

# **St. Lawrence College**

## **Position Description Form (PDF)**

**Effective Date: March 25, 2013**

**Reviewed: September 25, 2014**

**Campus:** Brockville  
**Incumbent's Name:** Vacant  
**Position Title:** Switchboard Attendant  
**Payband:** C  
**Position Number:** 00000423  
**Hours per Week:** 35  
**Supervisor's Name and Title:** Senior Advisor, Government Relations and Communications

**Completed by:**

**Signatures:**

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

**Date:** \_\_\_\_\_

**Supervisor:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**One-Over-One:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## Support Staff PDF

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### 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.

Under the direction of the Senior Advisor, Government Relations and Communications, the incumbent is a front-line customer service representative for the College's employees and students. The incumbent receives and directs callers through a computer-based centralized switchboard for the College.

## Duties and Responsibilities

Indicate as clearly as possible the significant duties and responsibilities associated with the position. Indicate the approximate percentage of time for each duty. Describe duties rather than detailed work routines.

	Approximate % of the Time Annually*
1. Receives and directs calls from internal and external callers: <ul style="list-style-type: none"> <li>Answers calls on incoming lines and transfers calls;</li> <li>Responds to general inquiries and redirects calls to specific individuals.</li> </ul>	75%
2. Performs related clerical duties: <ul style="list-style-type: none"> <li>Assists, where possible, internal users with queries regarding effective use of telephone systems;</li> <li>Provides basic information and direction in response to College activities, events and program offerings;</li> <li>Maintains a list of contacts and course offerings gathered from information in e-mails and information provided by departments;</li> <li>Documents complaint calls and reports them to the Senior Advisor.</li> </ul>	15%
3. Other duties as assigned: <ul style="list-style-type: none"> <li>Provides orientation and basic training to part-time operators on use of console and switchboard system;</li> <li>Provides ad hoc instruction on use of voice mail and other procedures to end users;</li> <li>Reviews office procedures and recommends adjustments to the Senior Advisor;</li> <li>Assists in the execution of direct email campaigns, as assigned by the Senior Advisor, to key college audiences.</li> </ul>	10%
<b>Total</b>	<b>100%</b>

\* 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.

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Up to High School or equivalent   | <input checked="" type="checkbox"/> 1 year certificate or equivalent                 | <input type="checkbox"/> 2 year diploma or equivalent  |
| <input type="checkbox"/> Trade certification or equivalent | <input type="checkbox"/> 3 year diploma/degree or equivalent                         | <input type="checkbox"/> 3 year diploma / degree plus professional certification or equivalent |
| <input type="checkbox"/> 4 year degree or equivalent       | <input type="checkbox"/> 4 year degree plus professional certification or equivalent | <input type="checkbox"/> Post graduate degree or (e.g. Masters) or equivalent                  |
| <input type="checkbox"/> Doctoral degree or equivalent     |  |  |

Field(s) of Study:

Office Administration (or equivalent).

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

Previous experience in a busy, high volume, customer service environment.

☐ Minimum of one (1) year

☐ Minimum of two (2) years

☐ Minimum of three (3) years

☐ 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.	Callers identify themselves as wanting to pursue their education and do not know who they should be speaking with.
How is it identified?	Incumbent must be familiar with the programs and services offered by the College as well as the individuals responsible for delivering those services in a frequently changing College organizational structure
Is further investigation required to define the situation and/or problem? If so, describe.	Incumbent must obtain information from the caller in order to match them with the appropriate service or person to ensure the client is forwarded to the correct person. Wrong information or contacts may entice the caller to go elsewhere
Explain the analysis used to determine a solution(s) for the situation and/or problem.	The incumbent must identify the relevant facts, analyze the situation and make a judgment on where to route the call
What sources are available to assist the incumbent finding solution(s)? (eg. past practice, established standards or guidelines.)	Relying on their knowledge base, the incumbent must refer to information gathered and compiled in self prepared booklets, to assist them with quick reference

### 3. Analysis and Problem Solving

Key issue or problem encountered.

