# St. Lawrence College

## Position Description Form (PDF)

**Effective Date:** January 20, 2023

**Campus:**                                    **Kingston (with Tri-campus Responsibilities)**

**Incumbent's Name:**                 **Vacant**

**Position Title:**                         **Event Partner**

**Payband:**                                 **F**

**Position Number:**

**NOC Code:**

**Hours per Week:**                     **40**

**Supervisor's Name and Title:**    **Manager, Event and Banquet Services**

**Completed by:**                         **Manager, Event and Banquet Services**

**Signatures:**

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

Supervisor: _____          Date: _____

One-Over-One _____          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 representative 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.

Reporting to the Manager, Event and Banquet Services, the Event Partner is responsible for supporting the successful planning, coordination and execution of internal conferences, meetings, and special events for tri-campus St. Lawrence College staff and student groups. This includes working directly with faculty, staff, and student groups as well as IT services, Facilities, Athletics, scheduling etc. to gather and assess needs, secure spaces, coordinate quotes where applicable, and arrange all internal event/table set-ups and other related logistic/service requirements. The incumbent is also responsible for completing Event and Banquet Services spot bookings through the college's InfoSilem software and liaising with the Scheduling office on College scheduling processes.

The incumbent will be fully engaged in all Event and Banquet Services Operations including external client relations, pricing, contracts etc. as they will provide support for the Event Coordinators in their absence and during peak periods. The incumbent will also provide on-site event support for both internal and external events as needed.

This position is required to work non-traditional hours for events and activities on campus (evenings, weekends, and holidays).

**Comments**

**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 then detailed work routines.

|  | Approx. % of Time Annually * |
|---|---|
| **Internal Event Coordination**<br>• Monitors Conference Services general mailbox, voicemail, and internal event request forms; responds to inquiries in a timely manner<br>• Meets with internal clients to gather and document event-related information and requirements<br>• Leads the event planning process with internal clients to assess needs, coordinate requirements with service areas (ITS, Facilities, Scheduling, Marketing, Event Porters etc.) for on-campus events and activities including the preparation and monitoring of a critical path for each event<br>• Acts as the key contact for most internal event-related inquiries from attendees, service providers, students, and staff before and during the event, including accommodating last-minute changes<br>• Takes catering orders and submits to our catering provider, providing suggestions and insight to clients as necessary<br>• Problem solves and uses creative solutions to find spaces for internal events that meet the needs of our internal clients<br>• Creates internal contracts using EBS Event Software, prepares and distributes internal invoices, and coordinates payment as necessary<br>• Arranges and conducts space tours as necessary for specific college facilities and amenities<br>• Tracks set-up information, event details, catering information, logistics etc. accurately in the event calendar, and updates event changes communicating with respective service areas/ staff<br>• Educates internal clients on proper EBS processes<br>• Creates floorplans for large events and/or regular and re-occurring events using EBS floorplan software<br>• Provides guidance and support at events including accommodating last-minute requests as necessary | 60% |
| **External Event & Banquet Services Support:**<br>• Follows up on leads and responds to requests for information and inquiries from potential external clients, particularly during Event Coordinator's absences and during peak periods<br>• Is knowledgeable in external pricing for spaces, services, and rentals in order to price and build external contracts for review by Manager to share with clients<br>• Works with external clients on all aspects of the event planning process from inquiry to site tours, to proposals, to set-up requirements, catering and day-of-event details<br>• Creates external contracts using EBS Event Software, prepares and distributes invoices, and coordinates payment as necessary<br>• May be required to run reports as requested for Event and Banquet Services Manager through event software<br>• Acts as the on-site contact or event support member available during events and on-campus activities including during nights and weekends | 30% |
| **Conference and Event Wrap Up:** | 5% |

| | |
|---|---|
| • Participates in post-event analysis and evaluation, providing feedback and suggestions to our internal clients for future events and to the manager for consideration<br>• Updates event contracts with accurate billing details and quantities post-event as required | |
| **Other Duties:**<br>• Assists in the development, revision, improvement, and communication of conference and event services policies, procedures, and operating manuals.<br>• Actively participates in departmental meetings, planning sessions, subcommittees and events as required per event<br>• Provides guidance, support, and consultation to student positions<br>• Other duties as assigned | **5%** |
| **Total** | **100%** |

\* 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 | ☐ 3-year diploma / degree plus professional certification or equivalent |
| ☐ 4-year degree or equivalent | ☐ 4-year degree plus professional certification or equivalent | ☐ Post graduate degree or (e.g., Masters) or equivalent |
| ☐ Doctoral degree or equivalent | | |

