QUEEN'S UNIVERSITY SUPPORT STAFF
POSITION SUMMARY

DEPARTMENT: Alumni Relations

POSITION NUMBER: 00124490

POSITION TITLE: Administrative Assistant, Alumni Relations

GRADE: 6

JOB SUMMARY:

Reporting to the AVP (Advancement) / Executive Director, Alumni Relations, the incumbent is responsible for providing an advanced level of organizational and administrative support, meeting management, correspondence preparation, and coordination of day-to-day administrative services for the AVP/ED. The incumbent has primary responsibility for the AVP/ED's schedule and travel arrangements and handles highly sensitive and confidential budget and HR documents and materials.

Provides administrative assistance for the Department of Alumni Relations, including a variety of administrative tasks arising from the Alumni Education and Travel, and the Alumni Marketing and Communications programs.

Responsible for ensuring a positive experience for student workers in the Department; oversees recruitment, orientation, scheduling and work flow.

Acts as the frontline resource for the AVP/ED and the Department of Alumni Relations, with responsibility for ensuring a welcoming and efficient reception area. Provides leadership to administrative colleagues, facilitates training, and ensures an integrated approach to accomplishing shared tasks.

Has primary responsibility for vacation-tracking and time-keeping in the Department, and ensures that hours are accurately logged consistent with the collective agreement.

This job occasionally requires flexible working arrangements to meet the demands of the office.

This position will require an individual capable of acting appropriately based on sound judgement and with minimal direct supervision.

DUTIES AND RESPONSIBILITIES:

- Provide support to the AVP / ED Alumni Relations. Maintain the AVP / ED's schedule, arrange all meetings and work-related social events; handle the AVP / ED's correspondence, much of which is of a confidential or highly sensitive nature; maintain an effective bring

forward system; perform financial and accounting duties including preparing cheque requisitions and travel expenses, journal entries and purchase orders, invoicing, monitoring and reconciling accounts, produce spreadsheet reports that assist the department in tracking revenue and expenses; support the AVP / ED's relationship-building efforts, filing contact reports and assisting with alumni and donor visits; organize all domestic and international travel for the AVP/ED.

- Provide meeting management support for the AVP/ED including monthly departmental meetings and weekly meetings of the Alumni Relations Managers group; prepare and circulate agendas, minutes, background materials; book rooms and equipment.

- Provide administrative support to the Alumni Education and Travel programs; duties include: preparing and distributing correspondence; pulling data lists from Advance for a variety of mailings (i.e. alumni correspondence, travel brochures, event invitations); ensuring that Advance coding is completed promptly and accurately; providing financial and accounting support; maintain accurate inventory lists of program supplies; distributing surveys, coding responses and pulling reports; providing general customer service in support of Alumni Education & Travel programs.

- Provide administrative support to the Alumni Marketing and Communications programs; duties include: answering or referring queries in general email accounts; approving events in online registration system, desktop publishing (creating documents in existing templates), setting up broadcast email content and lists, proofreading online and print communications to ensure consistency, coding submissions for Alumni Review in Advance database.

- Coordinate physical services for the Department; equipment maintenance; ensure provision of office supplies, computers, equipment and furnishings.

- Working with the office of the Vice-Principal (Advancement), maintains confidential files; sensitive correspondence, and personnel files including hiring materials, employment contracts.

- Act as the Department's primary time-keeper in PeopleSoft; document, track and record vacation/absences/overtime, consistent with the Collective Agreement.

- Oversee the advertisement, recruitment, and orientation process for students working in the Department; develop and oversee schedules and a system to ensure efficient work flow. Ensure that student hours are accurately logged and remunerated.
- As the frontline resource for the AVP/ED and the Department of Alumni Relations, ensure a welcoming and efficient reception function for visitors. Develop and implement an integrated approach to front office duties and other shared tasks. Using sound judgment, respond to inquiries and requests; research and respond within guidelines.

REQUIRED BACKGROUND:

- Minimum two-year business administration program, combined with previous relevant experience in an administrative support role. 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.

- Demonstrated successful experience in dealing effectively with diverse groups of people, including alumni, volunteers, donors, senior administrators, students, and colleagues.

- Superior written/oral communications skills; solid grasp of grammar, punctuation, spelling.

- Proficiency with the operating systems Windows, Microsoft, Word, Excel, PowerPoint, Internet tools (Outlook, Netscape). Knowledge of BSR Advance database as well as Exware an asset.

- Sound knowledge of Queen's policies, procedures, processes.

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.

- Superb organizational skills to coordinate and maintain progress on a number of diverse tasks and carry them to completion simultaneously, without supervision, and with many interruptions.

- 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.

- Group leadership skills; the ability to promote a team environment, and to motivate and lead others in the accomplishment of shared goals

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

- Knowledge of, and aptitude for, computers. Proficiency with MS Office an asset; experience with Advance an asset. Ability to adapt to changing technology and implement new developments to increase productivity.

- Strict attention to detail.

- Ability to work occasional evenings and weekends as required.

DECISION MAKING:

- Prioritize a demanding workload in a multi-tasking environment to ensure all deadlines and objectives are met.

- Frequent decisions regarding management of the AVP / ED's schedule, including assessing the urgency of a request, and using sound judgement and diplomacy to schedule/reschedule appointments in response to unexpected events.

- 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.

- Make recommendations regarding office administration procedures and implement changes.

- Decide how to lead and motivate colleagues and student workers to meet shared goals and to successfully resolve work flow issues.

- Determine when to delegate administrative tasks to students; take steps to ensure that work is completed on time and with high quality.

- Determine optimum practices, systems, ticklers to ensure timely follow up.

SUPERVISORY RESPONSIBILITIES:

None.

SIGNATURES:

_____
Incumbent

_____
Supervisor

_____ _____
Date **Department Head**