How is it identified?

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.

What sources are available to assist the incumbent finding solution(s)? (eg. past practice, established standards or guidelines.)

#### #2 regular & recurring

Phone system/individual phone problems, caller is unable to make contact

Irregularities are identified by operators – no voicemail available, recalls, operator unable to open switchboard, indicating invalid extensions etc

Incumbent must make evaluations to determine the problems that are occurring by checking voicemail boxes or dial-by-name troubleshooting. Report issues to telephone helpdesk or technician.

The incumbent must identify if the problem can be solved by themselves through instruction to the client or if a technical malfunction needs to be reported to the technician

Phone system problems may be identified by on screen alarm codes/ other issues or irregularities are identified by use and knowledge of system

Key issue or problem encountered.

How is it identified?

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.

What sources are available to assist the incumbent finding solution(s)? (eg. past practice, established standards or guidelines.)

#### #3 regular & recurring

Incumbent receives calls from individuals with language barriers, such as international students and others.

Difficulties are encountered in understanding client requests.

International calls are often poor or delayed connections, enhancing the difficulty of understanding the caller's request.

Repeated questioning by incumbent is essential to connect call accurately.

Incumbent must focus completely to clearly understand callers requests. Further inquiries must be made to determine the callers request in order to forward the call to the appropriate contact.

### 3. Analysis and Problem Solving

Key issue or problem encountered.  
How is it identified?

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.

What sources are available to assist the incumbent finding solution(s)? (eg. past practice, established standards or guidelines.)

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

Incumbent receives a bomb call.

Caller will indicate to operator that they have placed a bomb in the building

Incumbent needs to question the caller to determine and identify which campus the caller is referring to in order to determine the course of action to be taken by incumbent.

In a very limited time frame, the incumbent must try to identify as much about the caller and the location (which campus/city) the bomb has been placed and any other pertinent information or details, such as time bomb is expected to go, before the incumbent notifies the appropriate campus contacts with the information they have received. Any information noted by incumbent will be helpful to authorities in their investigation of the call

Computer software is available on screen for incumbent to capture the caller's ID number. This info, if captured by incumbent, must be forwarded to the appropriate contacts as per guidelines.

Key issue or problem encountered.  
How is it identified?

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.

What sources are available to assist the incumbent finding solution(s)? (eg. past practice, established standards or guidelines.)

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

Irate caller is unable to reach their contact at SLC

Caller will express to incumbent, their concerns of repeated attempts to make contact or receive a callback

Incumbent must make further inquiries of caller to determine the callers request, the contact person or department and the nature of the call, to determine their course of action. In doing so, the incumbent must show empathy for the caller, be tactful and understanding to achieve calmness.

Incumbent must determine whether or not the info requested by the caller can be given by the incumbent or if they need to stay with the caller to assist them in acquiring the information by contacting all department sources. If caller wishes to file a complaint the operator will determine who the complaint should be forwarded to. Incumbent often writes down the info and suggests forwarding it to the appropriate source if necessary.

The incumbent will refer to their knowledge base and or their contact information sheets, to determine where or who the caller should be referred to for assistance if a complaint is forthcoming.



#### 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.

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 and recurring	
List the project and the role of the incumbent in this activity.	Incumbent gathers, verifies and compiles information from departments and contact sources, to create a switchboard information booklet and training guide
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Incumbent must be organized, acquire research skills, be knowledgeable about Tri-Campus departments/contacts, be attentive to detail, have ability for multi tasking and time management, must acquire above average verbal, writing and communication skills.
List the types of resources required to complete this task, project or activity.	Incumbent gathers information from throughout the College Community via – verbally or written. Constant verification of conveyed information is carried out by the incumbent with internal customers and contacts.
How is/are deadline(s) determined?	Information changes regularly, often by semester. Staff changes must be noted. Incumbent monitors and updates the information to assure accuracy.
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.	Incumbent decides if booklets/information sheets require changes, based on staffing, program offerings, course changes, semesters or College happenings. If information is not updated regularly or allowed to remain outdated, clients may receive inaccurate information, be forwarded to the wrong source, misinformed, shuffled through the system and become irate.

