

St. Lawrence College

Position Description Form (PDF)

Effective Date: 02-Feb-2026

Campus: Kingston (with Tri-Campus Responsibilities)

Incumbent's Name:

Position Title: Academic Services Clerk

Payband: E

Position Number:

NOC Code: 14301

Hours per Week: 35

Supervisor's Name and Title: Associate Director - Academic Operations

Completed by:

Signatures:

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

Date: _____

Supervisor: _____

Date: _____

One-Over-One: _____

Date: _____

Support Staff PDF

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.

The incumbent delivers front-line customer and clerical services in support of the students and staff of the assigned portfolio.

The Academic Services Clerk, answers both routine and complex inquiries from potential, current and former students, College employees and the general public. Clerical support services include general office administrative assistance and assisting part-time and partial-load faculty in the onboarding process of their employment.

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*
Clerical Support Provides various general clerical support services related to the operation of the academic school offices such as: • Opens and sorts incoming mail, triages and addresses the school email inbox dispatches outgoing mail, both physical and electronic, checks for accuracy/completeness of documents as appropriate. • Maintains filing systems, faxing and photocopying; prepares documentation and organizes both physical and digital files (binders, folder structures) • Coordinates textbook orders, updates semester booklists for posting, liaises with the Bookstore/Copy Centre, keeps prior lists orders complimentary texts for faculty; • Books meeting rooms, spot room bookings, arranges catering and parking passes for guests; • Submits staff/faculty business card orders; name tags/badges, updates faculty/staff directories, and mail/email list distribution lists each semester. • Requests new and reactivation of faculty/staff IT accounts, phone extensions and key requests; resolves access inquiries in coordination with IT/Security • Tracks faculty absenteeism and notifies students of any necessary class changes/cancellations; office closures. • Posts important notices and prepares signage, including class cancellations, office closures; • Maintains an adequate supply of all required forms; requests equipment repairs, and supplies • Makes purchases on behalf of the department including but not limited to office supplies, vehicle rentals and hotel bookings and other program related needs (purchasing card) and reconciles the monthly purchase card statement for the Manager's signature; • Collects 'I' grade forms from faculty, copies, files and sends originals to the records office for input; • Updates mail & email lists as instructed by the Manager Academic Operations or the appropriate Associate Dean / Dean. • Responsible for posting students fees for missed labs, clinical and other reasons as identified by faculty, Associate Deans and Manager of Academic Operations. Liaise with Registrars Office to confirm fees are reflected accurately and posted on student accounts for payment. • Updates course outlines/learning plans for semester start-up and maintains current and archived filing systems. • Locates, retrieves, and distributes official course outlines to support alignment,	45%

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exemptions, transfer credit, and other needs. ♦ Assist with exams and tests such as printing copies and providing them with the Test Centre, following instructions provided by faculty members or written procedures, and coordinate accommodations as required. ♦ Participates in ongoing development, training, and utilization of new systems and processes. ♦ Takes notes, builds schedules and distributes agendas and minutes for portfolio meetings as assigned Ex. (PAC Meeting, Department Meetings etc.). ♦ Prepares documentation at the request of the MAO and Associate Dean in the organization of both physical and digital files (ex. build binders, create digital file folders, organize files). ♦ Acts as consultant to Program Coordinators, campus staff, and students. Assists with information on academic policy, procedures. Responds to student inquiries for access to college services and resources. ♦ Deals with issues and complaints, referring matters to the Manager, Academic Operations or Associate Dean, as appropriate. ♦ Works collaboratively with other College departments as required to support the student experience.	
Communications / Point of Initial Contact Functions as the first line of contact for inquiries for the academic school office; provides knowledgeable information and direction by phone and/or in person: ♦ Greets visitors (including current and potential students) and responds to routine inquiries both in-person and via e-mail ♦ Regularly liaises with other College departments and provides input/data to support effective operations; handles issues/complaints and escalates to MAO/AD as appropriate. ♦ Coordinates and processes food and beverage orders for departmental meetings/events (adhering to purchasing guidelines/budgets). ♦ Coordinates travel quotes and itineraries for Tri-Campus student field trips; communicates details; collects invoices, may assist with creating forms. ♦ Creates, edits, and distributes Forms surveys; communicates results to ADs/PCs (e.g., Hybrid Nursing exam locations). ♦ Coordinates registration for ADs/faculty for conferences and seminars, including travel and accommodations. ♦ Drafts, prepares, and distributes letters & communications for students on behalf of the AD.	15%
Human Resources Planning ♦ In collaboration with HR, creates, amends, and rescinds employment contracts/teaching assignments information for Part-time, Partial Load, and Sessional faculty; ensures accuracy, compliance, and timely processing; ensures accuracy, compliance, and timely processing. ♦ Prepares and issues HR/payroll documentation (contracts, offer letters, salary/status changes, overloads, coordinator allowances); monitors and advises HR of changes affecting pay. ♦ Works collaboratively with the Academic Planning Assistant to ensure that	35%

