

JOB DESCRIPTION

TITLE OF POSITION: CANManage Legislation Technician

POSITION #: GE-036

GROUP/UNIT: Chemical Services

REPORTS TO: Manager, Chemical Services

PRIMARY PURPOSE

Through its services and products, CCOHS advances health and safety in Canadian workplaces, and the physical and mental well-being of Canadians.

The Chemical Services Unit provides a comprehensive service that supports work-related health and safety initiatives in all areas of workplace health and safety to improve the total health of the individual – chemical, mental, physical and psychosocial.

The Production Team that manages the CANManage and Legislation service:

- Acquires, prepares and processes data for custom client safety data sheet collections in the MSDS database.
- Builds, maintains and updates the Safety Datasheet (SDS) database and CANManage (SDS Management Service).
- Manages assigned client collections which includes data acquisition, conversion of data, trouble-shooting, generating customized reports and quality assurance of the status of client collections.
- Tags documents within the Legislation service while conducting quality assurance to ensure accuracy.
- Converts documents into XML and proofing for inclusion in enviroOSH.
- Provides customer service and manages client expectations by:
 - Understanding client requests and needs, and
 - Troubleshooting client issues (e.g. errors in database).
- Strong knowledge of SDS Management and Legislation Services.
- Provides content-related customer service for the CANManage and Legislation Services.
- Notifies the Manager to identify work overload or imposing conflicting demands.
- Share responsibility with the team to ensure that the service is comprehensive, accurate and timely to serve the needs of Canadians and reflects the high quality of products delivered by CCOHS.
- Time allocation is balanced based on Service Unit requirements but will always include a blend of CANManage and Legislation duties.

	DUTIES	% OF TIME
1.	Acts as direct point of contact for CANManage clients, providing customer service that includes problem-solving, troubleshooting,	75%

	<p>maintaining up-to-date information for each client for billing purposes and preparation of binders (when applicable; provides customer support related to the client's CANManage collection.</p> <p>Maintains the integrity of and deadlines for the (M)SDS Database including updating, ensuring the accuracy and correct information in submissions and contributor files (from manufacturer and suppliers). Each Technician is assigned a monthly datasheet target (key performance indicator) as part of the production performance standard.</p> <p>Enters information required for lead generation into Acumatica, client accounts, price questions etc. and notifies the Account Manager.</p> <p>Maintains and builds client collections by obtaining data sheets from the (M)SDS database, searching supplier websites, emailing and interacting with suppliers, scanning datasheets and verifying, creating and approving records to be included in client collections. Adding information to the database records to include subsets created by department/location as requested by the client.</p> <p>Training and support for all new Technicians, support staff and contractors on the input, maintenance and currency of records in client collection.</p>	
2.	<p>Scans, formats, XML tags and hot-links legislation documents in English and French in preparation for converting to HTML for web-based products (e.g. enviroOSH). Incorporates new amendments into the legislative service in both English and French. Prints the processed XML documents for proofing to ensure error free content.</p> <p>Note: This work is dependent on the # of legislative amendments released by jurisdictions that will impact the % of time that work is allocated throughout the year.</p>	15%
3.	<p>Reviews quality assurance for all App content ensuring all pop-ups, tokens and resources are functioning correctly. Identifies unresolved issues and communicates with appropriate team member.</p> <p>Note: This work is dependent on client projects being secured and will impact the % of time that work is allocated to database entry throughout the year.</p>	5%
4.	Other duties as assigned.	5%

NATURE AND SCOPE OF POSITION

The incumbent reports to the Manager, Chemical Services.

The incumbent works closely with members of the Chemical Services Unit and Project Teams, as assigned. The incumbent is expected to develop knowledge, skills and abilities and to be fully cross-trained in both CANManage and Legislation services. The incumbent is expected to

participate in the planning of the Service Unit or Team activities, to ensure they play an active part in achieving the goals without causing work overload or imposing conflicting demands, including deadlines. The incumbent must adjust to frequently changing priorities and deadlines, and notify their Manager should time constraints or other challenges arise that require resolution.

The incumbent is accountable for completing work assigned in monthly plans and annual business plans.

KNOW-HOW

The incumbent possesses:

- Sound knowledge of the CANManage and Legislation products.
- Knowledge of software programs used for creation, editing and quality assurance in Filemaker, Microsoft Office (Word, Excel and Powerpoint), Arbortext, Adobe Acrobat, Vubuild and Dreamweaver.
- Sound knowledge of the internal (M)SDS database application (Filemaker), including input, database maintenance, processes and procedures which must be followed for reliable operations.
- Knowledge of WHMIS supplier and employer compliance issues as they relate to SDS currency, provision of updates and legislative compliance.
- Excellent analytical skills at identifying and researching SDS information.
- Excellent communication skills in order to communicate clearly with suppliers, clients, internal stakeholders (i.e. Systems, Inquiries, Account Managers and Finance) and external contacts in obtaining up to date datasheets (within 3 years).
- Knowledge of processing, formatting and tagging legislation.
- Ability to proof all documents and record errors in original documents (e.g. Acts & Regulations).
- Knowledge of HTML (Dreamweaver) software to enter content for Legislation Apps. Ability to quality assure new or modified content and correct errors.
- Participate within the Production Team by providing input and new suggestions on processes, procedures, product development, and continuous improvement.
- Able to adapt to frequent changes and additions to work methods and processes and participate as a fully cross-trained member of the Production Team.
- Understands custom client work as required (e.g. developing new style sheets for client policy and procedure manuals).