#### 4. Planning/Coordinating

List the project and the role of the incumbent in this activity.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

List the types of resources required to complete this task, project or activity.

How is/are deadline(s) determined?

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.

##### #2 regular and recurring

Incumbent must monitor and check information booklets of part time operators to assure accuracy.

Incumbent must be knowledgeable, organized, acquire attention to detail and accuracy skills, have time management and multi tasking abilities in a constantly busy/noisy environment

Incumbent refers to information gathered or given to them, written or verbally, which indicates changes in staffing, programs etc.

Information changes daily. Part time operators are not in daily to receive daily changes or information about college happenings. Incumbent must assure Part time operators have received and logged the changes.

Incumbent determines if changes or updates should be made to the information booklets, based on what information has been received, or changes have been made. Explanation by incumbent is often necessary. If information is not complete or updated, callers would receive inaccurate information or forwarded to incorrect contacts

List the project and the role of the incumbent in this activity.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

List the types of resources required to complete this task, project or activity.

How is/are deadline(s) determined?

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.

##### #3 regular and recurring

Incumbent notifies, informs or makes part time staff aware of information changes, probable call volume changes, call types and questions expected to be asked by caller, such as fees due deadlines, application deadlines, registration start and end dates etc..

Incumbent must be organized, knowledgeable about College happenings and semester changes, acquire attention to detail, communication skills and good memory skills.

Information is gathered from throughout the College community via – verbally or written, by the Incumbent. Limited information is regularly forthcoming from some departments.

Information changes regularly, often by semester. It must be monitored and updated to assure accuracy

Incumbent determines what information needs to be forwarded to part time staff as well as when. If callers are unable to reach the department source or contact person for the information required, the operators must be able to provide the caller with either information about their inquiries or other sources to achieve that information. Incorrect or inaccurate information can be the cause of students being misinformed and missing important deadlines or other valuable information.

#### 4. Planning/Coordinating

List the project and the role of the incumbent in this activity.	<b>#1 occasional</b> (if non, please strike out this sections) Incumbent is responsible for developing training guide for training new operators.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Incumbent must be organized, knowledgeable, patient and acquire people skills as well as the ability to train and inform others
List the types of resources required to complete this task, project or activity.	Incumbent develops a training sheet to assure all steps to inform trainee in the operation of the switchboard console as well as providing them with pertinent information, are taken.
How is/are deadline(s) determined?	Incumbent is given a limited period of time to assure candidate is trained on the operation of the switchboard. Training of information and contacts is ongoing.
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.	Incumbent advises supervisor of training requirements or changes. Incumbent will notify supervisor on progress of trainee and their abilities to operate console, retain information and ability to perform job. If the trainee is unable to operate console or retain information, calls may be lost, callers disconnected, misdirected or misinformed.
List the project and the role of the incumbent in this activity.	<b>#2 occasional</b> (if non, please strike out this sections) Incumbent is responsible for recording messages
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Incumbent must be organized due to high volumes and peak times and effectively use time management skills to record messages while switchboard remains open and calls are incoming. Incumbent must have good vocal and verbal skills
List the types of resources required to complete this task, project or activity.	Incumbent compiled data organized and typed information sheets used in assisting with message recordings.
How is/are deadline(s) determined?	Incumbent changes messages according to semester changes, emergency situations or closures
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.	Message changes are determined by the Senior Advisor, Government Relations and Communications.

