## 1. POSITION IDENTIFICATION

<table>
<thead>
<tr>
<th><strong>Department Name:</strong></th>
<th>Student Services Business Unit Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Position Number(s):</strong></td>
<td>30530</td>
</tr>
<tr>
<td><strong>Current Position Classification:</strong></td>
<td>Clerk Typist, grade 6</td>
</tr>
<tr>
<td><strong>Department Position Title:</strong></td>
<td>Office Assistant and Facilities Clerk</td>
</tr>
<tr>
<td><strong>Evaluating Supervisor’s Title:</strong></td>
<td>Manager, Recreation</td>
</tr>
<tr>
<td><strong>Date Completed:</strong></td>
<td>July 30, 2013</td>
</tr>
</tbody>
</table>

**Part 1 is being completed by:**
- [ ] Employee
- [x] Evaluating Supervisor

## 2. POSITION SUMMARY

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

Responds to requests for information regarding Athletic & Recreation services and programs which include: gym memberships; gym/book locker rentals and renewals; Athletic & Recreation programs; and facility services. Activates gym memberships and locker rentals; registers students, staff, faculty, alumni and the general public for a variety of Athletic & Recreation programs (e.g., aquatics, camps, clinics, fitness); and processes refunds and credits. Responds and resolves problems associated with program or service conflicts, cancellations, and complaints. Reconciles daily transactions (e.g., cash, cheques, credit cards) for programs and services and prepares the cash float. Coordinates scheduling for A&R facilities (e.g., gym, track, fields, etc.); prepares rental agreements; ensures receipt of facility rental documentation; and updates the facilities information on the department’s website. Trains, assigns, and checks the work of temporary support staff.

## 3. MAJOR FUNCTIONS

**Customer Service and General Office Duties:**

(D) Provides customer service by responding to telephone, in-person, e-mail, and fax general inquiries regarding Athletic & Recreation (A&R) services and programs which include: gym memberships; gym/book locker rentals and renewals; A&R programs; and facility services. Responds to requests forwarded by other A&R support staff for more detailed information on memberships, locker rentals, and facility services.

(D) Activates gym memberships and gym/book locker rentals for customers (e.g., students, staff, faculty, alumni and the general public) by using the recreation management database system (e.g., CLASS) to enter customer
information, verify completion of waiver, process fee payments, and initiate refunds by following A&R general policies and procedures.
(D) Resolves complaints and conflicts concerning gym/book locker rentals, and gym memberships. Uses the recreation management database system to research and investigate complaint by interpreting departmental policy guidelines/past practices and then by using judgment and discretion to determine and resolve the situation. Refers customer to the appropriate Recreation Coordinator or the Manager, Recreation when unable to resolve.
(D) Performs in-person and telephone transactions for gym membership activation, locker rentals, and program registrations (e.g., aquatics, camps, clinics, fitness, and other recreation programs) by:
   • Searching for clients in the recreation management database system and entering personal information into the system to create a new client profile if necessary;
   • Selecting the gym membership/locker rental/program and activating/registering;
   • Receiving/processing payment;
   • Issuing receipt; and
   • Updating student accounts with completed waiver status information within the enterprise-level student information management system (SIMS).
(D) Processes refunds and credits by following A&R general procedures and policies.
(D) Verifies the cash float and reconciles daily transactions for programs and services (e.g., cash, cheques, and credit card transactions); by printing the daily cash balance report from the recreation management database system to check, verify, and balance with the transaction amounts; prepares the new float, completes the verification form and obtains approval; and secures cash tray and transactions in the safe.
(D) Maintains files for waivers and correspondence.
(W) Organizes office materials and supplies by taking requests, creating on-line order for approval, receives, stocks, and tracks usage patterns, using a spreadsheet application, to ensure that materials are available.
(W) Prepares courier documentation, arranges pick-up, and notifies staff of deliveries.
(M) Creates signage and correspondence by using word processing and desktop publishing applications (e.g., Word, Publisher) to update and inform customers of closures, changes in operating hours, locker and gym membership renewal deadlines and other general information.
(S) Updates book/gym locker rental information in the recreation management database system to identify book/gym lockers that have not been renewed and are now available to rent.
(S) Updates book/gym locker rental spreadsheet with locker information (e.g., lock number, combination, serial number).
(S) Coordinates the archiving of waivers and correspondence according to University policy & procedures
(S) Assists with A&R events as required by setting up and taking down displays and participating at the event booth/table to provide information regarding A&R programs and services.
(S) Reviews and researches membership & facility information/policies/procedures for other institutions and provides recommendations to the Manager, Recreation on current trends.