PROBLEM SOLVING

The incumbent will:

- Evaluate datasheets for a client collection to identify any potential problems or issues which should be addressed such as non-WHMIS products, currency problems, gaps in department collections, duplicate copies, etc.
- Process the collection or its updates generally following procedures, and using judgement to prioritize work across multiple assigned client collections, and working to meet specific client deadlines.
- Search for datasheets using research skills, and general approaches including contacting domestic and international suppliers via internet, e-mail, and phone to acquire datasheets.

- Identifies problems or issues with updating datasheets such as discontinued products or inactive suppliers, or non-WHMIS controlled products, and contacting the client as necessary to communicate the issue and bring it to resolution.
- Reviews quality assurance for all App content ensuring all pop-ups, tokens and resources are functioning correctly. Identifies unresolved issues and communicate with appropriate team members (project lead or IT solutions) for guidance and support.

ACCOUNTABILITY

The incumbent will:

- Follow existing general procedures but if unusual circumstances arise, colleagues and the Manager will provide assistance and guidance. The ability to apply previous practices (e.g. documents already processed) or refer to and apply general principles is critical to this position. Some judgment is required in using the day-to-day procedures.
- Prioritize work across multiple assigned client collections or priority legislative updates for compliance purposes, maintain client datasheets.
- Maintain and update production work, ensuring high quality and currency (90%) for products.
- Correct errors and omissions and approve client collections when identified through quality assurance procedures for direct release on the Web Information Service (WIS).
- Respond to time-sensitive deadlines (e.g. client audited by regulators).
- Keep current of legislative changes that may affect client compliance.
- Be aware of additions to work methods and processes (e.g. Arbortext and Filemaker upgrades).
- Ensure currency verified & maintained at specified intervals.
- Resolve client access or currency concerns; respond to and support clients directly; or redirects issues to Inquiries for health and safety response and follows up as necessary.
- Participate in the Production Team Unit by providing input and new suggestions on processes, procedures, and product development.

WORKING CONDITIONS

Physical Effort:

The employee works at a computer (keyboarding and mousing to read and reply to e-mail, prepare reports, review information, etc.) for the majority of the workday. The work is interspersed with non-computer based activity, such as reading, thinking, proof-reading, photocopying, filing. The employee has some control over the workload and can get up, stretch, and walk on a regular basis. Some stooping and lifting (or handling of light material) may be required.

Physical Environment:

The employee works at a desk and/or a computer workstation with a keyboard and a mouse for the majority of the workday. The workstation and desk are ergonomically set up, with a wrist rest, mouse rest, document holder, task lamp, as required. The lighting meets standards and there are adjustable blinds on the windows as required. The building environmental controls meet general office requirements.

There is a potential for RMI if safe work procedures are not followed, due to prolonged use of cursor keys when processing documents, and when working in the FileMaker database.

Sensory Attention:

The position requires concentration to compose, enter data, proof-read, read routine information, communicate with others via e-mail, search for information and listen to others carefully.

Attention to detail when researching, identifying and processing documents, when work is required in both English and French. There can be difficulty reading and identifying required information from poor quality or scanned documents. Active listening is required when interacting with clients, manufacturers and suppliers.

Mental Stress:

There may be conflicting priorities and persistent stress related to year-end or client-related contact and deadlines. There are production schedules to be met for product lines. There can be a high level of stress related to workload, tight deadlines, non-responsive and negative suppliers or dissatisfied clients. There can be a high volume of work and accuracy is required. Work may be repetitious.

JOB SPECIFICATIONS

- A sound knowledge of Service Unit products/services and database management software such as FileMaker, Dreamweaver, Arbortext, Microsoft Office (Word, Excel and PowerPoint) are required. HTML software to perform text conversion and knowledge of the Adobe Professional PDF creation software is essential.
- Ability to search for information through a number of sources including the internet, databases etc.
- A minimum of post-secondary education or the equivalent. Specialization in Occupational Health and Safety desirable.
- Excellent oral and listening skills. Good written communication skills. Strong organizational skills with excellent attention to detail.
- Ability to work in a team environment is essential.
- Working knowledge of French is desirable.