## 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
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Minimal requirement to guide/ advise other. The incumbent may be required to explain procedures to other employees or students	Incumbent guides/advises staff with phone problems not requiring a technician. Incumbent advises students who are unsure of who to call or where, on which contact they need to fulfill their request. Incumbent discusses codes and processes with technician and further explains to part time co workers.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	There is a need for the incumbent to demonstrate correct processes/ procedures to others so that they can complete certain tasks	Incumbent guides and advises part time operators on use and functions of the switchboard console as well as the use of computer packages required to do tasks, e.g. excel, outlook, website. Incumbent monitors calls by listening and assures proper information is given and calls are accurately directed. Incumbent recommends information updates to part time staff as well as advising on use of email, excel or internet use (for SLC website). Incumbent advises part time staff what course of action or procedures to follow with regards to complaint calls, emergencies or technical phone issues.
<input type="checkbox"/>	<input type="checkbox"/>	The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities.	
<input type="checkbox"/>	<input type="checkbox"/>	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.	
<input type="checkbox"/>	<input type="checkbox"/>	The incumbent is responsible for allocating tasks to others and recommending a course of action or making necessary decisions to ensure the tasks are completed.	

## 6. Independence of Action

Please illustrate the type of independence or autonomy exercised in 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)
Routine, day-to-day tasks are performed independently.	Technician advises us of phone system problems or changes in codes

What rules, procedures, past practices or guidelines are available to guide the incumbent?	
Regular and Recurring	Occasional (If none, please strike out this section)
Confidential Codes are provided for opening/closing switchboard. Messages are changed according to semesters, hours of operation, closures, emergencies and information updates and are usually written and recorded by incumbent. Operating manual for phone system.	Codes are changed by Technician Supervisor informs Incumbent on the need to change messages.

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)
Incumbents work is reviewed by feedback from callers. Every call has the potential of feedback.	Technician does traffic tests to determine call volumes.

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)
Incumbent prepares training materials as well as daily information booklets.	Incumbent decides on training methods and materials for new operators

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)
Hours of operation, message changes, staffing changes, equipment changes, schedule changes The incumbent recommends a change in working hours or schedules of part time operators to supervisor, allowing them more working hours to help them increase their abilities of quickness and accuracy by being better informed, retaining information and more functional on switchboard.	Code changes, message changes

Describe the type of decisions that would be decided by the incumbent.	
Regular and Recurring	Occasional (If none, please strike out this section)
Incumbent decides who complaint calls go to and what course of action should be taken with regards to irate callers. Incumbent decides performance monitoring of part time operators and suggests more training for individuals requiring it. Incumbent decides what information is gathered and compiled for information booklets and training guides. Incumbent works with, informs and guides part time operators independently, without daily supervision.	If on occasion, a part time operator does not show up for their scheduled shift and the supervisor is unavailable for contact, the Incumbent will call in another part time operator.

## 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?		
Verbally as an information request	Telephone	Internal, external, staff, students, public	D
Emails with information to update the training manual	Receives and sends info updates via lotus notes and Microsoft word	Co-workers, staff	D
Walk ins which require directions to a Campus area	Verbal info and directions to office or classrooms (sometimes leave workstation and walk with person to required destination)	Staff (new part time) External students	I
Verbally	Train part time operators of use of equipment and advise on contact/information and changes to assure calls are directed accurately & quickly the first time	Part time operators	D
Verbally	Assist internal staff with phone problems re: vmail, outside calls, long distance access, operator assistance, conference calls	Staff, students, internal, external	D
Emergency calls or complaints received verbally.	Caller may have emergency and/or complaint and is unable to reach or does not know who the contact. Incumbent may offer several resource options to caller re: dept secretary, security etc. May take message & deliver to person or make calls themselves.	External callers	D
Verbal requests for information from callers with special needs.	Incumbent must identify the requests of callers through language barriers, hearing and speech impairments and other special needs. Caller is	External callers	W