Field(s) of Study:

Event management, Project Management, Marketing, or a relevant field of study

**B.**     Check the box that best describes the requirement for the 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 requirements 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 requirement obtained by     course(s) of a total between 101 and 520     hours

☐ Additional courses obtained by course(s) 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 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 the 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 | Three years progressive event planning/coordination experience within a post-secondary or hospitality environment which includes coordinating multiple, large/complex events simultaneously. Experience supporting/guiding others during the planning, coordination, execution of events. |
| ☐ Minimum of five (5) years | |
| ☐ Minimum of eight (8) years | |

## 3. Analysis and Problem Solving

This section relates to the application of analysis and judgment 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 judgment 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 | Determining the status and priority of an event.  The incumbent determines if the event request is deemed an internal or external event.  Internal events often qualify for special discounts/fee structure and support. |
| How is it identified? | Upon request for an event. |
| Is further investigation required to define the situation and/or problem? If so, describe. | |
| Explain the analysis used to determine a solution(s) for the situation and/or problem. | Many clients assume they are considered internal as they work with our Campus departments however, they would be ranked as external clients who are required to pay for services/facility use. The incumbent would need to gather further information about the nature of the event, its purpose and alignment with the college's objectives to determine next steps. The incumbent would then need to have |

| | |
|---|---|
| | this discussion with the client who may not be pleased with the outcome. |
| What sources are available to assist the incumbent finding solution(s)? (E.g., past practice, established standards or guidelines.) | EBS policies and procedures, EBS Manager. |

### 3. Analysis and Problem Solving

#### #2 Regular & Recurring

| | |
|---|---|
| Key issue or problem encountered. | Client requests last minute change to an event. |
| How is it identified | Client calls or discusses in person. |
| Is further investigation required to define the situation and/or problem? If so, describe. | The incumbent would need to assess the request to identify if there are any related costs and/or service implications. |
| Explain the analysis used to determine a solution(s) for the situation and/or problem. | Any additional associated costs, the incumbent would prepare a quote for the customer.  If there are new/ changing service requirements, the incumbent would need to notify the appropriate service provider to see if they can accommodate the change within the timelines provided. The incumbent would need to communicate to the client if the change(s) can be made and implications of the change (i.e., fees).  If the change can't be made (i.e., lack of time, resources, impact on other events etc.), the incumbent would need to inform the client and suggest alternatives/solutions, where possible. |
| What sources are available to assist the incumbent finding solution(s)? (E.g., past practice, established standards or guidelines.) | Past practices, Contract, Policies and Procedures, Manager |

#### #3 Regular & Recurring

| | |
|---|---|
| Key issue or problem encountered. | An angry or upset customer or complaint. |
| How is it identified? | Verbal complaint, guest online survey, email |
| Is further investigation required to define the situation and/or problem? If so, describe. | No. |
| Explain the analysis used to determine a solution(s) for the situation and/or problem. | The incumbent would need to identify and investigate the nature of the complaint.  If the complaint is service related, the incumbent would need to inform the appropriate service area and come up with a resolution. If the complaint is during the event, the incumbent would need to determine an immediate response / solution. Responding in an appropriate and timely manner is critical to maintaining customer satisfaction and ensuring quality services are provided. |
| What sources are available to assist the incumbent finding solution(s)? (E.g., past practice, established standards or guidelines.) | Industry and College Service Standards, Event Orders, Manager |

#### #4 Occasional

| | |
|---|---|
| Key issue or problem encountered | Client wants to cancel an event. |
| How is it identified? | Client contacts incumbent and/or Event and Banquet Services and advises of the cancellation. |
| Is further investigation required to define the situation and/or problem? If so, describe. | The incumbent would need to determine the reason and determine if cancellation can be avoided.  Check to see if the contract was signed. |
| Explain the analysis used to determine a solution(s) for the situation and/or problem. | The incumbent would attempt to find an alternative date for the event (if possible) or communicate to the client |

| | the implication of the cancellation (i.e., fees). Last minute cancellations can result in profit loss and wasted time / resources preparing for the event. |
|---|---|
| What sources are available to assist the incumbent finding solution(s)? (e.g., past practice, established standards or guidelines.) | Contract, Policies and Procedures, Manager |

