1. POSITION IDENTIFICATION

<table>
<thead>
<tr>
<th>FOR USE BY HUMAN RESOURCES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department Name: Woodward’s Community Engagement</td>
</tr>
<tr>
<td>Position Number(s): 120123</td>
</tr>
<tr>
<td>Classification &amp; Grade Approved: Program Assistant, Gr.7</td>
</tr>
<tr>
<td>Effective Date: November 17, 2016</td>
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</tbody>
</table>

2. POSITION SUMMARY

A summary of the major functions of the position in three or four sentences.

Provides administrative and communications support to the Director, Community Engagement, SFU Woodward’s Cultural Unit in the development and presentation of community engagement events and community partnerships in the Goldcorp Centre for the Arts and at special projects such as 312 Main Street. Communicates information about SFU’s Vancity Office of Community Engagement activities and programs, and assists in the programming and coordinating of community events in the Downtown Eastside neighbourhood. Creates and updates files on all projects in various stages of development; supports the project partnership contract process; collecting and checking incoming invoices and monitoring expenditures to ensure expenses are within budget parameters. Assists in the development of communications by updating the website; creating website content; maintaining and writing content for the blog and editing content using web developing and content editing applications. Provides support for community engagement and marketing initiatives in collaboration with the Marketing and Communications Program Coordinator. Assists with report writing and reporting to funders.

3. MAJOR FUNCTIONS

List the duties and responsibilities of the position in order of frequency (i.e., (D) Daily; (W) Weekly; (M) Monthly; (S) Semester)

Daily:

Provides administrative and program support to the Director, Community Engagement, SFU Woodward’s Cultural Unit in the development and presentation of community and cultural events in the Goldcorp Centre for the Arts by providing information about SFU Woodward’s activities and programs.
Monitors SFU Woodward’s Community Engagement general email address by forwarding emails to the appropriate departments or parties, or by responding independently. Responds to phone enquiries. Compiles information about potential partners to research the feasibility of events.

Creates and updates files on all projects in various stages of development. Keeps the Director abreast of all new information for these project files; and maintains a master list of all projects in various stages of development including current status.

Attends frequent evening events and liaises with project partners to communicate their details to staff within the SFU Woodward’s Cultural Unit.

Assists with the project partnership contract process by attending meetings and maintaining contract notes during the early stages of the project partnership and subsequently finalizing these notes into contract drafts for signing. Enters all details (e.g., logistical requirements, minutes of meetings, estimates, deal memos, etc.) into the contract and includes this information in the project management document stored in the central server to inform departmental staff members about projects/partners/events.

Works with the Box Office/Event Clerk to field incoming requests for space/studio rental and availability by responding to enquiries and creating venue hold-bookings of studio spaces pending partnership negotiations.

Under the supervision of the Director, oversees the activities of School of Contemporary Arts directed studies students and SFU co-op students by coordinating the students’ workflow; arranging meetings with community partners; and coordinating placements with non-profit organizations.

Weekly:

Coordinates the inclusion of Goldcorp Centre for the Arts Front of House Manager (FOH) and technical estimates into the relevant contract by working with the Manager, Audience and Event Services, and Manager, Production and Technical Services, to ensure that estimates are accurate and timely.

Maintains contract updates under the supervision of the Director and ensures that each contract is filed appropriately.

Issues final contracts to the FOH and technical departments, as well as the Woodward’s Cultural Unit (WCU) Secretary/Budget Clerk. Upon completion of the show/project/performance, works with the Secretary/Budget Clerk to ensure that the party is invoiced accurately and on a timely basis.

Collecting and checking incoming invoices and monitoring expenditures to ensure expenses are within budget parameters.

Assists in the programming of community events in the Downtown Eastside neighbourhood by organizing event details (e.g., arranging speakers, meeting with Community residents).

Assists the Community Engagement Director on the development of community engagement projects by: attending the events; providing on-site assistance with community partners; greeting and interacting with community residents; and providing support to the partners on any last minute inquiries.

Assists with updating the SFU Woodward’s Promotional loop playing in the lobby, box-office, and Audain Gallery.

Assists the Coordinator, Marketing and Promotions with updates to SFU Woodward’s website by copy-editing as well as photo editing; creating content; and uploading information through web development and content editing applications.

Maintains an online presence for SFU Woodward’s on Facebook regarding community engagement programming. Creates status updates, event invitations, and links to partner pages; and uploads media content (e.g., photos, video).
Assists the Coordinator, Marketing and Promotions with communications on upcoming events to SFU Woodward’s subscribers by copy editing as well as photo editing; and using online marketing tools (e.g., ConstantContact.com).

Prepares and composes general correspondence by referring to written or verbal information.

Provides support for report writing and reporting to funders by sourcing information/details required (e.g., size of audience, financials, type of programs) for the report; and analyzing the type and orientation of programming to determine how it relates to funders’ priorities.

Semesterly:

Submits designs, graphics, and posters to Document Solutions for production and printing; and arranges for delivery and/or pick-up.