## Support Staff PDF

	often only able to give incumbent very limited information due to their barrier, making it difficult to understand the caller's request. Incumbent must identify the callers requests by further questioning in order to appropriately direct the call. Often incumbent must take as much info as they can from caller, especially in the case of the speech and hearing impaired, email the information to the appropriate contact, either at the callers request or as a suggestion by incumbent that the contact respond to the caller via email.		
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\* 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	<p>Incumbent is a resource to the internal and external community for all 3 Campuses and must be familiar with hundreds of pieces of information. Incumbent provides basic information and direction in response to College activities ,events, programs, departments, directions and contacts.</p> <p>Incumbent is often given only first name or function, if any and must make further inquiries to ensure call is directed to the proper campus or location.</p> <p>Incumbent types emails to coworkers re: advising of information updates, explanations on phone problems ,staffing changes etc. Incumbent may receive info via email from other staff regarding changes and must assure all operators are informed by redirecting info to them. Some info is given to Incumbent verbally and passed on to other operators via email or verbally .</p> <p>Incumbent reports to appropriate sources via email or verbally, complaint calls, noting necessary information such as name, date, time and nature of complaint. Incumbent gathers, compiles and updates info sheets and charts used by operators. Ex. Human Resources or other departments notifies Incumbent of staff changes, incumbents notifies other operators as well as help line to assure info is updated on board.</p> <p>Incumbent may need to respond to emergency phone calls re: caller trying to contact student or staff, by taking message from caller, writing down info and delivering to appropriate contact.</p> <p>Incumbent often has Emergency situations to respond to, ex: fires, police, closures, bomb calls. This information will be shared with appropriate contacts tri campus but</p>	Internal and external callers, staff, students, co workers, public	D

	<p>must be kept confidential.</p> <p>Incumbent refers to info in books to guide, direct and advise staff or co workers on processes or procedures required to complete task. Ex: how to set phones to forwarding, set up voicemail, make long distance calls, arrange conference calls etc. It is sometimes necessary for the incumbent to go to a staff members office to physically demonstrate the process. Incumbent demonstrates to callers unable to reach a contact, what process they follow to complete their task. Ex. Student wanting a transcript and either can not reach department or does not understand instructions left on message, wishes to get a transcript request form from the internet. Incumbent will go to website and direct them through the process. Also advise caller on application process</p> <p>Incumbent identifies a concern in trying to reach a College employee, campus or service and reports to the technician/supervisor advising the possibility of a technical malfunction with phone system.</p> <p>Incumbent provides callers with information on the payment and deadlines of fees, as well as deadlines for applications for part- and full-time courses.</p> <p>Incumbent guides and instructs callers how to navigate through the SLC website, as well as providing them with information about how to apply online through other websites re: OCAS, OSAP etc.</p> <p>Incumbent assists callers with transcript request forms by directing them to the website and guiding them through the process, when caller is unable to reach appropriate contact or does not understand the instructions left on the contacts message.</p> <p>Incumbent provides callers with information required to navigate through SLC website, as well as information about how to apply online through other websites re: OCAS, OSAP etc.</p>		
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	Incumbent gathers, compiles, types and files, the information provided by the technicians regarding the RAD (messages & codes for telephone message system & opening and closure).		
Explanation and interpretation of information or ideas.	<p>Caller may identify pursuit of education and not know who or which department to speak with, or if they want full or part time courses. Incumbent makes inquiries of caller to determine appropriate contact based on knowledge of resources and contacts. Incumbent often advises callers to speak with counsellors, liaison, admissions, ft, pt, osap, admissions, financial services, etc. Often caller will have limited info to offer incumbent such as first name only.</p> <p>Incumbent communicates information to staff on the use of phones re: voice mail set up, forwarding functions, use of long distance and outside lines, call transfers as well as advising, based on the information given incumbent about situation, that they call the help line.</p>	Internal, external, staff, students, public	D
Imparting technical information and advice			
Instructing or training			
Obtaining cooperation or consent	<p>Caller identifies the need to speak to the President or upper level staff. Incumbent is given minimal information but recognizes the problem may be resolved at a lesser level. Callers are irate and angry due to the nature of the situation and purpose of the complaint and are reluctant to give information to the incumbent. Incumbent must be compassionate, tactful, empathetic and understanding in order to calm the caller, diffuse the situation and convince caller of the need to be forthcoming with further information in order to convince them another route is a better option at this time.</p>	External, students,	W
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, 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 for extended periods. Incumbents is connected to the console by wires and headsets, requiring them to stay in the same physical location over and extended period of time, with limited freedom of flexibility, change of movement or physical position.	D			X		X	

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

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

☐ Light (up to 5 kg or 11 lbs.)