| | **#5 Occasional** |
|---|---|
| Key issue or problem encountered. | Challenges with an internal service area / external supplier (i.e., cooperation, communication, service delivery, quality etc.). |
| How is it identified? | By the incumbent |
| Is further investigation required to define the situation and/or problem? If so, describe. | No. |
| Explain the analysis used to determine a solution(s) for the situation and/or problem. | Internal service area providers / suppliers manage multiple, competing service requests. There are occasions when the incumbent must deal with challenges from the service provider / supplier (i.e., lack of response, quality issues, cost issues, communication, staffing etc.) that can impact the overall planning and coordination of the event. The incumbent will need to meet with the service provider / supplier to communicate the issue / concern and work to collaboratively resolve the issue in a positive and timely manner. In cases, where the problem persists, the incumbent would need to inform / engage the Manager and as a team, they would work together to resolve the situation. In extreme cases, a new external supplier may need to be secured. |
| What sources are available to assist the incumbent finding solution(s)? (e.g., past practice, established standards or guidelines.) | Contract, Policies and Procedures, Service Area Leaders, Manager |

## 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.

In the following charts, provide up to three (3) examples of planning and/or coordinating that are regular and recurring to 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. | The incumbent is responsible for planning, coordinating, and executing multiple events at the same time. This includes responding to web, phone, and email inquiries, meeting with internal and/or external clients to assess needs, then creating proposals through our catering software. The incumbent is responsible for sourcing spaces and |

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working with other departments regarding scheduling issues, specialized A/V requests, or to organize additional cleaning or security required for certain events. The incumbent works with clients to advise on catering orders and submit them to the catering team while coordinating all event set-ups with the event porters. The incumbent also coordinates group parking requests, provides maps and information for access to campus as well as creates custom signage for wayfinding throughout the college on behalf of their clients. Throughout the event planning process, there will be many moving pieces, changing requests, competing resource requirements and unanticipated challenges/issues that the incumbent will need to address and manage. The incumbent is the first point of contact for events and is primarily responsible for leading and scheduling the tasks to ensure all are in place for each event.

| | |
|---|---|
| What are the organizational and/or project management skills needed to bring together and integrate this activity? | **Attention to Detail:**<br>Ensures all Event details meet the client specifications and properly identified and documented.<br>To ensure contracts contain accurate information and that appropriate pass-off can occur within the team if needed without negative impacts to the client.<br><br>**Planning, Organization:**<br>Time-management Skills, to appropriately scope out the requirements of each event; to coordinate and orchestrate multiple tasks / activities; to anticipate and adjust for issues / challenges; to identify and utilize resources effectively.<br>Interpersonal Skills:  to effectively interact / related to customers with diverse personalities / needs; to use diplomacy and tact during difficult situations; to diffuse tension situations comfortably; remains calm and composed during stressful situations.<br>Communication Skills: the ability to effectively gather, exchange and document detailed information; to explain information, policies, and procedures.<br>Customer Service Oriented: to meet the expectations and requirements of customers; to act with customers in mind; to establish effective working relations with customers to gain their trust and respect.<br>Problem Solving: to identify, alternative and solutions when faced with a problem<br>Computer skills: For accurate documenting for all event requirements and the use of event planning tools/programs (i.e., excel, project management software, hotel reservation system etc.) |

| List the types of resources required to complete this task, project, or activity. | Past events, Computer systems, Event contracts, Manager |
| How is/are deadline(s) determined? | Overall – by the event contract / critical path, day-to-day progress of tasks / activities – by the incumbent |
| Who determines if changes to the project or activity are required?  Who determines whether these changes have an impact on others?  Please provide concrete examples. | The client and incumbent. The Manager (as needed). |

### 4. Planning/Coordinating

| | #2 Regular & Recurring |
|---|---|
| List the project and the role of the incumbent in this activity. | The incumbent is responsible for leading the procurement of all logistic / service requirements with internal and sometimes external service providers and/or suppliers (i.e., food, parking, accommodations, entertainment, materials, electrical, sound, A/V etc.) |
| What are the organizational and/or project management skills needed to bring together and integrate this activity? | **Attention to Detail:** To ensure all logistical and service requirements are accounted for and documented for each event.<br><br>**Planning, Organization:** Time-management Skills: to appropriately scope out and secure the appropriate resources / support for each event; to coordinate and orchestrate multiple service / logistical tasks / activities; to anticipate and adjust for issues / challenges; to identify and utilize resources effectively.<br>Interpersonal Skills: to effectively build and maintain effective working relationships with internal / external service providers and suppliers.<br>Communication and Informing Skills: to effectively explain and exchange detailed service / logistical information to inform others of what is needed, when where and why.<br>Customer Focus and Service Oriented: to meet the expectations and requirements of customers; to act with customers in mind; to ensure services are delivered with quality and on time.<br>Problem Solving and decision making: to identify options, alternative and solutions when faced with a problem<br>Influencing Skills: To influence others to adhere to the event critical path / timelines to ensure all logistical / service requirements are in place for the event.<br>Computer Skills: to effectively document and track information. |
| List the types of resources required to complete this task, project, or activity. | Critical Path, Past Events, Computer system, Policies and Procedures, Manager |
| How is/are deadline(s) determined? | Overall – by the event contract / critical path. Day-to-day progress of tasks / activities – by the incumbent and/or service area. |
| Who determines if changes to the project or activity are required? Who determines whether these changes have an impact on others? Please provide concrete examples. | The client, incumbent, and service provider. The Manager (as needed). |

