QUEEN'S UNIVERSITY SUPPORT STAFF
POSITION SUMMARY

DEPARTMENT: Queen's School of Business

POSITION NUMBER: 00500732

TITLE: Senior Secretary GRADE: 4

JOB SUMMARY:

As a member of the administrative team in the Office of the Dean, the Senior Secretary provides support to full-time and part-time teaching faculty including routine correspondence, class materials, photocopying, research papers, confidential exams, booking rooms, ordering books, ordering food and beverages for various functions and posting course outlines on the Web. With supervision and guidance provided by the Administrative Assistant/Faculty Support Coordinator, the incumbent performs reception and clerical services including directing phone calls and visitors.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Provide secretarial or clerical support to full-time and part-time faculty such as word processing and typing, scheduling and reservations, faxing and copying. Other duties include mail sorting and distribution, ensuring efficient working order of office equipment, ordering office supplies and posting course outlines on the web.

- Communicate with students, faculty, staff and visitors. This contact may be in person, over the phone or through the mail or email. Provide basic information about the department and programs and directing queries to the appropriate individual as required. If incumbent cannot answer a question, provide a means to find an answer.

- Remaining current with new technology to provide the best and most efficient ways of providing secretarial support (including scanners and new computer programs as they become available).

- Undertake other duties as delegated in support of the department.

REQUIRED BACKGROUND:

- A one-year post-secondary program in office administration with previous office experience in a related area.

- Consideration will be given to an equivalent combination of education and experience.

SPECIAL SKILLS:

- Excellent interpersonal and communications skills (both verbal and written) to deal with a wide variety of individuals and to provide clear and accurate information.

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- Proficient computer and office skills, with a variety of programs such as (Word, Excel, Powerpoint), as well as an ability to learn new software. Assets will be a familiarity with Queen's mainframe environment and exposure to the Web.
- Writing, basic editing and proofreading skills with an ability to pay attention to detail and accuracy. Service-oriented perspective.
- Organizational, and time-management skills. Ability to maintain focus even under pressure and with frequent interruptions.
- Problem-solving skills with an ability to know when to refer problems to others. Knowledge of university structure and financial system an asset.

DECISION MAKING:

- Prioritize work and time.
- Respond to general inquiries, and provide reasonable answer, or a means to find an answer if necessary. Redirect to more senior staff or other individual as required.
- Decide how to distribute information, what method to use, and who to send it to.
- Determine formatting for simple to complex documents.

SUPERVISORY RESPONSIBILITIES: NO

SIGNATURES:

Incumbent	Date
Supervisor	Date
Department Head	Date