

**St. Lawrence College  
Position Description Form (PDF)**

Effective Date: June 5, 2023

Updated: May 8th, 2023

**Campus:** Brockville  
**Incumbent's Name:** Vacant  
**Position Title:** Accounts Payable Specialist  
**Payband:** F  
**Position Number:** 00000843  
**Hours per Week:** 24

**Supervisor's Name and Title:** Director, Finance Services

**Completed by:** Director, Finance Services

**Signatures:**

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

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

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

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

### Instructions for Completing the PDF

1. Read the form carefully before completing any of the sections.
2. Answer each section as completely as you can based on the typical activities or requirements of the position and not on exceptional or rare requirements.
3. If you have any questions, refer to the document entitled “A Guide on How to Write Support Staff Position Description Forms” or contact your Human Resources 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 is directly responsible for the efficient processing of all types of accounts payable transactions. This includes supplier invoices / leases / contracts, cheque requests, international wire transfers, employee expense reports / advances and student refunds. In all instances, incumbents must ensure College policy with respect to procurement and payment is followed before processing payment. Incumbent must also ensure account coding is reasonable, taxes are properly assessed, sufficient approvals are in place in accordance with College policy and sufficient and appropriate audit documentation is provided and maintained.

The incumbent will provide backup to the Accounts Payable Analysts as required, which may include: the accurate setup and maintenance of College vendors within the Peoplesoft system; processing supplier and student payment cycles; maintaining the College’s centralized accounts payable e-mail inbox; and the preparation of general ledger journal entries to record payables-related activity, and reconciliation of related general ledger accounts and actioning outstanding items as required.

**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*
<p><b>1. Process supplier invoices / leases / contracts for payment / international wire transfers (inclusive of payment cycle):</b></p> <ul style="list-style-type: none"> <li>-Incumbent processes all vouchers for payment after ensuring the following:                             <ul style="list-style-type: none"> <li>a) purchasing policy has been adhered to (i.e. PO for goods over \$ value threshold in policy)</li> <li>b) item has been received (if applicable)</li> <li>c) appropriate authorization exists for payment</li> <li>d) account distribution is reasonable</li> <li>e) taxes are properly assessed</li> <li>f) holdbacks and supplier discounts are calculated correctly</li> </ul> </li> <li>-Ensures the completion of the Canada Revenue Agency’s employee vs. self-employed checklist for all payments made to individuals.</li> <li>-Incumbent follows up as appropriate to resolve questions, provide guidance or deny payment, including rationale for the decision</li> <li>-Incumbent proceeds to run the payment cycle and upload files to the College bank for distribution (if needed)</li> <li>-Verifies the completeness/accuracy of Trial register/bank file prior to release of payment.</li> <li>-Resolves any discrepancies.</li> <li>-Responsible for Cheque printing and validating cheques to Trial Register</li> <li>-Responsible for ensuring appropriate review/approvals are completed.</li> <li>-Supporting documentation is filed on a timely basis for both internal reference and audit.</li> </ul>	60%
<p><b>2. Maintenance of supplier master files in Peoplesoft:</b></p> <ul style="list-style-type: none"> <li>-Working closely with the College’s Purchasing department, the incumbent will gather required information from vendors to facilitate payment (eg. remittance addresses, banking details).</li> <li>-The incumbent will be responsible for updating vendor information in Peoplesoft in accordance with College policy and obtaining necessary approvals.</li> </ul> <p>The incumbent will input all required information to ensure that Canada Revenue Agency requirements for T4A issuance are met.</p>	20%

**Support Staff PDF**

<p><b>7. Other:</b> -Works with Peoplesoft Manager to troubleshoot and resolve any issues.</p> <p>-Responds to both internal and external inquiries regarding accounts payable functions. -Provides back-up to the Accounts Payable Analysts during times of sickness and vacation. -Other duties as assigned.</p>	<p>20%</p>
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\* 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 type="checkbox"/> 1 year certificate or equivalent                            | <input type="checkbox"/> 2 year diploma or equivalent  |
| <input type="checkbox"/> Trade certification or equivalent | <input checked="" 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:

Business – Accounting

**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

<ul style="list-style-type: none"><li>- Minimum of 3 years of experience working extensively with the payment of invoices utilizing accounts payable and purchasing modules in an integrated financial system with a budget environment &gt; \$1,000,000.</li><li>- Accounting experience to enable completion of journal entries and account reconciliations and to understand impact of journal entries on the general ledger via account analysis.</li><li>- Experience with the use of advanced excel workbooks, including the use of formulas, pivot tables and macros.</li></ul>	

