QUEEN'S UNIVERSITY SUPPORT STAFF
POSITION SUMMARY

DEPARTMENT: Alumni Relations
POSITION NUMBER: 00116250
POSITION TITLE: Assistant, Alumni and Student Engagement
GRADE: 5

JOB SUMMARY:

The Department of Alumni Relations is pursuing four strategic goals within the context of the Office of Advancement's Strategic Plan in support of the university's comprehensive Campaign. Goals are: revenue generation; building Queen's profile and brand; engaging key stakeholders; and increasing organizational capacity.

Reporting to the Associate Director, Alumni and Student Engagement, the incumbent will be responsible for providing, under the direction of the Alumni Officers and/or the Associate Director, administrative support for alumni engagement programs, including the global branch network and volunteer partnerships. This includes providing organizational and administrative support, Branch volunteer-organized event support, meeting management, and coordination of day-to-day administrative services for alumni and student engagement programs.

This position will require an individual capable of acting appropriately based on sound judgement and with a high level of attention to detail.

DUTIES AND RESPONSIBILITIES:

- Coordinate office processes and procedures and administrative duties, including initiating or preparing correspondence, word processing and document formatting, scheduling and maintaining appointments, maintaining an effective bring forward system; coordination of meetings, screening calls and visitors, maintaining inventory of supplies and event materials, and preparing minutes. Recommend and participate in the implementation of revisions to administrative procedures. Schedule, coordinate and delegate work to casual student staff (Work Study).

- Coordinate event administrative processes for volunteer-organized events in the Alumni and Student Engagement unit, including: producing invitations and newsletters; setting up event calendars and registration sites in event management software; producing mailing and email lists and related reports; working closely with Advancement's Contact Centre for registration for events; coordinating the production of final event needs such as name tags and programs using mail merges; preparing, vetting and distributing surveys; and providing on-site support for events as requested.

- Coordinate communications for the Unit including: providing general customer service in support of unit programs; answering or referring queries in general email accounts; promotion of Branch volunteer-organized events to alumni via email; mailing Branch volunteer–organized event invitations; compilation of the At The Branches events calendar submission for the *Alumni Review*; and posting of Unit information to the Advancement intranet.

- Provide administrative support to the Alumni Officers in support of programs; coordinate processes to ensure timelines and priorities are determined and met; make recommendations for changes to improve administrative processes.

- Maintain database files in Advance and the Branch database including: filing Contact Reports as requested; ensuring that Advance coding is completed promptly and accurately; and updating alumni records on ADVANCE.

- Perform financial and accounting duties in support of the Alumni and Student Engagement unit, such as preparing cheque requisitions and travel expenses, journal entries and purchase orders, invoicing, monitoring and reconciling accounts. . Produce reports that assist Officers in tracking revenue and expenses for individual Branch volunteer-organized events.

- Set-up and maintain filing system and update, verify and process new data for hard copy files and program database. Allow for efficient retrieval of data. Manage records and information storage and processing – electronic and hard copy (where needed), gather and organize data, verify accuracy, and allow for efficient access when required. Distribution may be in the form of reports, documents or lists.

- Provide administrative support to the Associate Director, Alumni and Student Engagement. Duties include travel arrangements, scheduling meetings, and general administrative support.

- Provide general office and reception support to Alumni Relations including walk-in customer service, general office maintenance and support, oversight of work study students when they are providing support to the unit, coverage of general office duties during lunch hours and vacations, and supply ordering.

- Undertake other duties as delegated in support of the Alumni and Student Engagement Unit and the Alumni Relations department.

REQUIRED BACKGROUND:

- Two-year business administration program, combined with previous relevant experience at a university or institutionally relevant setting. Consideration will be given to an equivalent combination of education and experience.

- Demonstrated successful administrative experience in a fast-paced environment with competing priorities, requiring quick and appropriate decision-making skills.

- Experience in budget preparation, monitoring, and financial reporting will be considered an asset.

- Familiarity with a broad range of University policies and procedures; sound knowledge of the University's administrative, financial, academic and governance structures.

SPECIAL SKILLS:

- Initiative and ability to work independently and under pressure, solve problems, set priorities, and meet deadlines in a high-energy, fast-paced environment.

- Attention to detail and exceptional accuracy.

- Highly proficient computer skills, especially word processing, and knowledge of spreadsheet programs (preferably Microsoft Excel). Sound computing knowledge in PC environments including word processing and spreadsheet software; experience in database management an asset, desktop publishing an asset, experience with Web an asset. Ability to learn new software packages as required.

- Highly organized; flexible, able to undertake diverse responsibilities; organization and time-management skills to co-ordinate work with competing priorities; able to work independently on several projects at a time

- Excellent interpersonal skills; strong customer service focus; ability to work professionally and effectively with a broad range of internal and external audiences; ability to maintain confidentiality and to respond to sensitive and/or controversial situations with maturity and sound judgment.

- Experience working with volunteers and successfully achieving shared priorities.

- Analytical and problem-solving skills, to help resolve administrative problems and to maximize efficiency.

- High level of tact and discretion, maturity and good judgement, and the ability to deal with sensitive issues in a professional manner.

- Strong written/oral communication skills to work well in complex, decentralized environment. Excellent writing and interpretive skills to prepare correspondence, record and transcribe minutes, edit invitations and event programs.

- Proficiency in basic bookkeeping and accounting practices.

- Ability to work occasional evenings and weekends as required.

DECISION MAKING:

- Prioritize a demanding workload in a multi-task environment to ensure all deadlines and objectives are met.
- Decide how to handle with sensitivity and tact a variety of complaints, inquiries and requests from alumni, volunteers, faculty and staff; determine when to refer problems or questions to more senior staff.
- Identify opportunities to improve Unit efficiency and make recommendations regarding program administration procedures; seek approval and implement changes.
- Decisions required to resolve accounting/administrative problems within guidelines as they arise, referring only highly unusual problems to Associate Director.
- Determine processes and procedures needed to support the Unit's administrative and customer service needs
- Determine optimum practices, systems, ticklers to ensure timely follow up.

SUPERVISORY RESPONSIBILITIES:

Do you have any supervisory responsibilities?

Yes No

SIGNATURES:

_____
Incumbent

_____
Supervisor

_____
Date

_____
Department Head