**Facility Scheduling and Other Duties:**

(D) Schedules departmental facilities from requests received by email, phone or in-person by department, campus and external user groups into the facility module of the recreation management database system by following A&R policies and procedures.
(D) Liaises with the) user group requesters on facility booking details and to arrange facility tours as required.
(D) Enters data into the facility module of the recreation management database system to produce rental agreements for all user groups and forwards rental agreements to requesters for completion and signature. Sends signed rental agreements to the Director, Recreation (or their designate) for approval.
(W) Communicates the details of the rental agreement with the appropriate parties (A&R coordinators/manager, equipment room staff, campus security, parking services, catering services and/or cleaning services) as required.
(W) Checks to ensure all facility rental documentation is received in advance of the event (e.g., rental agreement, certificate of insurance for external users, payment). Contacts the user group requester for any missing information.

(W) Liaises with the responsible A&R coordinator/manager for facility scheduling conflicts, large-scale external rental requests, and to arrange for facility tours.

(W) Maintains content on the facility webpages of the recreation website (rec.sfu.ca). Reviews and updates content on a regular basis to ensure accuracy of facility information online. Ensures all content is free of spelling and grammatical areas. Content is developed in conjunction with A&R coordinators/managers.

(S) Conducts one-on-one specialized training in summer camp clerical duties for temporary A&R support staff.

(S) Assigns and checks the work of temporary A&R support staff.

(S) Provides back-up support for Recreation Program Assistant absences by clearing and responding to voicemail, completing over the phone program registrations and updating A&R program information on the recreation website.

(S) Provides back-up support to the Finance Assistant during peak periods and absences by processing invoices, reconciling purchasing cards, photocopying, and filing.

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

Trains new and temporary replacement staff performing similar work.
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 evaluates what work needs to be completed within general time frames. Provide examples of project work:

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>Students</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Athletics Administrative Staff &amp; Coaches</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Recreation Coordinators, Managers &amp; Director</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Faculty/Staff</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Off-campus</td>
<td>&lt; 1 hour</td>
<td>Occasional</td>
</tr>
<tr>
<td>Other 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 causes inconvenience and time delays to correct
Cash handling errors
Facility scheduling error

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

Misfiled information or incorrect information provided to clients
Facility contract error e.g., incorrect rental amount
### 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: responding to inquiries</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Visual: working on a computer; facility scheduling</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Perceptual: detecting incomplete information (e.g., facility requests)</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Physical Dexterity: keyboarding</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Physical: lift, move, carry materials and supplies</td>
<td>&lt; 1 hour</td>
<td>Occasional</td>
</tr>
<tr>
<td>Unconfined sitting</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Standing</td>
<td>&lt; 1 hour</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>Office environment</td>
<td>35</td>
</tr>
</tbody>
</table>

#### b) Describe any uncomfortable and/or distracting conditions in the work place(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 (Occasional, Frequent, or Continuous)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interruptions</td>
<td>Frequent</td>
</tr>
<tr>
<td>Drafts, toner for printers</td>
<td>Frequent</td>
</tr>
<tr>
<td>Unpleasant pool odors</td>
<td>Occasional</td>
</tr>
<tr>
<td>Noise level</td>
<td>Occasional</td>
</tr>
</tbody>
</table>
11. WORKING CONDITIONS

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 (Occasional, Frequent, or Continuous)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dealing with complaints and/or verbal abuse</td>
<td>Occasional</td>
</tr>
<tr>
<td>Keyboarding</td>
<td>Frequent</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 training of moderate duration (one semester) in word processing, database, spreadsheet and desktop publishing applications.

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

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

☐ 2 Years

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.

- 55 wpm keyboarding skill with a high degree of accuracy.
- Ability to use word processing, desktop publishing, spreadsheet, database and electronic mail applications (e.g., Word, Publisher, CLASS, SFU Connect) at an intermediate level.
- Ability to use enterprise-level student information management systems (e.g., SIMS) at a basic level.
- Good knowledge of standard office practices, methods and equipment.
- Excellent interpersonal, customer service, and communication (oral and written) skills.
- Excellent problem solving and organizational skills.
- Ability to handle confidential information with discretion.
- Ability to maintain records with accuracy.
- Ability to work with frequent interruptions.
- Ability to perform cashier duties (e.g., cash, cheques, credit cards) and balance receipts with a high degree of accuracy.
- Ability to exercise mature judgment and initiative.
- Ability to add, subtract, and multiply.

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.
- Ability to lift, move, or carry materials and supplies up to 10 kg.

14. APPROVAL AND REVIEW

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

______________________________
Name of Evaluating Supervisor

______________________________
Signature of Evaluating Supervisor

______________________________
Date

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

______________________________
Name of Employee

______________________________
Signature of Employee

______________________________
Date