**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:

	<b>#1 regular &amp; recurring</b>
Key issues or problems encountered.	Electronic Funds Transfer file submitted for processing is rejected by the bank.
How is it identified?	The incumbent receives an error message upon electronically submitting the file for processing.
Is further investigation required to define the situation and/or problem? If so, describe.	Yes, the incumbent must review the details of the error message to determine what transaction(s) is preventing the file from being processed.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Incumbent must review the transaction or vendor that is causing the error to identify what the problem is. If the problem is due to incorrect banking information, the incumbent must contact the vendor to confirm details. Following this, the incumbent must coordinate the change to banking information with the IT dept and bank. File would then be amended and resubmitted for processing.
What sources are available to assist the incumbent in finding solution(s)? (E.g. past practice, established standards or guidelines.)	Incumbents would utilize learned analysis and problem-solving skills to review bank error files. Incumbents would determine whether problems can be fixed internally within the AP dept or whether the IT dept and bank would need to also be involved.

3. Analysis and Problem Solving

<b>#2 regular &amp; recurring</b>	
Key issues or problems encountered.	No taxes assessed or inappropriate taxes applied on an invoice.
How is it identified?	Problem is identified by review of the type of commodities listed on the invoice and the geographical location of the vendor.
Is further investigation required to define the situation and/or problem? If so, describe.	Yes, incumbent must investigate current Canada Revenue Agency (CRA) legislation and determine the appropriate taxes that apply.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Incumbent analyzes tax legislation or College/external guidance to determine the appropriate taxes that apply.
What sources are available to assist the incumbent in finding solution(s)? (E.g. past practice, established standards or guidelines.)	CRA legislation and guidance (high volume and ever-changing). College documentation of recurring issues. Past practice.

<b>#3 regular &amp; recurring</b>	
Key issues or problems encountered.	Consultant invoice received for payment with no accompanying CRA employee vs self-employed checklist on file.
How is it identified?	Incumbent reviews completed checklists on file to determine if CRA employee vs self-employed checklist exists for consultant.
Is further investigation required to define the situation and/or problem? If so, describe.	Yes, incumbent provides department with copy of CRA checklist and requires completion of the form prior to release of payment.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Incumbent analyzes results of checklist to assess where the majority of results lied: college-controlled column vs consultant-controlled column.
What sources are available to assist the incumbent in finding solution(s)? (E.g. past practice, established standards or guidelines.)	Past practice.

3. Analysis and Problem Solving

<b>#1 occasional</b> (if none, please strike out this section)	
Key issues or problems encountered.	Issue with respect to re-setting of cheque printer and/or student refund anomalies.
How is it identified?	Cheque run results in incorrect font and alignment. Number of student refund vouchers created does not equal number per upload.
Is further investigation required to define the situation and/or problem? If so, describe.	Cheque printer analysis referred to IT. Student refund analysis is outlined below.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	For student refunds, incumbent troubleshoots errors that have known resolution. Further, students refund screens analyzed for inconsistencies or missing information. If required, issue is escalated to Peoplesoft Manager
What sources are available to assist the incumbent in finding solution(s)? (E.g. past practice, established standards or guidelines.)	IT department. Documentation provided by IT department. Peoplesoft Manager Campus Solutions 'refunds by date' report.

<b>#2 occasional</b> (if none, please strike out this section)	
Key issues or problems encountered.	Budget errors exist on a voucher, or a price discrepancy exists between invoice and purchase order.
How is it identified?	Budget check errors are identified during budget check process or via automated, overnight 3-way match process.
Is further investigation required to define the situation and/or problem? If so, describe.	Yes, incumbent investigates the on-line exception log for reason for error or error message on voucher itself.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Budget errors are referred to by the budget officer. Price discrepancies referred to purchasing officer.
What sources are available to assist the incumbent in finding solution(s)? (E.g. past practice, established standards or guidelines.)	Past practice.