Submits videos to the SFU Library for institutional archiving and to SFU Communications for uploading to social media channels.

Assigns work and provides training and mentorship to co-op students.

Participates in neighbourhood walking tours with SFU students and community organizations.

Supports promotional activities and communicates with the Cultural Programs Unit, Cultural Unit staff, FOH, and ushers to ensure professional public event production.

4. MINOR FUNCTIONS
List duties and responsibilities that occur annually and periodically throughout the year.

Prepares general program notes for the year’s events under the supervision of the Director, Community Engagement.

Participates in communications related activities as required.

Prepares annual reports for funding bodies.

Performs other duties and responsibilities consistent with the job description and classification on request.

5. LEVEL OF INDEPENDENCE
Check one box that best describes the level of independence that can be exercised within the position by a fully trained employee.

☐ a) Work is provided with specific instructions describing how and when it should be completed.

☐ b) Work is provided with general instructions. The employee makes choices about how the work will be completed within deadlines.

☑ c) Work is self-directed by the employee. The employee determines what work needs to be completed and when it should be completed to meet deadlines.

☐ d) Work is assigned on a project-by-project basis in the form of broad objectives. The employee evaluated what work needs to be completed within general time frames. Provide examples of project work:
6. TRAINING EXERCISED
If the position provides training, check each description that applies.

☐ a) Not required to provide training to other individuals.
☒ b) Explains how work is performed in his/her own position to individuals in other positions performing the same or similar work (includes training replacement employees).
☐ c) Provides one-on-one specialized training to other individuals. Considered a specialist in a particular area or field of study. Positions at this level may be designated as the resident department expert.
☐ d) Provides one-on-one training to individuals in other positions. Must have a good understanding of the work of the other positions. Positions at this level may be designated as group leaders or work leaders.
☐ e) Conducts training seminars for groups. Training seminars are normally scheduled and follow a prescribed format. May also develop or assist in the development of training seminars.

7. DIRECTION EXERCISED
Check each description that applies.

☒ a) Not required to provide direction to other individuals.
☐ b) Assigns and/or checks work of other individuals.
☐ c) Schedules, assigns, and checks work of other individuals.
☐ d) In addition to C, establishes work priorities for a unit.
☐ e) In addition to C and D, guides project teams.

8. INTERNAL AND EXTERNAL CONTACTS
List internal and external contacts (i.e., specific positions within own department, other departments, students, faculty, on/off campus vendors, etc.), the duration of each contact (i.e. less than 1 hour at a time, 1-2 hours at a time, more than 2 hours at a time), and the frequency of each contact (i.e. occasional, frequent, or continuous).

<table>
<thead>
<tr>
<th>Type of Contact</th>
<th>Duration</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director of Community Engagement</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>WCU Managers and Admin Staff</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Director, SFU Woodward's</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Curator Audain Gallery</td>
<td>&lt; 1 hour</td>
<td>Occasional</td>
</tr>
<tr>
<td>External Partners &amp; Guest Artists</td>
<td>1 – 2 hours</td>
<td>Occasional</td>
</tr>
<tr>
<td>Photographers &amp; Videographers</td>
<td>1 – 2 hours</td>
<td>Occasional</td>
</tr>
<tr>
<td>General Public</td>
<td>1 – 2 hours</td>
<td>Occasional</td>
</tr>
<tr>
<td>Other SFU Departments</td>
<td>&lt; 1 hour</td>
<td>Occasional</td>
</tr>
</tbody>
</table>
9. IMPACT OF ERRORS
Common Errors: Provide a few examples of the most common errors which normally occur in the performance of the work.

Data entry errors, typographical errors, miscommunication with partners, lack of timeliness for promotion of events.

Uncommon Errors: Provide a few examples of most uncommon errors which infrequently occur in the performance of the work.

Giving inaccurate venue availability or incorrect dates.
Losing track of email correspondence.

10. EFFORT
Describe concentrated periods of auditory (hearing/listening); visual (seeing); perceptual (understanding / comprehending); and physical dexterity (finger/hand movements, eye/hand coordination, lifting, carrying, pushing, pulling, reaching etc.). For each example of effort, indicate the concentrated duration (less than 1 hour at a time, 1-2 hours at a time, more than 2 hours at a time) and frequency (occasional, frequent, continuous).

<table>
<thead>
<tr>
<th>Type of Effort</th>
<th>Duration</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auditory: taking notes at meetings, responding to questions in person or on the phone</td>
<td>1 - 2 hours</td>
<td>Occasional</td>
</tr>
<tr>
<td>Visual/Perceptual: working on a computer, reviewing information, preparing draft contracts</td>
<td>1 - 2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Non-confined sitting</td>
<td>1 - 2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Lifting and carrying office equipment/shipments</td>
<td>&lt; 1 hour</td>
<td>Occasional</td>
</tr>
<tr>
<td>Standing or sitting to photograph or record events</td>
<td>1 - 2 hours</td>
<td>Occasional</td>
</tr>
<tr>
<td>Keyboarding, data entry</td>
<td>1 - 2 hours</td>
<td>Frequent</td>
</tr>
</tbody>
</table>

11. WORKING CONDITIONS

a) Describe the place(s) where work is performed such as office environment, laboratory, outside work site, etc. Also identify the number of hours (of the total hours worked per week) spent in the place(s).

