but on the **nature** of the contact.

Indicate by job title, with whom an incumbent is required to interact to perform the duties and responsibilities of the positions. Describe the nature, purpose and frequency of the interaction, e.g., exchanging information, teaching, conflict resolution, team consultation, counselling.

Contacts	Contacts by Job Title	Nature and Purpose of Contact	Frequency of Contact	
Internal to the College:			Occasional	Frequent
Internal to the college, e.g. students, staff, senior management, colleagues.	Managers of the College	Follow up on basic inquiries. Notify that inquiry was transferred to appropriate individual. Schedule meetings between HR and Manager. Provide final meeting minutes following UCC. Schedule meetings and share final documents for interviews.		X
	College Employees	Providing acknowledgement of receipt of communication with HR. Provide responses and general documents upon request. Setup meeting requests between employees and HR department.		X
	Human Resources Staff	Collaborate with, provide support, obtain and provide information, obtain direction from and discuss matters related to		X

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		the administrative operation of HR.		
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Contacts	Contacts by Job Title	Nature and Purpose of Contact	Frequency of Contact	
	Union	Sending finalized meeting minutes. Organizing meetings.	X	
	HCM and People Operations (Payroll)	Refer inquiries from various HR inboxes for response.		X
	External providers and contacts	Provide authorized and finalized information as instructed by senior member of HR Team		X

Occasional (O)
Frequent (F)

Contacts are made once in a while over a period of time.
Contacts are made repeatedly and often over a period of time.

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7a. CHARACTER OF SUPERVISION/FUNCTIONAL GUIDANCE

Character of Supervision identifies the **degree and type** of supervisory responsibility in a position or the nature of functional/program supervision, technical direction or advice involved in staff relationships.

(✓) Check the applicable box(es) to describe the type of supervisory responsibility required by an incumbent in the position:

- ☐ Not responsible for supervising or providing guidance to anyone.
- ☐ Provides technical and/or functional guidance to staff and/or students.
- ☐ Instructs students and supervises various learning environments.
- ☐ Assigns and checks work of others doing similar work.
- ☐ Supervises a work group. Assigns work to be done, methods to be used, and is responsible for the work performed by the group.
- ☐ Manages the staff and operations of a program area/department.*
- ☐ Manages the staff and operations of a division/major department.*
- ☐ Manages the staff and operations of several divisions/major departments.*
- ☐ Supervises the work of external contractors/service providers. Please describe:
- ☐ Other e.g., counselling, coaching. Please specify:
 -

Specify staff (by title) or groups who are supervised/given functional guidance by an incumbent.

- Staff in general may be provided functional guidance on basic human resources inquiries that include where to locate a policy, who to speak to in HR for more detailed questions and inquiries about retrieving information related to human resources policies and practices. However, more detailed inquiries are always referred to a more senior member of the HR team.

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7b. SPAN OF CONTROL

Span of Control is complementary to **Character of Supervision/Functional Guidance**. Span of Control refers to the **total number of staff** for which the position has supervisory responsibility, (i.e., subordinates, plus all staff reporting to these subordinates).

Enter the total number of full-time and full-time equivalent staff reporting through to the position. Also identify the number of staff for whom the position has indirect responsibility (contract for service), if applicable.

Type of Staff	Number of Staff
Full-Time Staff	0
Non-Full-Time Staff (FTE) *	0
Contract for Service **	0
Total:	0

* Full-Time Equivalency (FTE) conversions for non-full-time staff are as follows:

Academic Staff

Identify the total average annual teaching hours taught by all non-full-time teachers (part-time, partial load and sessional) for which the position is accountable and divide by 648 hours for post secondary teachers and 760 hours for non-post secondary teachers.

Support Staff

Identify the total average annual hours worked by part-time support staff for which the position is accountable and divide by 1820 hours.

Administrative Staff

Identify the total average annual hours worked by non-full-time administrative staff for which the position is accountable and divide by 1820 hours.

** Contract for Services

When considering “contracts for services,” review the nature of the contractual arrangements to determine the degree of “supervisory” responsibility the position has for contract employees. This could range from “no credit for supervising staff” when the contracting company takes full responsibility for all staffing issues to “prorated credit for supervising staff” when the position is required to handle the initial step(s) when contract staffing issues arise.