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.	Processing supplier invoices and other College payments. The incumbent must input these into Peoplesoft accurately and in a timely manner to facilitate payment.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Incumbent must assess the volume of the input to be completed and work with the Accounts Payable Analysts to divide work in a fair and equitable manner, allowing all team members to complete their work without missing set timelines.
List the types of resources required to complete this task, project or activity.	E-mail to monitor volume of requests; phone, e-mail or IM to communicate with other A/P Analyst; Peoplesoft to complete input of vouchers
How is/are deadline(s) determined?	Deadlines for submission of documents to A/P to meet weekly payment runs are well established. Deadlines for non-entry items will be established in consultation with the supervisor, but incumbents are expected to work independently to meet all 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.	Incumbent will prioritize work independently and summarize any challenges or changes to the supervisor along with recommendations on how to resolve. For example, the incumbent will need to assess and communicate impact on weekly payment runs, month-end or quarter-end accounting close deadlines and propose solutions.

4. Planning/Coordinating

**#2 regular and recurring**

List the project and the role of the incumbent in this activity.	Incumbent is responsible for adding/updating the College's vendor master file in Peoplesoft. New vendors may be required to be setup based on requests from College employees, or the receipt of an invoice for payment where the vendor is not currently setup/active. The incumbent must obtain all of the required information to complete the vendor setup. The setup of the vendor must be completed in a timely manner to not delay the processing of invoices for payment, or purchase requisitions.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Incumbent must have knowledge of all of the required information to complete the vendor setup. If not, all information is available, the incumbent must be able to request or seek out the information required. Incumbent must be able to multi-task and return to complete the vendor setup once the required information is obtained.
List the types of resources required to complete this task, project or activity.	Computer – Peoplesoft, Internet for searching information Vendor setup process documentation
How is/are deadline(s) determined?	Deadlines must be determined by the incumbent based on an understanding of the other tasks or processes dependent on the vendor setup.
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.	Process to achieve tasks is routine and unchanged for the most part. Incumbent is expected to highlight to supervisor any policies/procedures that can be made more efficient or should be revisited.

**#3 regular and recurring**

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.


4. Planning/Coordinating

<b>#1 occasional</b> (if not, please strike out these sections)	
List the project and the role of the incumbent in this activity.	Issuance and maintenance of petty cash funds and communication related procedures.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Incumbent must have knowledge of the tax status of the various program codes at the college. Time management skills are required to ensure timely release of petty cash via payment cycles. Organizational skills are required as annual confirmation letter is coordinated for audit file.
List the types of resources required to complete this task, project or activity.	Human resources – concentration of incumbent. Computer – Peoplesoft, calculator. CRA tax legislation.
How is/are deadline(s) determined?	Payment cycle schedule and monthly journal entry deadlines are set by Manager, Accounting.
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.	Process to achieve tasks is routine and unchanged for the most part. Incumbent is expected to highlight to supervisor any policies/procedures that can be made more efficient or should be revisited.
<b>#2 occasional</b> (if not, please strike out these sections)	
List the project and the role of the incumbent in this activity.	Initiating stop payment requests to College's bank (i.e. for supplier/vendor or student refund payments).
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Incumbent coordinates with College's bank to confirm that cheque has not already been cashed.
List the types of resources required to complete this task, project or activity.	Online bank activity search screen. Peoplesoft – accounts payable module
How is/are deadline(s) determined?	Stop payments are processed immediately to minimize the risk of a cheque being cashed in error.
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.	Process to achieve tasks is routine and unchanged for the most part. Incumbent is expected to highlight to supervisor any policies/procedures that can be made more efficient or should be revisited.

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 type="checkbox"/>	<input type="checkbox"/>	Minimal requirement to guide/ advise others. The incumbent may be required to explain procedures to other employees or students	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is a need for the incumbent to demonstrate correct processes/ procedures to others so that they can complete certain tasks	Incumbent is responsible for providing College staff with guidance on proper procedures to follow for procurement and payment of College goods/services.
<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)
Day-to-day work is performed independently in accordance with existing policies/procedures.	Guidance is available from the Manager, Accounting or Associate Director, Financial Services on an 'as needed' basis. Incumbent is expected to use judgment in highlighting to the Associate Director of Finance those procedures that require revision.

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 month end/year end files. Departmental policies/procedures. Tax legislation.	None.

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)
Manager, Accounting or Associate Director, Financial Services reviews payment cycle, journals and account reconciliations.	None.

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)
Resolution of discrepancies between purchase orders and invoices is made in consultation with the purchasing department. Resolution of discrepancies between supplier statements and financial system is made in consultation with supplier directly. Resolution of budget errors is made in consultation with budget officer. Resolutions of IT issues are made in consultation with or assistance from the IT department. Resolution of Peoplesoft issues is done in conjunction with the Peoplesoft Manager.	None.