<table>
<thead>
<tr>
<th>Location</th>
<th>Hours spent as a total of hours worked per week</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Office</td>
<td>14/35</td>
</tr>
<tr>
<td>Public Venues at SFU-Woodwards</td>
<td>7/35</td>
</tr>
</tbody>
</table>
11. WORKING CONDITIONS

b) Describe any uncomfortable and/or distracting conditions in the workplace(s) which an incumbent is exposed to on a regular basis and the frequency of the exposure. (e.g. interruptions, distracting noise, unpleasant odours, dust, drafts, inks, dyes, cleaning agents, toner for printers, temperature extremes, heavy dust conditions, wetness, fumes, vibrations, etc.)

<table>
<thead>
<tr>
<th>Uncomfortable Conditions</th>
<th>Frequency of Exposure</th>
<th>Occasional, Frequent, or Continuous</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interruptions</td>
<td></td>
<td>Frequent</td>
</tr>
<tr>
<td>Distracting noise</td>
<td></td>
<td>Occasional</td>
</tr>
</tbody>
</table>

c) Describe any potential health or safety hazards etc. and the frequency of exposure of each hazard. (e.g. dealing with complaints and/or verbal/physical abuse; noise levels that interfere with normal speech/hearing; toxic gases or materials; dangerous chemicals, combustibles, radioactive material; repetitive arm, finger, wrist movements or other activities that may result in a physical injury; high speed, pressurized equipment; high voltage; heights above five feet; bio-hazardous wastes, body fluids, etc.)

<table>
<thead>
<tr>
<th>Potential Health or Safety Hazards</th>
<th>Frequency of Exposure</th>
<th>Occasional, Frequent, or Continuous</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keyboarding: repetitive arm, finger, wrist movements</td>
<td>Frequent</td>
<td></td>
</tr>
<tr>
<td>Dealing with complaints or verbal abuse</td>
<td></td>
<td>Occasional</td>
</tr>
</tbody>
</table>

12. CONTINUING EDUCATION

Check each description that applies.

☒ a) Does not require any continuing education.

☒ b) Requires learning new university/department related procedures and/or methods.

☒ c) Requires learning new procedures and/or methods acquired through reading non-university/department publications.

☐ d) In addition to B and C, requires registration in formal seminars, training sessions, workshops, conferences, etc.

☐ e) In addition to B, C, and D, requires registration in post-secondary courses (one semester/equivalent).

13. QUALIFICATIONS

Minimum required to satisfactorily perform the work.

Formal education qualifications: identify the highest level of formal schooling required.

High School graduation and one year of post-secondary education including training in word processing, database, and spreadsheet applications.

In addition to formal education, identify the certification or program of study required.

None
### 13. QUALIFICATIONS
Minimum required to satisfactorily perform the work.

In addition to the above qualifications, the number of years of minimum experience are:

| 3 | Year of related experience |

Check one:

- [ ] An equivalent combination of formal education, certificate/program of study and experience is acceptable.

- [ ] An equivalent combination of education, certificate/program of study and experience is not acceptable because: (please explain)

#### Occupational Skills: Identify skills specifically required to perform the work of the position.

- 60 wpm keyboarding skills.
- Good knowledge of general office procedures.
- Good knowledge of the arts and culture community and its practices; and local and national related organizations.
- Ability to use word processing, spreadsheet, and database applications (e.g., Word, Excel, FileMaker Pro) at an intermediate level.
- Ability to use desktop publishing, content and video editing applications (e.g., Final Cut Pro, AEM Adobe Creative Suite) at an intermediate level.
- Ability to compose correspondence.
- Ability to use mature judgment, initiative, and discretion.
- Ability to work under deadlines with interruptions.
- Ability to work independently.
- Ability to use a digital SLR camera, video camera, and audio recorder.
- Ability to build relationships with Downtown Eastside community organizations.
- Excellent customer service skills.
- Excellent interpersonal and communication (oral and written) skills.

#### Occupational Requirement(s): Identify non-skill requirements to perform the work such as ability to work shifts and/or be on-call; ability to travel periodically outside the lower mainland; have a valid driver’s license; ability to lift, move or carry equipment or materials over 10 kg; etc.

- Ability to work flexible hours including evenings and weekends as necessary.
## 14. APPROVAL AND REVIEW

### Evaluating Supervisor Approval: Information provided in the job description accurately reflects the requirements of the position.

<table>
<thead>
<tr>
<th>Name of Evaluating Supervisor</th>
<th>Signature of Evaluating Supervisor</th>
</tr>
</thead>
</table>

Date

### Employee Review: I have read and understand the requirements of the position.

<table>
<thead>
<tr>
<th>Name of Employee</th>
<th>Signature of Employee</th>
</tr>
</thead>
</table>

Date