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employment agreement spreadsheet accurately coincides with the academic planning spreadsheet. ♦ Collects, analyzes, and reconciles data (input sheets, OPS, etc.) to determine/verify faculty employment status; collaborates with ADs to balance teaching hours per policies/collective agreement. ♦ Confirms teaching assignments with Academic Planning Assistants for Bookstore and Learning Plan tracking and follow-up. ♦ Prepares Human Resources/payroll information for full time, part-time, partial load and sessional professors and part time support staff letters of offer and coordinates the process flow for approval processes. Follows up on any outstanding employment authorizations to ensure completion. Monitors, documents and advises HR of any changes to assignments resulting in an adjustment in pay. ♦ Responsible for the general establishment of new faculty and academic staff to the College by coordinating with various departments to ensure appropriate virtual and physical access to the campus and appropriate College resources. Resolves inquiries and issues with regards to access. ♦ Provides required information to new employees and is first point of contact to respond to new employee inquiries. ♦ Responsible for entering/updating data within EA SS/OPS merge files, creates and maintains semester-specific OPS spreadsheets; communicates changes to input sheets so APA can coordinate with Scheduling; provides accurate data to support conflict-free timetables across programs/faculty. ♦ Confidentially coordinates, collects, organizes, maintains, and disseminates professional Nursing credential renewal documents in accordance with CNO requirements, and shares securely with ADs prior to each term. ♦ Creates and maintains semester-specific OPS spreadsheets; communicates changes to input sheets so APA can coordinate with Scheduling; provides accurate data to support conflict-free timetables across programs/faculty. ♦ Collects, manages, and securely stores clinical evaluation documentation for students, ensuring privacy and appropriate retention. ♦ Coordinates the collection, transfer, and tracking of Learning Plans; converts, signs, and posts files on the S: Drive for faculty retrieval	
Scheduling & Academic Planning ♦ Uses PeopleSoft and SWF generation software; ensures PeopleSoft data accuracy (enrollments, instructor assignments/secondary instructors); adapts to new planning processes as required. ♦ Ensures the quality and accuracy of the PeopleSoft data by reviewing and removing instructors no longer associated with courses, adding secondary instructors as requested by the Associate Dean or Dean, and any other necessary changes requested by the Dean or Associate Dean. Works collaboratively with SCTL to ensure BlackBoard is accurate for students/faculty. Further ensures that the data in the Academic Offices Systems and the systems utilized by the Registrar's Office are reflective of one another in the Peoplesoft Audit Process by communicating effectively with the Registrar's Office.	

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♦ Works with faculty and the Associate Dean on the input and completion of surveys & reports in relation to the Ministry of Colleges and Universities as well as external professional agencies and accrediting bodies	
OTHER DUTIES ♦ On occasion may respond to student inquiries for access to College services and resources. ♦ Makes purchases on behalf of the department (supplies, vehicle rentals, hotels, program needs, membership renewals) and reconciles monthly purchasing card statements for MAO signature. ♦ Posts fees to student accounts for missed labs/clinical and other reasons; liaises with Registrars to confirm accuracy; processes adjustments (refunds/charge reversals) using correct item types/reason codes. ♦ Performs other duties as assigned.	5%

* To help you estimate approximate percentages:

½ hour a day is 7%

1 hour a day is 14%

1 hour a week is 3%

½ day a week is 10

½ day a month is 2%

1 day a month is 4%

1 week a year is 2%

1. Education

A. Check the box that best describes the **minimum** level of **formal** education that is required for the position and specify the field(s) of study. Do not include on-the job training in this information.

