QUEEN'S UNIVERSITY SUPPORT STAFF
POSITION SUMMARY

DEPARTMENT: Faculty of Engineering and Applied Science

POSITION NUMBER: 00120652 INCUMBENT:

TITLE: Administrative Secretary GRADE: 5

JOB SUMMARY:

Reporting to the Manager, Student Services, the incumbent is responsible for the day-to-day reception and secretarial duties, and for providing students with process advice and application assistance regarding academic requests. The incumbent provides comprehensive administrative support to the Associate Dean, International and Special Projects (ISP). The incumbent will also provide back-up administrative support to the Associate Dean (Research, Graduate Studies and External Affairs) as required.

KEY RESPONSIBILITIES:

Administrative support to the Associate Dean, International and Special Projects (ISP)

- Processing, screening, and directing all of the Associate Dean's incoming and outgoing mail and email. This may involve replying to email on behalf of the Associate Dean and composing original correspondence on behalf of the Associate Dean.
- Answering and screening telephone calls to the Associate Dean, including direction or handling queries from internal and external agencies on a wide variety of issues, policies, and procedures.
- Provide administrative support to the Associate Dean by scheduling meetings, maintaining his/her calendar.
- Provide administrative support for assignments related to international initiatives of the Faculty, the international exchange program, and special projects assigned to the Associate Dean (ISP).

- Provide public relations interface for the Faculty of Engineering and Applied Science. The incumbent must provide a positive first impression of the office by greeting visitors in person and by phone in a professional and welcoming manner. Direct inquiries encompassing a wide variety of issues, policies and procedures from faculty, staff, students and others to appropriate individuals. Screen and schedule students for academic advising, book appointments for faculty and staff and arrange meetings as requested. Manage the general office email account by screening, forwarding and responding to a multitude of emails per day. Sort and distribute office mail. Book tours and setup appointments for prospective students. Despite the constant interruptions encountered in this front-line position, the incumbent is expected to cope with a heavy workload.

- Assist students in the process of course pre/registration using SOLUS, and provide guidance regarding the pre/registration process. Maintain filing and verify student records, ensure student academic changes are correct using PeopleSoft.
- Provide process advice and application assistance with regard to Academic Regulation Requests, Waivers and Appeals (items include, but are not limited to late course add/drop, course substitutions, letters of permission, incomplete mark requests, requirement to withdraw waivers, academic appeals).
- Provide secretarial support to the Manager of Student Services, and other individuals as required. Assist staff members to ensure crucial deadlines are met.
- Process exam re-reads, rewrites and discipline changes, and liaise with Undergraduate Advisors as required on these issues. Assist with supplemental exams. Send "events" emails to the "events" email listserv for non-academic notices to students (following established guidelines regarding appropriate use and content of the student mailing list).
- Maintain records of all student medical reports and create and distribute monthly medical notifications to departments; notify course instructors regarding student illness.
- Compose routine letters concerning student visas and eligibility for graduation; verify student eligibility for educations saving plans; confirm registration and attendance status for scholarships, visa applications, insurance certificates, and graduation letters for former students, etc.
- Provide administrative support to the Health and Safety Committee and the Health and Safety Officer for Beamish-Munro Hall, such as taking and preparing minutes of meetings, keeping records regarding Health and Safety training, and assist in maintaining safety manuals.
- Provide administrative support to the Aboriginal Access to Engineering Circle of Advisors, such as assisting with the co-ordination and assembly of quarterly meetings, and taking and preparing minutes of these meetings.
- Maintain key inventory records for Beamish-Munro Hall (BMH) and provide assistance with obtaining BMH building access to students, staff, and Faculty.
- Order office stationery supplies.
- Provides back-up administrative support to the Associate Dean (Research, Graduate Studies and External Affairs) as required.

REQUIRED QUALIFICATIONS:

- The position requires a two-year post-secondary program in business administration and previous relevant experience in an office environment or equivalent combination of experience.
- Proficiency with computers and a variety of software packages.
- Knowledge of university structure, preferably in an academic department and good working knowledge of student related functions would be an asset.
- Knowledge of Faculty and University policies and regulations would be an asset
- Consideration will be given to an equivalent combination of education and experience.

SPECIAL SKILLS:

- Excellent communications skills for speaking on the telephone and in person to a diverse level of individuals from both within Queen's and externally. The incumbent must be able to demonstrate excellent interpersonal skills and discretion for dealing with a wide variety of sensitive and confidential issues.
- Genuine interest in helping students.
- Ability to work under pressure with constant interruptions, while maintaining a positive and pleasant attitude towards students, faculty, staff and visitors at all times.
- Excellent time-management and organizational skills; the ability to juggle conflicting priorities.
- Office and computer skills including intermediate knowledge of Word, Excel, Microsoft Outlook Email & Scheduler, and PeopleSoft.
- Ability to work independently and within a team environment.
- Ability and initiative to research a variety of sources to find information for inquiries from students, staff and parents.

DECISION MAKING:

- Handling and directing inquiries form senior administrative officers, faculty, staff and students to appropriate people and offices.
- Determining the urgency of student needs when making counseling appointments.
- Determining priorities within time constraints.
- Determine how to best meet the needs of both our internal and external customers.
- Determine content of draft correspondence and minutes.
- Determine access profiles for customers (e.g. students, staff and faculty) and anticipates inventory needs and decides when a request should be forwarded to the Building Manager.
- Makes decisions in determining items received which should be brought forward to the Health and Safety Committee.
- Determining priorities in scheduling appointments for Associate Dean(s).
- Determining which inquiries to refer to the Associate Dean(s), which to refer to other staff, and which to handle to completion.
- Making judgments on who should receive confidential information e.g. parents asking about their child's progress, requests for address & phone numbers, access to student files.
- Determining which event emails should be forwarded to students by reviewing content to ensure in inappropriate material is not distributed.
- Decisions with respect to maintaining supplies inventory (e.g. when to order, how much to order, which supplier, etc.)

SIGNATURES:

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Incumbent	Supervisor	Department Head

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Date: