

**CAMPUS CENTRE ASSISTANT**

This is routine work in support of the Campus Centre involving the receipt, handling and issuance of equipment, and supervision/security of a segment of the campus centre facilities.

**TYPICAL DUTIES**

- Services clients by controlling admission/access to recreational facilities
- Schedules and coordinates use of athletic facilities by SAIT staff and students, as well as by outside athletic groups
- Launders towels & uniforms
- Sets up rooms for functions
- Ensures safe environment for clients
- Police areas and removes non-members
- Repairs equipment
- Acts as cashier

**MAJOR ALLOCATING FACTORS****Skills/Expertise**

Positions require skills/expertise in the basic operations/administration of a recreational facility. Positions also require skill in the repair/maintenance of recreational equipment. Interpersonal and communication skills are essential.

**Independence/Decision Making**

Work is performed in accordance with policies and procedures; positions seek clarification on matters which conflict with the policies and procedures. Positions organize work according to priorities and deadlines. Instructions are usually general in nature. Positions work independently in day to day operational matters including determining eligibility for admission to facilities. Positions may be involved in interpretation of

policy/procedure, and may recommend minor procedural changes to expedite workflow in the unit. Positions are responsible for the safe operation of the facilities during a shift.

#### Contacts

The positions involves extensive contact with clients, their guests and suppliers. The purpose of the contact is to grant or deny entrance to facilities or access to equipment.

#### Supervisory Responsibility

Positions serve as leadworker. Positions distribute work and train others in the unit. Input may be provided into perform reviews.

#### MINOR ALLOCATING FACTORS

##### Originality

Positions have some opportunity to devise alternative methods for completing work assignments. Positions may also have input into work unit procedures.

##### Consequence of Error

Inappropriate enforcement of rules could cause animosity between campus centre and clients.

#### EDUCATION/EXPERIENCE

High school, RFM certificate, at least 1 year related experience. Equivalent combinations of education and experience will be considered.

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## CARETAKER

The work of this class may be performed by either males or females and includes routine cleaning and minor maintenance work in the upkeep of provincial public buildings. Work assignments are reviewed by Custodial Supervisors and the quality of work is judged by the cleanliness of the buildings. The work of these employees differs from that of the Light Duty Caretaker class in that it carries responsibility for performing the heavier janitorial duties including: sweeping, wet mopping and scrubbing floors; stripping, sealing, waxing and polishing of floors; removing waste material from buildings; washing walls and ceilings and external windows; removing snow, rubble and dust from sidewalks, driveways and doorways; mow water and cut lawns; moving of heavy furniture, equipment and supplies; check and perform minor maintenance on heating and cooling equipment such as changing filters and water testing; performs the more strenuous duties where ladders are required; other related duties as required.

Completion of the eighth school grade is desirable with experience in building cleaning operations, or an equivalent combination of experience and education.

CASHIER

Positions are responsible for the operation of a cash register, and serving customers.

TYPICAL DUTIES

- receives cash, makes up tally sheets and operates the cash register
  - maintains an inventory of saleable items if required
  - serves customers
  - balances daily revenue intake
  - makes up a float
- In food services areas, may:
- order and sell light meals, beverages and snacks in an assigned location
  - cut desserts
  - make coffee, replenishes confectionary items

MAJOR ALLOCATING FACTORSSkills/Expertise

This is an entry level position. Positions require basic arithmetic skills on entry, and experience in fast, accurate cash register operation. Positions also require interpersonal and communication skills.

Independence/Division Making

Work is performed in accordance with well-established procedures. Positions may make routine decisions within the confines of these procedures; would refer any other decisions. Priorities are established by a supervisor. Work is reviewed in progress initially and upon completion on the basis of accuracy and conformance to instructions.

Contacts

Positions deal with SAIT customers and the public with tact and courtesy. They may be required to provide straightforward, routine information. There may be some scope for minor conflict resolution (ie. incorrect change).

Supervisory Function

Positions may serve as leadworker. Positions distribute work and train others in the unit. Input may be provided into perform reviews.

MINOR ALLOCATING FACTORS

Originality

Not a factor at this level.