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8. PHYSICAL AND SENSORY DEMANDS

Physical/Sensory Demands considers the **degree** and **severity** of exertion associated with the position. The factor considers the intensity and severity of the physical effort rather than the strength or energy needed to perform the task. It also considers the sensory attention required by the job as well as the frequency of that effort and the length of time spent on tasks that cause sensory fatigue.

Identify the types of physical and/or sensory demands that are required by an incumbent. Indicate the frequency of the physical demands as well as the frequency and duration of the sensory demands. Use the frequency and duration definitions following the tables to assist with the descriptions.

PHYSICAL DEMANDS

Describe the types of activities and provide examples that demonstrate the physical effort that is required in the position on a regular basis, i.e., sitting, standing, walking, climbing, lifting and/or carrying light, medium or heavy objects, pushing, pulling, working in an awkward position or maintaining one position for a long period of time.

Types of Activities that Demonstrate Physical Effort Required	Frequency (note definitions below)				
	Occasional	Moderate	Considerable	Extended	Continuous
Keyboarding / computer use			X		
Sitting for prolonged periods of time			X		

SENSORY DEMANDS

Describe the types of activities and provide examples that demonstrate the sensory effort that is required in the position on a concentrated basis, i.e., reading information/data without interruption, inputting data, report writing, operating a computer or calculator, fine electrical or mechanical work, taking minutes of meetings, counselling, tasting, smelling etc.

Types of Activities that Demonstrate Sensory Effort Required	Frequency (note definitions below)					Duration
	Occasional	Moderate	Considerable	Extended	Continuous	Short Intermediate or Long
Data Entry			X			I
Scheduling meetings and coordinating calendars.			X			I
Taking Notes		X				S

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FREQUENCY:

Occasional:	Occurs once in a while, sporadically.
Moderate:	Occurs on a regular, ongoing basis for up to a quarter of the work period.
Considerable:	Occurs on a regular, ongoing basis for up to a half of the work period.
Extended:	Occurs on a regular, ongoing basis for up to three-quarters of the work period.
Continuous:	Occurs on a regular, ongoing basis throughout the entire work period except for regulated breaks.

DURATION:

Short:	Up to one hour at a time without the opportunity to change to another task or take a break.
Intermediate:	More than one hour and up to two hours at a time without the opportunity to change to another task or take a break.
Long:	More than two hours at a time without the opportunity to change to another task or take a break.

9. WORKING CONDITIONS

Working Conditions considers the frequency and type of exposure to undesirable, disagreeable environmental conditions or hazards, under which the work is performed.

Describe any unpleasant environmental conditions and work hazards that the incumbent is exposed to during the performance of the job.

Environment

Describe the types of activities and provide examples that demonstrate exposure to unpleasant environmental conditions in the day-to-day activities that are required in the job on a regular basis, e.g., exposure to dirt, chemical substances, grease, extreme temperatures, odours, noise, travel, verbal abuse, body fluid, etc. Indicate the activity as well as the frequency of exposure to undesirable working conditions.

Types of Activities That Involve Job Related Unpleasant Environmental Conditions	Frequency (note definitions below)		
	Occasional	Frequent	Continuous
Requires occasional travel to other campuses.	X		
Dealing with difficult, angry or upset employees.	X		

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Hazards

Describe the types of activities and provide examples that demonstrate the hazards in the day-to-day activities that are required in the job on a regular basis, e.g. chemical substance, electrical shocks, acids, noise, exposure to infectious disease, violence, body fluids, etc. Indicate the activity as well as the frequency of exposure to hazards.

Types of Activities That Involve Job Related Hazards	Frequency (note definitions below)		
	Occasional	Frequent	Continuous
n/a			

Frequency:

Occasional	Occurs once in a while, sporadically.
Frequent	Occurs regularly throughout the work period.
Continuous	Occurs regularly, on an ongoing basis, throughout most of the work period.

Additional Notes Pertaining to this Position:

Due to the nature of the work performed in this position, the incumbent must be able to recognize and fully understand both obvious and subtle details of situations in order to properly assess the circumstances and advise or act appropriately. Since the majority of the work relates directly to "people" issues (pay, benefits, job competitions, etc.), the incumbent must have well-developed interpersonal and communications skills and be able to recognize/diffuse difficult situations.

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