☐ Medium (between 5 to 20 kg and 11 to 44 lbs.)

☐ Heavy (over 20 kg. or 44 lbs.)


## 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
Difficulty in maintaining level of concentration when training new staff. Training is ongoing. Information changes daily with semesters, staffing, happenings. Trainee is being shown the use of the switchboard console, being given the required information to direct the and being informed on policies and procedures, re: what to do in case of bomb calls, emergencies, phone system problems, etc. Trainee is also being shown the use of the email system, the College internet site, excel for our phantom directory and fax listings and our word processing abilities. Incumbent must concentrate on directing their own call as well as answer questions for the part time operator to assist them in directing theirs.	W			x
Can concentration or focus be maintained throughout the duration of the activity? If not, why?				
<input type="checkbox"/> Usually <input checked="" type="checkbox"/> No - Noisy interference from nearby classrooms.				

Activity #2	Frequency (D,W,M,I)*	Average Duration		
		Short < 30 min	Long up to 2 hrs.	Extended > 2 hrs
Auditory concentration is required with callers that may be hearing or speech impaired or where English is not their first language. Often overseas connections are poor or delayed. Listening to caller to decipher info through a variety of accents and situations difficult.	D	X		
Can concentration or focus be maintained throughout the duration of the activity? If not, why?				
<input type="checkbox"/> Usually <input checked="" type="checkbox"/> No Noisy interference comes as well from nearby classrooms.				

## Support Staff PDF

Activity #3	Frequency (D,W,M,I)*	Average Duration		
		Short < 30 min	Long up to 2 hrs.	Extended > 2 hrs
While answering and directing calls, the incumbent performs other tasks such as gathering, compiling and updating information sources to update information books re: staff, departments, contacts, programs etc.	W	X		
Can concentration or focus be maintained throughout the duration of the activity? If not, why? <input type="checkbox"/> Usually <input checked="" type="checkbox"/> 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)*
<input checked="" type="checkbox"/> acceptable working conditions (minimal exposure to the conditions listed below)	Conditions are typical of a busy switchboard environment.	D
<input type="checkbox"/> accessing crawl spaces/confined spaces		
<input checked="" type="checkbox"/> dealing with abusive people	Irate callers repeatedly getting voicemail, no callbacks and are unable to speak with anyone to get the required information. Callers are concerned about fees deadlines, application deadline etc and become agitated with system. Anger and frustrations are directed towards incumbent.	D
<input checked="" type="checkbox"/> dealing with abusive people who pose a threat of physical harm	Irate callers threaten bodily harm if calls weren't soon responded to. Incumbent calls appropriate campus to advise a heads up on irate caller.... Incumbent must react quickly and efficiently to capture appropriate information regarding bomb calls and notify appropriate personnel	I
<input type="checkbox"/> difficult weather conditions		
<input type="checkbox"/> exposure to very high or low temperatures (e.g. freezers)		
<input type="checkbox"/> handling hazardous substances		
<input checked="" type="checkbox"/> smelly, dirty or noisy environment	Constant ringing of telephones is noisy, stressful and tiring - 1000 calls plus over a 7-hour period during a nonpeak time, averages one ring every 25 seconds. Noise also comes from nearby classrooms re: movies, videos, loud talking.	D
<input type="checkbox"/> travel		
<input type="checkbox"/> working in isolated or crowded situations		
<input checked="" type="checkbox"/> other (explain)	Incumbent is not generally able to go out and mix with other staff. Workstations are small making the area crowded and concentration difficult during periods of training part time staff.	D

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