Consequence of Error

Errors could result in incorrect change being given to customers resulting in lost revenue. Incorrect coding of purchases would result in incorrect records. These errors would be detected when the till is balanced.

EDUCATION/EXPERIENCE

High school education to include basic arithmetic plus previous cashier experience; or an equivalent combination of education and experience.

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## CATERING WORKER

### **Kind and Level of Work**

Under the supervision of a head server or supervisor, this person serves food, attends to buffet table, busses tables and helps with clean-up after functions; may also require bartending service.

### **Typical Duties:**

- Room set-up
- Banquet Service
- Bartending
- Maintain high cleanliness and sanitation standards
- Delivery of coffee and pastry orders
- Operate dishwasher

### **Experience/Education:**

Minimum grade 10 education accompanied by basic communication skills. Must be able to lift at least 30 pounds and stand for long periods of time. As well, this individual should have the ability to recognize WHMIS symbols.

CLASSIFICATION DESCRIPTION:COMPUTER OPERATOR IIKIND AND LEVEL OR WORK

This is technical work, assisting in the operation of a complex computer system in the Computer Centre.

Employees of this class operate computers and related on-line equipment under the direction of a supervisor. Errors or delays originated by these employees could cause considerable expense and inconvenience to computer users and administrative functions.

TYPICAL DUTIES

Aids in the operation of the central computer system, following issued procedures.

Operates consoles, magnetic tape units, disk drives and communication equipment. Takes remedial action when necessary. Performs daily preventative maintenance as per manufacturers specifications.

Responsible for recognizing and reporting equipment malfunctions.

Ensure all user files are backed up on a regular scheduled basis.

Ensure disk files are repaired regularly and compressed when reports indicate the necessity.

Operates line printers and plotters ensuring forms are properly aligned. Separates and distributes forms, program listings and security runs to designated areas.



TYPICAL DUTIES (cont'd)

Prints, bursts, decollates and trims various special forms (eg. marks, letters, cheques, etc.) maintaining precise positioning. Takes remedial action when necessary.

Performs weekly preventative maintenance according to manufacturers specifications.

Operates optical scanning machines and plotters, taking remedial action when necessary. Performs preventative maintenance as per manufacturers specifications.

Provides training for new operators.

Restores user files, as required.

Runs system diagnostics when required.

Runs batch jobs according to priority to ensure adequate turnaround.

Notify all on-line users of impending downtimes.

Complete system failure reports for downtime on each computer or peripheral and enter data for month end downtime reports.

Handle problems from outreach users regarding telecommunication and remote computer problems and take corrective action

Give informative and comprehensive tours of the Computer Centre to various groups.

Reports problems of abnormal nature to the supervisor.



**KNOWLEDGE, ABILITIES AND SKILLS**

Knowledge of the use and application of a computer system and related on-line equipment.

Some knowledge of data telecommunications.

Ability to follow detailed instructions promptly and efficiently.

Ability to successfully complete training courses in computer operation.

Ability to work and maintain equitable relationships under pressure.

**EXPERIENCE AND EDUCATION**

Experience in the operation of computer and related equipment. Completion of grade twelve or an equivalent combination of experience and education

Salary range \$1,941.00 - \$2,311.00 per month

## COOK I

KIND AND LEVEL OF WORK

This is skilled cooking work performed in a institutional kitchen.

Most employees of this class assist a senior cook where they prepare as directed one or more items of food in a large kitchen. Others are responsible for the preparation of complete meals in a small kitchen. Where patients participate in routine tasks, these employees are required to exercise patience and tact in their relations with the patients. The work is performed with varying degrees of independence depending upon the position assignment. On occasion they supervise subordinate kitchen staff and inmate or patient help. Supervision and direction is received from senior kitchen or institutional personnel who check the work by observation and inspection of food cooked.

TYPICAL DUTIES

Prepares complete meals in a small kitchen or in a large kitchen; prepares one or more items of food such as soups, meats, salads, vegetables or desserts, according to the shift worked.

Acts as relief for senior kitchen personnel; assists with the training and supervision of subordinate staff and inmate help.

Measures out food for diets; distributes provisions; serves food for trays and serving wagons.