**5.    Guiding/ Advising Others**

This section describes the **assigned responsibility** of the position to guide or advise others (e.g. other employees, students).  Focus the actions taken (rather than the communication skills) that directly assist others in the performance of their work 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 |
|:---:|:---:|---|---|
| ☒ | ☐ | Minimal requirement to guide/ advise other.  The incumbent may be required to explain procedures to other employees or students | Explains event and banquet service policies and procedures to clients, internal service areas, suppliers / vendors, and staff.  Provides clients with details on pricing, availability, contracts, cancellation etc. |
| ☒ | ☐ | There is a need for the incumbent to demonstrate correct processes/ procedures to others so that they can complete certain tasks | Provides detailed information to respective service areas to ensure all logistic / service requirements are in place for the event (i.e., physical resources, food services, IT etc.).  Monitors and tracks completion of tasks/actions to ensure efficient and timely execution.  Advises of event changes that impact service delivery, price, timelines etc. |
| ☒ | ☐ | The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities. | Provides day to day guidance and direction to part-time support staff / student(s) who assist the coordinator with conference and event related tasks as well as other service areas (Food Services, IT, Athletics, Physical Resources etc.) |
| ☐ | ☐ | 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 decision to ensure the tasks are completed

## 6. Independence of Action

Please illustrate the type of independence or autonomy exercised in this position. Consideration is to be given to the degree of freedom and constraints that define the parameters in which the incumbent works.

| What are the instructions that are typically required or provided at the beginning of a work assignment? | |
| --- | --- |
| **Regular and Recurring** | **Occasional (If none, please strike out this section)** |
| The incumbent operates independently within the scope of responsibilities outlined at the beginning of the work assignment. | n/a |

| What rules, procedures, past practices, or guidelines are available to guide the incumbent? | |
| --- | --- |
| **Regular and Recurring** | **Occasional (If none, please strike out this section)** |
| Event Contracts<br>Event Critical Path<br>College Wide / Event and Banquet Services Policies & Procedures<br>Past Events<br>Legislative and Regulatory (i.e., Health and Safety, Fire Code, Liquor Licence Act etc.) | n/a |

| 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)** |
| Discussion / updates occur frequently with Manager as new or changing information is received by either the incumbent or Manager.<br>Customers provide feedback and input prior to, during and after an event. | |

## 6. Independence of Action

| Describe the type of decisions the incumbent will make in consultation with someone else other than the manager. | |
| --- | --- |
| **Regular and Recurring** | **Occasional (If none, please strike out this section)** |
| Significant changes to approved budget and or signed contracts<br>Significant client contractual dispute resolution options<br>Significant changes to events<br>Changes to departmental policies and procedures<br>Cancellation policies / fees<br>Resolving significant issues / challenges with internal / external service providers / suppliers | Offering discounts / promotions to clients |

| 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)** |
| Determines suitability of an event to be held on College property.<br>Confirming date availability for clients.<br>Confirming client accommodation rates based on group requirements.<br>Sourcing and selecting external vendors for an event.<br>Determines if event is deemed internal / external client and if discounts apply. | In absence of the manager, determine discounted rates for clients pre / post event and alternative billing terms to meet client's needs. |

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

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

| Information on the service | | Customer | Frequency (D,W,M,I)* |
|---|---|---|---|
| **How is it received?** | **How is it carried out?** | | |
| Client requests an update and/ or detailed information prior to their event (i.e., special meal requirements/times, room materials, layout etc.) | The incumbent determines the exact needs of the client (event function) by ensuring he/she has a full understanding of the requirements and by reviewing past event or similar event specifications. Based on this information, the incumbent identifies the event requirements. It is important that the incumbent also identify potential gaps that the client may not have considered. The critical plan, logistics and project plan is then developed. External service provides and suppliers may need to be sourced. Ongoing service and adjustments to critical path are managed throughout the planning and execution phases of the event. | Client | D |
| A client has not paid their deposit, invoice or signed a contract. | Incumbent contacts the client to remind them of the outstanding contract or deposit / invoice payment. Identifies any extenuating circumstances, i.e., and provides client with information on process and timelines. | Conference and Event Services | I |
| Incumbent is asked to follow up on a potential client interested in using our services / facilities for an event. | Incumbent needs to follow up quickly with the client to avoid losing the lead. Gathers information on the client's needs (i.e., purpose of the event, # of people, date, special needs). Assesses needs, reviews availability, and provides information / options to the client with the goal of securing a booking. | Prospective Client | 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 | Verbal / Written:  providing regular updates and status of event tasks and timelines. | Internal/External Clients | D |
| | Routinely provides information regarding conference and event services and offerings. | College Service Areas, Staff, Students, Vendors, Suppliers | D |
| | Assists in the development / revision of policies, procedures, and operating manuals. | | I |
| Explanation and interpretation of information or ideas. | Verbal / Written:  provides service providers / suppliers with detailed event requirements. | Internal/External Clients | D |
| | Resolves customer / service-related issues and complaints | Attendees | W/M |
| | Providing information and explanation of policies, procedures, and event details. | Service Providers / Suppliers | D |
| | Explanation of quotes, contracts, deposits / payment process. | | D |
| | Written:  develops an event critical path (i.e., dates, actions, location, timelines etc.) for each event. | | D/W |
| Imparting technical information and advice | First point of contact to assist clients/customers with IT Technical issues and resolution. May need further assistance form IT Support staff | Internal Service Providers / Clients Customers | D/W |
| Instructing or training | Training on Large Venue Systems to ensure proper operations, Training occasional staff on service levels, for bar, food and client services needs | Students, Casual Employees | M |
| Obtaining cooperation or consent | Internal service provider / external supplier – obtain their commitment / cooperation to established critical path / | Internal Service Providers / External Suppliers | M |

| | timelines or changes that may occur during the event planning process.<br><br>Client – contacts client to obtain cooperation / agreement in changing the date, size, and requirements of an event to accommodate another function. | Clients | I |
|---|---|---|---|
| Negotiating | With clients and suppliers to obtain best pricing for products / services required for events | Internal / External Suppliers | W/M |

* 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, and 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 |
| Sitting | D | | X | | X | | |
| Standing, Walking | D | | | X | X | | |
| Bending, Crouching | W/M | X | | | X | | |
| Pushing, Pulling | W/M | 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 and 11 to 44 lbs.)

☐ Heavy (over 20 kg. or 44 lbs.)

| |
| --- |
| Event set up / tear down / supplies |
| Moving and arranging tables, chairs, carrying marketing materials, putting up signage etc. - occasional |
| |

**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 the task and the duration of the task, including breaks (e.g., up to two hrs. 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 min | Long up to 2 hrs. | Extended > 2 hrs |
| Multi-tasking: working with multiple clients and multiple events at one time, all at various points in the event planning process and each having diverse and competing logistical / service requirements. May be responding to or securing an event reservation while preparing on-site for another event.<br>Active listening and concentration is required when gathering information about the requirement of an event or special project/tour. This is especially important to ensure all aspects of the project have been captured and understood. Missing a key component of an event or not fully understanding the need could contribute to the failure of such an event. | D/W | x | | |

Can concentration or focus be maintained throughout the duration of the activity? If not, why?

☒ Usually - with periodic interruptions to respond to clients needs

☐ 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 | | D |
| ☐ accessing crawl spaces/confined spaces | | |
| ☒ dealing with abusive people | Although not abusive, the incumbent will have upset / angry clients or internal service staff issues / complaints | M |
| ☐ dealing with abusive people who pose a threat of physical harm | | |
| ☐ difficult weather conditions | | |
| ☐ exposure to very high or low temperatures (e.g., freezers) | | |
| ☐ handling hazardous substances | | |
| ☒ smelly, dirty, or noisy environment | During event - noise, crowds | W/M |
| ☒ travel | Possible travel to trade shows/industry events/other campuses | I |
| ☒ working in isolated or crowded situations | Large number of participants at some events; crowded | W |
| ☒ other (explain) | Long, irregular hours during event execution to support clients and staff ensuring the success of each event | W |

\* D = Daily      W = Weekly      M = monthly      I = Infrequently