QUEEN'S UNIVERSITY SUPPORT STAFF
POSITION SUMMARY

DEPARTMENT: Office of the University Registrar

POSITION NUMBER: 28502 001 **INCLUMBENT:**

TITLE: Senior Student Awards Officer – Donor Relations **GRADE:** 8

JOB SUMMARY:

Reporting to the Associate University Registrar (AUR), and taking direction from the Dean of the School of Graduate Studies or delegate, the Senior Awards Officer: Donor Relations is responsible for providing leadership in the establishment and stewardship of donor-funded gifts directed to support student financial assistance at Queen's University.

DUTIES AND RESPONSIBILITIES:

- Serves as the primary liaison among the Office of the University Registrar, School of Graduate Studies, Office of Advancement and Faculty/School representatives to maximize, with efficiency, the private giving directed towards the established student financial assistance priorities at Queen's University.

- Develops strategies, executes the plan and negotiates as required to meet objectives. Develops objectives with precise deadlines to streamline processes by providing proactive leadership to Advancement Officers and Development Officers in the establishment of terms of reference for privately funded student financial assistance priorities. This includes: creating master templates and implementing processes to ensure the terms of reference for all new and revised scholarships, bursaries, awards and fellowships are consistent and comply with the University's goals, priorities and standards prior to approval by Faculty Boards and presentation to the SCSSA;

- Meets with staff within the Office of Advancement (Development and Business Relations; Alumni Relations and Annual Giving) on a regular basis, to review objectives and to consult on alternatives/solutions for unusual or major cases.

- Act as the primary liaison and meets regularly with Faculties/Schools to facilitate communication and to ensure mutual understanding of goals and objectives.

- In collaboration and consultation with Advancement Officers and Development Officers cultivates relationships with and influences donors to accept University student financial assistance priorities and objectives.

- Responsible for reviewing, recommending, planning and implementing strategies within the Student Awards Office and the School of Graduate Studies to maximize the integrity of communications, promotion, accountability and stewardship of donor-funded student financial assistance.

- Provides direction to the Student Awards Assistant related to preparation of data for Advancement and Student Awards initiated donor-scholar functions and receptions.

- Undertakes other duties or special projects as required in support of the department.

REQUIRED BACKGROUND:

- Undergraduate degree (Queen's degree preferred) and several years related experience. Experience in a university environment is preferred. Consideration will be given to an equivalent combination of education and experience.

- Demonstrated problem solving and negotiation skills. Ability to self-motivate and to be results oriented.

- Related experience of at least three years in a customer/client service environment.

Special Skills:

- Excellent verbal, listening, negotiation and presentation skills with the ability to influence a variety of audiences.

- Excellent written communication with the ability to draft policy, procedures and correspondence in a concise and creative manner.

- Ability to provide leadership to and to influence many individuals with diverse interests within and outside the Queen's University community; skills in diplomacy and negotiation are required to mediate between diverse interests.

- Broad knowledge of the University's priorities, Senate policies and procedures, academic programs and regulations, and how they impact on the function of undergraduate student assistance and graduate funding.

- Excellent analytical, interpretive, and problem-solving skills. Ability to compile, analyze, interpret data and present results and recommendations where relevant and appropriate.

- Demonstrated discretion and professionalism with experience in a client service environment.

- Experience using technology to store and retrieve data and streamline processes and operations.

- Experience developing and managing special projects with the ability to recommend and implement a plan while fully considering established principles and priorities.

Decision Making:

- To determine the changes, additions, deletions required to ensure proposed terms of reference satisfy policy guidelines, compliment existing awards, and are administratively manageable.

- To determine when to call on other staff members in the Office of the University Registrar, the School of Graduate Studies, the Office of Advancement and Faculty/School representatives to engage and fully utilize their expertise.

- Decide when to refer issues to the Associate University Registrar (Student Awards) and when to act independently.

- Exercise discretion and decide when to involve University administrators (University Registrar, Dean of School of Graduate Studies) to determine strategies and to resolve disputes.

- To delegate work to appropriate support staff to ensure the most time and cost-efficient approach in completing responsibilities.

Supervisory Responsibilities:

Do you have any supervisory responsibilities?
Yes

Do you have the right to hire or make the effective recommendation to do so?
No

Do you have the right to fire or make the effective recommendation to do so?
No

Are you responsible for handling disciplinary matters including issuing written warnings?
No

Are you responsible for conducting performance appraisals?
No

Are you responsible for delegating work and ensuring that is satisfactory?
Yes

SIGNATURES

_____ _____

Date **Incumbent**

_____	_____
Date	**Supervisor**
_____	_____
Date	**Department Head**