Assists with the cleaning of pots, pans, dishes, and equipment used in the preparation of food.

Performs related work as required.

KNOWLEDGES, ABILITIES AND SKILLS

Knowledge of equipment used and methods related to the preparation of food in large quantity.

Ability to supervise and direct patient and inmate help so as to obtain their full co-operation.

Ability to prepare large amounts of wholesome food.

Ability to follow instructions and supervise subordinate kitchen help or inmate help.

Skill in the preparation of food.

EXPERIENCE AND EDUCATION

Experience in cooking methods and procedures; completion of the tenth school grade and an acceptable journeyman certificate in cooking; or an equivalent combination of experience and education.

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## COOK II

### KIND AND LEVEL OF WORK

This is supervisory work planning and participating in the preparation and distribution of food in the kitchen of a government facility. Employees either act as assistants to a senior cook or are responsible for the preparation of complete meals in a smaller food operation.

### FACTORS

#### Skills/Expertise

Work requires considerable knowledge of the equipment and methods used related to the preparation of food in large quantities. Requires considerable knowledge of nutrition and meal preparation to ensure the effective preparation and distribution of food in a government facility. A thorough knowledge of sanitation and safety procedures is essential. Ability to supervise and instruct staff in the preparation of wholesome food is required.

#### Independence/Decision-Making

Employees work independently and are responsible for daily activities of the food preparation and production areas. Decisions made include daily direction of food production, scheduling and assignment of duties, as well as enforcement of sanitation and safety standards. Employees may be required to establish menus as well as order and purchase food supplies.

#### Supervision Received

Direction is received from senior cooks or administrative personnel who check the work by observation and quality of service.

#### Supervisory/Administrative Responsibility

Direction and supervision is exercised over subordinate kitchen staff as well as residents, inmates, or student trainees who may also be participating in routine cooking duties. Supervisory responsibility will involve participation in recruitment and selection, staff training and appraisal, scheduling and assigning work.

### EDUCATION AND EXPERIENCE

Journeyman Certification in cooking and several years experience in the methods and procedures used in the preparation and cooking of food or an equivalent combination of education and experience.

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## COOK II

KIND AND LEVEL OF WORK

This is supervisory work planning and participating in the preparation and serving food in an institutional kitchen.

Some of the employees of this class act as assistants to the senior cook in a medium-sized food operation. Others are responsible for the preparation of complete meals in a small food operation, or are responsible for the preparation of special diets involving a large number of patients or inmates. Tasks involving the supervision of the preparation of food are performed with considerable independence, and direction and supervision is given to subordinate kitchen staff and inmate help. Direction is received from senior cooks or administrative personnel who issue oral and written instructions, and check the work performed by observation or reading reports completed by these employees.

TYPICAL DUTIES

Supervises the preparation, cooking, and distribution of food in an institutional kitchen.

Supervises and assigns duties to staff involved in the operation of the kitchen; assists with the training and instructing of new staff.

Supervises and assigns duties to inmates required to assist in the preparation of meals.

Ensures cleanliness in the kitchen area; requisitions for, and controls supply of food.

Acts as relief for senior kitchen personnel.

Prepares special diets for a large number of patients.

Performs related work as required.

KNOWLEDGES, ABILITIES AND SKILLS

Considerable knowledge of equipment used and methods related to the preparation of wholesome meals.

Considerable knowledge in the preparation of special diets.

Ability to supervise subordinate staff, and to supervise and direct patient or inmate help so as to obtain their full co-operation.

Skill in the preparation and cooking of food.

EXPERIENCE AND EDUCATION

Considerable cooking experience in a large restaurant or institution; completion of the tenth school grade and an acceptable journeyman certificate in cooking; or an equivalent combination of experience and education.

## COOK III

KIND AND LEVEL OF WORK

This is supervisory work planning the preparation of food in a medium-sized food operation or assisting in a large operation.

In a medium-sized food operation these employees assume full charge and operate with independence within the limitations of institutional policy and procedures. In very large operations, employees of this class assist and participate in all aspects of the food service operation as delegated by the senior cook in charge. Supervision is exercised over subordinate cooks and helpers and may frequently involve patient or inmate supervision and direction. Overall direction is received from senior cooks, dietitians or senior administrative personnel who review the work for quality of service and efficiency of operation.

