QUEEN'S UNIVERSITY SUPPORT STAFF
POSITION SUMMARY

DEPARTMENT: Queen's School of Business
Materials Management

POSITION TITLE: Production Administrator

POSITION NUMBER: 00500801 **GRADE:** 5

JOB SUMMARY:

The Materials Management department is a critical service provider for all academic programs, executive education programs, departments, and centres at Queen's School of Business. It operates a fully-equipped print production facility with state-of-the-art production equipment, including digital production printers (both colour and black & white), coil binder, paper cutter, and laminator. The department is also responsible for the shipping, receiving and mail distribution functions for Queen's School of Business, as well as the case package sales for the Commerce program.

The Production Administrator is responsible to provide support for all aspects of course material production for the various courses and programs offered by Queen's School of Business. This includes, but is not limited to, QSB Executive Education, MBA, Masters, and Commerce programs. This position reports to the Production Manager, Materials Management.

DUTIES AND RESPONSIBILITIES:

1. Provide a high-level of administrative support related to the preparation and production of course materials with responsibility for accurate and efficient organization and distribution. This includes ensuring copyright clearances are obtained; creating and producing speaker bios and PowerPoint slides; creating digital coursepacks and posting to portal; creating handout schedule/cover sheets for onsite sessions; creating roadmaps/interim lists used to capture course/program history for future reference; monitoring the proofing process for various materials; ensuring that all course material is ordered and produced; and coordinating all course material requests outside of the department.

2. Liaise with program faculty with respect to their material requirements and classroom set-up and communicate this information to the program coordinators/managers and/or the onsite delivery team.

3. Coordinate and maintain a complex filing system related to course material.

4. Post information to the on-line program portals, as directed by program staff. This includes posting course information, course materials and other items at the request of the faculty member.

5. Coordinate course mailings and distributions with the Production Assistants and the Shipping & Receiving Clerk. This includes ordering materials as required (to arrive prior to mailing), packaging all of the materials, and preparing the final mailing labels and

manifests. The incumbent will also be responsible to ensure that all mailings meet our quality requirements.

6. Implement and follow quality control procedures.

7. Foster relationships with faculty, staff and suppliers.

8. Work as a member of a team to ensure that systems are developed, maintained and continually improved to ensure that the department operates effectively and efficiently.

9. Provide guidance to, and approve work of, Production Assistants.

10. Act as back-up to other Production Administrators during absences and during proofing process.

11. Other general office and administrative tasks as required.

REQUIRED BACKGROUND:

- Completion of a two-year post-secondary program in business administration.
- Previous relevant experience in office/service environment required.
- Knowledge of university structure and systems considered an asset.
- Consideration will be given to an equivalent combination of education and experience.

SPECIAL SKILLS:

- Excellent ability to work under time constraints and meet deadlines.
- Excellent organizational and time management skills.
- Advanced administrative and computer skills. This includes proficiency in a variety of word processing, spreadsheet, presentation, and database applications, as well as an ability to learn new software.
- Must have advanced level PowerPoint experience. InDesign would be an asset.
- Ability to use a tablet would be an asset.
- Excellent writing, basic editing and proofreading skills with an ability to pay attention to detail and accuracy.
- Excellent self-management skills.
- Excellent communication and interpersonal skills.
- Excellent oral and written English language skills.
- Analytical and problem-solving skills.
- Adaptable and able to take initiative.
- Able to work effectively within a strong team environment.
- Commitment to excellence, continuous improvement and innovation.
- Able to work evenings and weekends when required, during peak periods.
- Service-oriented perspective.
- Able to maintain strict confidentiality.
- Able to carry out moderate lifting.

DECISION MAKING:

- Determine the ordering quantities based on inventory levels and future needs.
- Determine work priorities.
- Make decisions on written and oral correspondence in providing information, advice and clarification.
- Make recommendations on improvements and new procedures to ensure that the department continuously improves and remains viable.
- Determine how to 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 how to order hard-to-find items.

SUPERVISORY RESPONSIBILITIES: NONE

SIGNATURES:

_____
Incumbent

_____
Supervisor

Date: _____