

**QUEEN'S UNIVERSITY SUPPORT STAFF  
POSITION SUMMARY**

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**DEPARTMENT:** Queen's School of Business  
**POSITION TITLE:** Program Manager, Queen's Master of Management Analytics (Toronto)  
**POSITION NUMBER:** 00500820 **GRADE:** 7

**JOB SUMMARY:**

The Program Manager works as a member of the program management team responsible for the day-to-day operation of the Queen's Master of Management Analytics program. This includes the completion of complex administrative duties in support of the department, specific projects, and/or senior administrators. This position is based out of Toronto, Ontario, working from the Queen's School of Business campus in downtown Toronto. The Program Manager reports to the Associate Director of Masters Programs and works closely with the Program Director of the Master of Management Analytics program and Director, Program Services.

**PRIMARY DUTIES AND RESPONSIBILITIES:**

- Advise, assist and provide guidance to others. This includes providing professional guidance with a strong customer-focused mindset to program inquiries and applicants on the application process; suggesting policy or procedure changes to senior administrators; and advising staff in the department on ways to increase organizational effectiveness while being sensitive to issues affecting performance of staff.
- Act as a liaison and department contact to program participants. This involves acting as a departmental contact and resource person while keeping senior administrators and Program Directors advised and aware of important matters. This includes, but is not limited to, liaising with others within the department, within the university, and with outside agencies; serving as a contact for questions, comments or concerns; resolving problems where possible and answering questions as they arise, redirecting only highly unusual problems to more senior staff.
- Administer operational functions or processes. This involves the planning and execution of the classroom facilities; scheduling and participation in executing the marketing strategy of the program; and participating in short- and long-term project planning and implementation while verifying accuracy of outcome and ensuring that the results meet the departmental standards and needs. This may also include providing administrative support to senior staff such as confidential correspondence preparation, scheduling, participation in meetings and document preparation.
- Control daily expenditures and assist in allocation of resources.
- Perform human relations activities related to a management position. These duties include professional interaction with all clients, staff and senior administrators; communicating issues in a professional manner; and being an effective and supportive member of the operational team.

- Undertake other duties or special projects as required in support of the department including the Director of the Master of Management Analytics and the Associate Director.
- Support faculty and students during and outside of class times and act as a liaison within the Toronto facility to develop solutions for issues that may arise. Work closely with other Toronto campus staff to ensure the effective delivery of all Toronto campus programs and events.

#### **REQUIRED BACKGROUND:**

- Three-year post-secondary program combined with several years of related experience.
- Demonstrated leadership ability.
- Experience in an administrative/service capacity.
- Consideration will be given to an equivalent combination of education and experience.

#### **SPECIAL SKILLS:**

- Communication (both verbal and written), listening, and interpersonal skills are critical qualities to possess in order to perform the many duties of the position which require interaction and communication with others both internal and external to the department.
- Ability to promote a team environment. Sensitivity to issues affecting performance of staff.
- Ability to lead, support and motivate.
- Service oriented perspective.
- Ability to adhere to strict confidentiality.
- Computer and office skills, including word processing, spreadsheet, and database management. Ability to adapt to changing technology and implement new developments to increase productivity.
- Analytical, interpretive, and problem-solving skills. Ability to examine a number of alternative possibilities and arrive at the best solution.
- Knowledge of university structure.
- Resourcefulness, creativity, and initiative. Ability to visualize the complete process and the function of each unit within a system.
- Organizational skills with the ability to manage conflicting priorities.
- Excellent self-management skills.
- Ability to work under time constraints and meet deadlines.
- Ability to work irregular hours including occasional evenings and weekends.

#### **DECISION MAKING:**

- Determine content of administrative correspondence, both written and oral, with regard to inquiries, applicants and participants in providing information, advice or clarification.
- Using personal judgment and discretion, determine the incumbent's duties on a day-to-day basis as needs and departmental priorities dictate.
- Determine how, when and to whom information should be distributed.

- Based on information and direction of department, interpret policy or analyze procedures and recommend changes or amendments as required.
- Make daily operation decisions and resolve administrative problems within guidelines. Answer queries and produce and distribute information material. Refer more complex problems to more senior staff.
- Recommend new procedures and changes to existing procedures in order to positively impact department or unit's operation to avoid future difficulties.

**SUPERVISORY RESPONSIBILITIES:**

None

**SIGNATURES:**

\_\_\_\_\_  
Incumbent

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Department Head

\_\_\_\_\_  
Date