TYPICAL DUTIES

Supervises the preparation, cooking and distribution of food in an institutional kitchen.

Supervises and assigns duties to subordinate kitchen help and inmates; trains and instructs new staff.

Ensures cleanliness of kitchen area.

Requisitions and maintains control of food supplies; assists with the planning and preparation of menus.

Supervises the operation of the bakery, meat cutting shop and other areas related to the food service operation.

Performs related work as required.

KNOWLEDGES, ABILITIES AND SKILLS

Thorough knowledge of the equipment used, methods and procedures employed in the preparation, cooking and distribution of food in a small institution.

Considerable knowledge of foods used for special diets.

Knowledge of behaviour patterns of inmates and patients working in the kitchen area.

Ability to supervise and instruct staff in the preparation of tasty wholesome food and maintain discipline.

Ability to supervise and direct patient or inmate help so as to obtain their full co-operation.

Skill in the planning and preparation of food.

EXPERIENCE AND EDUCATION

Considerable supervisory experience in methods and procedures used in the preparation and cooking of food; completion of the tenth school grade and an acceptable journeyman certificate in cooking; or an equivalent combination of experience and education.



KIND AND LEVEL OF WORK

This is supervisory work planning the preparation of food in a very large food operation.

Employees of this class assume full charge of the day-to-day operation of a large food service operation. They work with considerable independence within the broad confines of institutional policy and procedures. These employees supervise subordinate cooks and other kitchen workers and direct the activities of patients or inmates as required. Overall direction is received from a dietitian or senior administrator who review their work for quality of service and efficiency of operation.

TYPICAL DUTIES

Supervises the preparation, cooking, and distribution of food in a large food operation.

Supervises and assigns duties to subordinate kitchen help and inmates; trains and instructs new kitchen staff.

Ensures cleanliness of the kitchen area.

Requisitions and maintains control of food supplies; assists with the planning and preparation of menus.

Supervises the operation of the bakery, meat cutting shop, and other areas related to the food service operations.

Performs related work as required.

KNOWLEDGES, ABILITIES AND SKILLS

Thorough knowledge of the equipment used, methods and procedures employed in the preparation, cooking and distribution of food in a large institution.

Considerable knowledge of foods used for special diets.

Knowledge of behaviour patterns of inmates and patients working in the kitchen area.

Ability to supervise and instruct a large staff in the preparation of tasty wholesome food and maintain discipline.

Ability to supervise and direct patients or inmate help so as to obtain their full co-operation.

Skill in the planning and preparation of food.

EXPERIENCE AND EDUCATION

Considerable supervisory experience in methods and procedures used in the preparation and cooking of food; completion of the tenth school grade and an acceptable journeyman certificate in cooking; or an equivalent combination of experience and education.

## CUSTOMER SERVICE REPRESENTATIVE I

### **Kind and Level of Work**

This is administrative/clerical work, in support of SAIT learners through the Customer Services department.

### **Typical Duties:**

**Individual positions will specialize in one or more of the following areas:**

#### **Learner Progress**

- Enters and updates educational and personal information in Banner
- Enters and updates personal data changes into Banner, ensures that documentation is in place where appropriate
- Processes and/or provides sponsorship information to Finance; updates learner records
- After verifying that no special arrangements have been made, processes cancellation from courses for non-payment of fees, notifies learner of such, reinstates where indicated
- Generates prerequisite report, advises Academic Coordinator of any deficiencies, notifies learner by preferred method
- Confirms transfer from first to second year
- Confirms graduation eligibility
- Prepares official documents

#### **Statistics**

- Track time for completion by program
- Tracks numbers of learner applications by program and intake, prepares reports as required
- Provide statistical information to SAIT department as required

#### **Financial Assistance**

- Submits information on new programs to Designations branch of Alberta Advanced Education for consideration towards student funding approval, tracks status
- Develops chart of cost details for all programs, for use by external funding agencies
- Verifies class hours per week for Student Loan purposes

#### **Communications**

- Composes and provides templates for all learner correspondence
- Notifies out of province finance offices regarding SAIT programs, prerequisites, costs, etc.
- Drafts correspondence related to work of team