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)
Changes to policies/procedures. Changes to standard deadlines that need to be communicated to the College community.	Complex accounting matters beyond the scope of the position.

Describe the type of decisions that would be decided by the incumbent.	
Regular and Recurring	Occasional (If none, please strike out this section)
Prioritizing of workload. Whether an existing policy/procedure needs to be reiterated to a staff member. Deciding who the appropriate person is to follow up with regarding an issue/concern. Whether an account code needs to be corrected on a purchase order / invoice prior to releasing payment.	None.

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?		
Payment request is submitted by department.	Incumbent must ensure appropriate documentation is submitted, required level(s) of approval are provided and purchasing policy has been adhered to prior to entering voucher into system for processing.	Internal – college wide staff	D
Auditor requests the incumbent to produce supporting documentation for expense that has been selected for audit testing / verification.	Incumbent retrieves supporting documentation from files and provides to auditors for review.	External – auditors and/or tax consultants	I

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

8. Communication

In the table below indicates 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 communication with suppliers with respect to anticipated timing of release of payment for an invoice. Following up on the status of outstanding advances with college-wide employees to ensure receipts are submitted and expenditures are recorded on a timely basis.	External – suppliers	D
		Internal – college wide staff	I
Explanation and interpretation of information or ideas.	Verbal / email communication with end user regarding nature / source of expense posted to department's account(s). Verbal / email communication with purchasing department and IT order desk regarding the self-assessment of taxes. Invoice is received from a new vendor who must first be set up on the EFT file before electronic payment can be processed. Incumbent contacts the vendor to explain the college's EFT payment process and to obtain vendor's banking details. Incumbent proceeds to work with IT/college bank as required to update the EFT file for the new vendor. Payment is then electronically released.	Internal – college wide staff	W
		Internal – purchasing and IT departments	D
		Internal – college wide staff, IT dept External – vendors, bank	W
Instructing or training	Email or verbal communication with end users to explain payables-related processing, including the appropriate authorizations required based on the program code or nature of purchase and any additional documentation that is required to be completed (for example, CRA independent contractor checklists) or approvals required to be obtained in accordance with College policies.	Internal – college wide staff	W
Obtaining cooperation or	n/a		

## Support Staff PDF

consent			
Negotiating	n/a		

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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		
Using a calculator	D		X		X		
Sorting paperwork	D		X		X		
Talking on the phone	D	X			X		
Photocopying/printing	D	X			X		

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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.)

Retrieving and transporting files/paperwork.

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
Reading/reviewing/scanning/analyzing financial data.	D			X
Can concentration or focus be maintained throughout the duration of the activity? If not, why?				
<input checked="" type="checkbox"/> Usually – with exception of phone/email interruptions and noise of open concept office environment.				
<input type="checkbox"/> No				

Activity #2	Frequency (D,W,M,I)*	Average Duration		
		Short < 30 min	Long up to 2 hrs.	Extended > 2 hrs
Keying financial data into financial system or calculator.	D		X	
Can concentration or focus be maintained throughout the duration of the activity? If not, why?				
<input checked="" type="checkbox"/> Usually – with exception of phone/email interruptions and noise of open concept office environment.				
<input type="checkbox"/> No				

Activity #3	Frequency (D,W,M,I)*	Average Duration		
		Short < 30 min	Long up to 2 hrs.	Extended > 2 hrs
Listening to inquiries from customers to determine nature of question/concern.	D	X		
Can concentration or focus be maintained throughout the duration of the activity? If not, why?				
<input checked="" type="checkbox"/> Usually – with exception of phone/email interruptions and noise of open concept office environment.				
<input type="checkbox"/> No				

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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)	With exception of daily noise and constant deadlines, working conditions are acceptable.	D
<input type="checkbox"/> accessing crawl paces/confined spaces		
<input type="checkbox"/> dealing with abusive people		
<input type="checkbox"/> dealing with abusive people who pose a threat of physical harm		
<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 type="checkbox"/> smelly, dirty or noisy environment		
<input checked="" type="checkbox"/> travel	To outlying campuses for policy/procedure training.	I
<input type="checkbox"/> working in isolated or crowded situations		
<input checked="" type="checkbox"/> other (explain)	Working with high volume of transactions under constant deadlines.	D

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