- | | | |
|--|--|--|
| ☐ Up to High School or equivalent | ☐ 1 year certificate or equivalent | ☒ 2-year diploma or equivalent |
| ☐ Trade certification or equivalent | ☐ 3-year diploma/degree or equivalent | ☐ 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:

Office Administration

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

☐ Minimum of five (5) years

☐ Minimum of eight (8) years

Relevant work experience within an office enviroment. Excel experience required.

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.	Maintaining efficient and timely flow of payroll and related documentation to Human Resources ensuring its accuracy to avoid compensation challenges and pay delays to staff and resolving any errors.
How is it identified?	- The incumbent must draw together data from several sources. - Coordinate the production, approval, and distribution of payroll documentation to ensure that deadlines are met. - Frequent review of assignments and amendments to ensure accuracy of information.
Is further investigation required to define the situation and/or problem? If so, describe.	- Yes, the incumbent must reach out to the below listed sources for assistance in determining the gap and in making the appropriate and required corrections so that the process may continue appropriately.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	- Review original contract and determined rate of pay from contract. Review timesheets if necessary. Contact the appropriate Human Resources consultant for confirmation. Escalate to Manager of Academic Operations if solution or appropriate information cannot be located.
What sources are available to assist the incumbent finding solution(s)? (e.g., past practice, established standards or guidelines.)	- Program information spreadsheet - Human Resources - Manager Academic Operations - Associate Dean - Program Coordinator

3. Analysis and Problem Solving

#2 occasional & recurring	
Key issue or problem encountered.	Inaccurate or incomplete payroll documentation is submitted to Human Resources resulting in inaccuracies that impact timely compensation of staff.
How is it identified?	- Staff/MAO/Associate Dean/HR - ASC discovers during regular activity
Is further investigation required to define the situation and/or problem? If so, describe.	- On-going reference to confirm part-time, partial load and sessional staffing plan prepared in conjunction with the Associate Dean. - Confirm rate of pay and status. - Investigate cross departmental activity.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	- Determine appropriate lead time to accurately prepare documentation for signature by all parties and submit to Human Resources by specified due date for each pay period. - Assess assignments to determine status and appropriate financial coding. - Ensure that any changes to delivery details have been captured. - Determine the process needed to resolve any issues depending on the circumstances. - Adhere to school-based practices regarding payroll processing and communicate this to employees in question; email individuals to provide documents and obtain signatures once information regarding terms and conditions of employment is received.
What sources are available to assist the incumbent finding solution(s)? (e.g., past practice, established	- Associate Dean - Manager of Academic Operations - Faculty & APA's with other portfolio's - Resumes - Human Resources - Payroll Services - Planning information

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)? (e.g., past practice, established standards or guidelines.)

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

A faculty member or staff has not provided their timesheets and the deadline for the current pay period is approaching.

The clerk provides a reminder to the staff member if identified and the manager / associate dean if appropriate about the upcoming deadline.

Yes. Clerk should attempt to contact individual, if possible, to remind them of the deadline and inform them of the consequences of not meeting the deadline.

The clerk can utilize the EA spreadsheet and other items as a resource to determine overall employee lists within their portfolio. Should timesheets not come in as expected and reminders provided the Clerk will escalate to the MAO.

EA Spreadsheet
Human Resources
MAO
Associate Dean

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.

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

A new faculty member indicates that they are having issues with their technology and don't think that they are fully setup at the college.

Review of employment agreement spreadsheet and communication with HR & IT.

Yes. Review to see if request to IT was sent out so individual has access to college systems and campus. Reach out to HR to ensure employee file and information has been generated.

If individual employee does not have access to certain resources or technologies on campus it could mean an error in the onboarding process. The Clerk would liaise with the employee and assist in resolving by collaborating with the appropriate ancillary departments.