#### **Program/Course Setup**

- For ongoing programs, contacts each Academic Coordinator to review entrance criteria
- Discusses implications of prerequisite changes with Academic Coordinator
- Sets up fees for each program/course
- Determines need for new course code, advises Academic Coordinator of existence of similar course in other departments
- For new programs, verifies Coordinator provided set up information, completes any additional information
- Creates blocks within programs, assigns coding
- Prepares official documents (transcripts, diplomas, etc.)
- When courses must be cancelled, cancels course registration in Banner, notifies Front Line area



**Admissions/Registration**

- Applies selection criteria to individual learner applications
- Tracks learner applications during academic department selection process
- Establishes waiting lists of qualified applicants for oversubscribed programs or courses
- Assesses direct entry applicants against initial prerequisites, sends initial assessment to academic department for prior learning assessment, after department completes assessment, offers or declines learner
- Processes payments online using Visa or MasterCard
- Initiates required correspondence
- Responds to learner/customer inquiries regarding admission process/status, programs, subjects, services, etc. and offers alternatives such as distance delivery, etc.
- Provides information on prerequisites and co-requisites
- Admits learners into SAIT; registers once prerequisites have been met where possible
- Responds to inquiries about learner financial assistance; accepts and verifies related documents (ie: review loan documents for completeness, signs off to verify learner status)
- Guides learners in the use of the Internet as a research tool and communication method
- Resolves learner concerns wherever possible

**Major Allocating Factors****Skills/Expertise**

- Basic understanding of all of the areas of Learner Services (including financial planning, academic tracking, learner entry, registration, sales, learner recruitment, career advising and learner accounts), and in-depth expertise in the area directly related to the role the Customer Service Representative is associated with.
- Computer skills in the use of the Banner SIS, particularly for data entry, Microsoft Office Suite and the Internet.
- Demonstrated ability to follow procedural guidelines while providing proper and adequate solutions to customers
- Demonstrated skills in problem resolution with customers
- Interpersonal communication skills, both in person and on the phone, as well as well developed listening and questioning skills
- The position requires basic knowledge of continuous quality improvement methodology and techniques

The position also requires demonstrated competencies in a number of areas:

- Customer service
- Ethics
- Teamwork
- Accountability
- Openness and approachability
- Organization and time management
- Communication
- Attention to detail
- Listening
- Decision making
- Interpersonal and peer relationships

**Independence/Decision Making**

Work is performed in accordance with established policies and procedures. Positions make routine decisions within these policies and procedures. Positions will work with their Team Leader to establish priorities and will set their own daily routine, bearing in mind what is best for the unit's customers. Incumbents will provide input into documentation of work procedures to ensure optimal effectiveness and accuracy of work. Meeting the needs of customers will always be the overriding priority for Customer Service Representatives.

**Contacts**

Contacts are with internal customers, industry representatives and SAIT staff members. Contacts are for the purpose of conveying information, clarifying customer requests, seeking further information, ensuring that questions have been fully answered. These contacts require strong people and interpersonal communication skills, well developed listening and questioning skills, the ability to communicate well with phone customers.

**Supervisory Function**

There is the expectation that positions will provide guidance to new staff members, especially related to ensuring that staff are familiar with documented procedures. There is not a requirement for formal supervision.

**Minor Allocating Factors****Originality**

Opportunities exist for assisting with process detail determination, as well as for devising alternative methods of completing work assignments.

**Consequence of Error**

Errors can result in embarrassment to the organization, loss of time and inconvenience. Errors could result in inaccurate information being given to learners or potential learners or internal customers, in inaccurate learner data in the system, or in the loss of a potential learner. Potential consequence could mean loss of revenue for SAIT.

**Education/Experience**

Grade 12 completion, two-year diploma required. Equivalencies considered.

One to two years experience in Customer Service, Information Coordination or sales support role. Experience to include work which allows for the demonstration of strong ability to quickly and easily comprehend customer needs, strong ability to follow procedural guidelines while providing proper and adequate solutions to customers, strong skills in problem resolution with customers, strong communication skills with customers on the phone.