POSITION SUMMARY

QUEEN'S UNIVERSITY - GENERAL STAFF

POSITION TITLE: Senior Secretary
DEPARTMENT: School of Business, Centre for Responsible Leadership
POSITION NUMBER: 00500955
GRADE: 4 EFFECTIVE DATE: June 24, 2013

JOB SUMMARY:

Reporting to the Director of the Centre for Responsible Leadership (CRL) the incumbent is responsible for providing administrative, secretarial and reception support to the CRL. An element of evening and weekend duties is at times associated with this position.

DUTIES AND RESPONSIBILITIES

- Provide a positive first impression of the CRL by greeting visitors in person and answering the telephone in a professional and welcoming manner. Direct calls to appropriate individuals or respond to general inquiries for information.
- Work as a team member to support the Director and Coordinators for planning, scheduling and execution of special events (Annual Summit, Speakers, Workshops) associated with CRL's programs.
- Word processing, proof-reading and drafting various routine correspondence; answering and screening telephone calls; maintaining the Director's appointment schedule and preparing the Director for appointments by compiling necessary files and documentation; preparing expense reports; setting up meetings and travel arrangements as requested.
- Direct or handle inquiries from faculty, staff and students encompassing a wide variety of issues, policies and procedures.
- Coordinate the activities of service providers, estimate costs, arrange billing and invoices; handle bookings, information distribution, facilities reservations and setup, equipment reservations, food reservations, and interdepartmental and client communications.
- Maintain a filing system, create and maintain various mailings, prepare bulk mailings as required.
- Prepare data for reports using various software available through the Registrar's systems, Maximizer and survey tools.
- Manage the general day to day office needs (copying, correspondence, supplies, etc.)

REQUIRED BACKGROUND:

1-year post-secondary secretarial program and 6 months to2 years of job related experience in a customer service role. Consideration would be given to an equivalent combination of education and experience.

Proficiency with administrative software application, office equipment and office procedures

SPECIAL SKILLS:

Excellent communication 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 highly confidential issues. Dedicated team player who seeks opportunities to assist when and where needed.

Well-developed word processing skills and the ability to use different administrative software applications (e.g. Windows, Word, WordPerfect, spreadsheets, PeopleSoft).

Excellent time-management and organizational skills; the ability to juggle conflicting priorities.

Excellent writing skills to draft and edit routine correspondence.

Ability to work autonomously and exercise independent judgement, with minimal direct supervision.

Ability to participate well in a team environment.

DECISION MAKING:

Handling and directing inquiries with appropriate discretion from both internal and external sources.

Answering and directing queries from students, faculty and other departments on campus. Determining priorities within time constraints

Understanding of when and who to escalate issues to.

SIGNATURES:

Date

Incumbent

Manager

Department Head/Director or Designate