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

Peoplesoft
Human Resources
IT
Payroll
Safety & Security
Associate Deans
Manager of Academic Operations

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.	Creates and maintains a comprehensive, semester specific, employment agreement spreadsheet.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	<u>PeopleSoft computer skills</u> <u>Planning and time management skills</u> - This process must be started and completed in order for faculty to receive their employment agreements and be paid. <u>Attention to detail</u> - Often there are multiple sections to be kept balanced. Collaboration with Human Resources and the Academic Planning Assistants is key. <u>Coordinating</u> - Incumbent brings together several sources of data in order to ensure the process continues.
List the types of resources required to complete this task, project or activity.	PeopleSoft Human Resources Academic Policy manual Payroll
How is/are deadline(s) determined?	Deadlines are set by Human Resources and Payroll.
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.	Human Resources Payroll MAO Dean

4. Planning/Coordinating

List the project and the role of the incumbent in this activity.	#2 regular and recurring Maintain current and outdated course outlines and learning plans for every course within the assigned portfolio.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	<u>File management skills</u> - Current and former versions of all course outlines and learning plans must be maintained/archived for access. <u>Time management/Priority setting</u> - Incumbent must have current course outlines on file and signed by the Associate Deans for all courses in the current semester. Course outlines must be available for faculty and ready for distribution to students on the first day of class. <u>Attention to detail</u> - Incumbent must ensure that as programs change, and new courses are added that course outlines are on file for all courses and version numbers are correct.
List the types of resources required to complete this task, project, or activity.	Program maps Course outline log PeopleSoft (i.e., Program of Study, Curriculum Report)
How is/are deadline(s) determined?	Incumbent establishes deadlines in accordance with semester startup dates and copy centre guidelines.
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.	Full time faculty determine necessary changes of course outline information. Incumbent informs other faculty impacted by any course outline changes when initially informed by a faculty member (many faculty may be teaching the same course to different sections/programs).
	#3 regular and recurring
List the project and the role of the incumbent in this activity.	Maintain current and prior textbook lists within the assigned portfolio.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	<u>Time management/priority setting</u> - Process for completing textbook lists for each program must be started in time for Bookstore to order and receive textbooks for semester start up. Booklists must be posted to slc.me in a timely manner for students' reference. <u>Coordinating</u> - Incumbent acts as a liaison between faculty, program coordinators, Copy Centre and the Bookstore to ensure appropriate textbooks are ordered and will be available for sale in the Bookstore. <u>Communication skills</u> - Incumbent must follow up with faculty to ensure textbooks are ordered. Incumbent

List the types of resources required to complete this task, project or activity.	needs to contact new faculty and explain the textbook ordering process and deadlines.
How is/are deadline(s) determined?	Past textbook lists Program faculty and coordinators Campus Bookstore staff Copy Centre Campus Bookstore staff determine textbook order deadlines. Manager establishes posting date for booklists to slc.me in consultation with the Bookstore and CAAS staff. Copy Centre provides guidelines for course pack preparation Semester start up dates
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.	Campus Bookstore - Change of process/deadlines. Copy Centre - Change of processing due dates. Faculty - Change/addition of textbook order(s).

4. Planning/Coordinating

	#1 occasional
List the project and the role of the incumbent in this activity.	CASN Surveys, Pinning events, Skills Competitions, Special events planning
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Working with ADs to coordinate/plan special events throughout the year
List the types of resources required to complete this task, project, or activity.	PeopleSoft, Outlook, Excel
How is/are deadline(s) determined?	Associate Dean provides deadlines
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.	Associate Dean would direct this change

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	
☒	☐	There is a need for the incumbent to demonstrate correct processes/ procedures to others so that they can complete certain tasks	Provides information to faculty as to onboarding process and is familiar with policies and employment contracts given. Guides them and assists in the setup of technology, rooms and other items required by faculty. Informs students of fees due and posts fees for students to pay in their accounts. Assists with faculty inquiries and transfers appropriate questions to APA’s, MAO and Associate Deans as required.
☐	☐	The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities.	



The incumbent is an active participant and has ongoing involvement in the progress of others with whom he/she has the responsibility to demonstrate correct processes/procedures or provide direction.

☐☐

The incumbent is responsible for allocating tasks to others and recommending a course of action or making necessary decisions to ensure the tasks are completed.

6. Independence of Action

Please illustrate the type of independence or autonomy exercised in 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)
Day to day activity/work is performed independently following established guidelines and past practices.	Verbal or written instructions with suggested work methods and timeframes are provided for new or special projects.

What rules, procedures, past practices or guidelines are available to guide the incumbent?	
Regular and Recurring	Occasional (If none, please strike out this section)
Past practice Calendar of Events Semester start-up dates Operation/procedures manuals Fee Policy Established HR/Payroll Processes	.

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)
Day-to-day work is checked for accuracy by the incumbent. Feedback from others (faculty, students, human resources) Manager Academic Operations Associate Dean Dean	

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 works with minimal supervision and makes decisions within the scope of the position's expertise. Consults others (faculty, program coordinators, APA's other College staff) to gather more information in determining if a decision can be made.	

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)
Issues requiring a decision that is beyond the scope of the position. Changes to established procedures/processes Prioritizing workflow to meet requested deadlines.	

Describe the type of decisions that would be decided by the incumbent.	
Regular and Recurring	Occasional (If none, please strike out this section)
Number of textbooks required and determination of most current version for each course, each semester to accurately process orders.	

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?		
Front-line contact person: all inquiries are initially handled by the incumbent. Inquiries received in-person, by email and telephone.	Follows established processes and clarifies requests where necessary. Contacts other staff for information to assist.	Students, faculty, staff	D
Requests for various forms for faculty (ex. contracts, timesheets). Inquiries received in-person, by email and telephone.	The process is carried out by following an onboarding process which involves working with Human Resources, IT Service Desk, and the School office to ensure faculty are fully setup within the Colleges systems and able to perform their duties.	Faculty, Staff	D
Posting of fees on student's accounts.	Incumbent processes requests and posts items for payment using POS and PeopleSoft.	Students, Coordinators, Faculty	W
Inquiries about class lists or textbook orders.	Incumbent provides information and/or consults PeopleSoft records or School files.	Full-time and part-time faculty	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	Responds to inquiries regarding faculty availability and course scheduling. Answers routine inquiries from faculty and staff.	Students	W
		Faculty, staff	D
Explanation and interpretation of information or ideas.	Clarifies processes regarding fee payment. Initiates memos to faculty re: class lists, course outlines and appendices, textbook requirements. Informs and explains processes of onboarding and HR / Payroll documents to faculty upon request. Provides assistance to staff with the photocopier, printer and fax machine.	Students	W
		Faculty	W
		Faculty, staff	D
			D
Imparting technical information and advice			
Instructing or training			
Obtaining cooperation or consent			
Negotiating			

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

9. Physical Effort

In the tables below, describe the type of physical activity that is required on a regular basis. Please indicate the activity as well as the frequency, the average duration of each activity and whether there is the ability to reduce any strain by changing positions or performing another activity. Activities to be considered are sitting, standing, walking, climbing, crouching, 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
Keyboarding	D			X	X		
Sitting	D			X	X		
Lifting/carrying	M	X			X		
Standing/walking	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.)

Photocopier paper, textbooks, boxes of archived files,
mail or deliveries

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
Prepares Human Resources/payroll contract documentation for part-time, partial load and sessional professors and payroll salary and status changes for overload payments and coordinator's allowances for full-time faculty. Monitors, documents, and informs HR of any changes that result in an adjustment in pay.	D/I			X
☒ Can concentration or focus be maintained throughout the duration of the activity? If not, why? No Interruptions are frequent and cannot be avoided. Often there are many distractions to focus. There are always urgent teams messages, meetings, calls, or in office inquiries requiring urgent attention.				

Activity #2	Frequency (D,W,M,I)*	Average Duration		
		Short < 30 min	Long up to 2 hrs.	Extended > 2 hrs
Preparing textbook orders and lists each semester	3 semesters per year			Approx. 1 month from start to finish
☐ Can concentration or focus be maintained throughout the duration of the activity? If not, why? ☐ No Interruptions are frequent and cannot be avoided.				

Activity #3	Frequency (D,W,M,I)*	Average Duration		
		Short < 30 min	Long up to 2 hrs.	Extended > 2 hrs
Collecting, distributing, and storing course outlines and learning plans	3 semesters per year			X
☐ Can concentration or focus be maintained throughout the duration of the activity? If not, why? ☐ No Interruptions are frequent and cannot be avoided.				

* 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)	General office duties.	D
☐ accessing crawl spaces/confined spaces		
☒ dealing with abusive people	Student upset about grades or frustrated about having to pay fees.	I
☐ 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		
☐ travel		
☐ working in isolated or crowded situations		
☐ other (explain)		

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