QUEEN'S UNIVERSITY SUPPORT STAFF
POSITION OVERVIEW

DEPARTMENT: Development & Alumni Relations, Queen's School of Business
POSITION NUMBER: 00129527
POSITION TITLE: Administrative Assistant / Office Coordinator
GRADE: 6
EFFECTIVE DATE: February 24 2014

JOB SUMMARY:

Reporting to the Executive Director (ED) the incumbent is responsible for providing an advanced level of organizational, administrative and financial support including budgetary responsibilities, and coordinating the day-to-day administrative services for the ED. The Administrative Assistant / Office Coordinator has direct responsibility for the handling of confidential budget, strategic documents and materials.
The Administrative Assistant is the senior of three administrative positions within the Development and Alumni Relations (D&AR) department and is responsible for the smooth operation of administrative aspects of the office. This role will determine and implement administrative practices and procedures and will be the point of contact to resolve all administrative issues.

The incumbent is also required to provide administrative support to the Development & Alumni Relations department including correspondence preparation, departmental budgetary tasks and has responsibility for the handling, storage, management and disposal of confidential electronic and paper files.

DUTIES AND RESPONSIBILITIES:

- Respond to inquiries and act as frontline resource and contact person for the Executive Director and the Development & Alumni Relations department; screen inquiries and requests; research and respond within guidelines. Using sound judgment, redirect tasks not requiring management involvement and proactively research and compile facts for those that do.

- Handle the Executive Director's correspondence, much of which is of a confidential nature; initiate and prepare correspondence including briefing notes; ensure the timely flow of correspondence; coordinate departmental meetings; prepare agendas and minutes; coordinate special departmental projects, determine the appropriate handling of enquiries, items of business and maintain an effective bring forward system.

- Be the key liaison with the Dean's Office for advancement work, manage and check all briefing notes for the Dean, ensure travel needs and dates are scheduled and required materials are provided to the Dean on a timely basis.

- Manage the administrative practices of the Development and Alumni Relations office including development and implementation of policies and procedures for the efficient operation of the administrative functions within the office.

- Act as the point of contact for D&AR management to resolve and improve the administrative functioning of the office

- Provide guidance and direction to administrative support staff within the office, including work direction and technical/functional guidance to administrative staff. Participates in screening and interviewing job candidates, and providing input into staff selection.

- Provides orientation and on-the-job training to employees in the unit. Provides coaching and feedback on work quality issues, providing related day-to-day supervision. Escalates unresolved performance and/or disciplinary matters to management.

- Continually update the Staff Resource manual, identifying and recommending training opportunities to enhance the team's performance.

- Liaise with and support volunteers who are fundraising for Queen's University.

- Manage key departmental, stewardship and donor events including initial planning, budget requirements, follow up, including preparation of briefing notes.

- Maintain confidential files s related to organizational strategic plans; operational funding initiatives and sensitive donor correspondence.

- Plan and maintain the Executive Director's schedule; arrange and coordinate travel and accommodations; set-up donor and alumni visits; process and track travel expenses for the Executive Director. Coordinate and support meetings; prepare and circulate notices, agendas, background material, book guests, rooms and equipment. Attend meetings to record minutes, transcribe and circulate.

- Coordinate and oversee budgeting activities for the department; administer departmental accounts; co-ordinate financial processes; reconcile invoices and Visa statements; process financial transactions and maintain accurate records; process and review travel reimbursements, ensure Contact Reports are filed with expenses; prepare cheque requisitions; monitor and reconcile accounts on a quarterly basis with the QSB business office.

- Ensure compliance with various government, university, policy and procedures as they relate to record keeping, privacy and general administration

REQUIRED BACKGROUND:

- Minimum two year post-secondary program in accounting and business administration practices, with several years of experience in an administrative assistant role or the equivalent combination of education and experience.
- Superior written/oral/interpersonal skills to work well in a complex, decentralized environment.
- Ability to deal effectively with diverse groups of people, including senior administrators, colleagues, and donors; ability to identify and respond to the needs and interests of varied audiences. Knowledge of donor databases (i.e. Advance) and an aptitude to learn new software applications is an asset.

- Strong administrative experience working in a multi-tasking role and involving delegating work to other staff or volunteers.
- Familiarity with a broad range of university policies and procedures; sound knowledge of the university's advancement, administrative, financial, academic and governing structure.

SPECIAL SKILLS:

- Strong interpersonal skills with the ability to respond to sensitive and/or controversial situations with maturity and judgment.
- Independent initiative, excellent judgment and the ability to prioritize in a highly complex and fast-paced environment with minimal supervision
- Diplomacy and tact in dealing with donors and volunteers and various stakeholders.
- Strong ability to problem solve, exercise discretion and know when to involve the ED in decision-making. Must have the ability to adhere to strict confidentiality; ability to recognize and handle confidential information in an appropriate manner
- Strong analytical and independent thinking skills. Research skills an asset.
- Excellent writing skills to draft and edit correspondence and reports.
- Organizational and administrative skills and the disposition required to deal with a consistently high volume of work to maintain support for a variety of projects simultaneously underway, ensuring deadlines are met.
- Ability to work under pressure, solve problems, set priorities and meet deadlines
- Ability to work independently as well as part of a team.
- Strict attention to detail and accuracy
- Strong computer and Microsoft Office skills, including word processing, spreadsheet and database management. Ability to adapt to changing technology and implement new systems to increase productivity.
- General Financial knowledge; how to reconcile accounts, process transactions, and maintain accurate financial records.

DECISION MAKING:

- Determine optimum practices, systems, to ensure seamless accurate administrative functions, timely follow up and exceptional customer service.
- Determine when and how to best respond to inquiries, when to triage, research and hand off to more senior personnel and when to address inquiries independently.
- Judgment in prioritizing the Executive Director's schedule and work load.
- Prioritize projects and tasks in order to satisfy the different demands of the Executive Director, ensuring that all deadlines and priorities are met.
- Resolve administrative/accounting problems as they arise, referring only highly unusual problems to the Executive Director.
- Resolve any scheduling conflicts by determining priorities to juggle conflicting appointments and meetings.
- Determine best alternatives to resolve conflicts in travel arrangements for the Executive Director
- Prioritize a demanding workload in a multi-task environment. Determine and assign levels of priority to ensure all deadlines and objectives have been met.
- Makes purchasing decisions with respect to the administrative operation of the Office.
- Assesses the suitability of job candidates and recommends the most appropriate person for hire.
- Assesses employees' training needs and makes recommendations for internal or external training

to attain proficiency.

- Monitors and assesses output and the quality of employees' work, and recommends need for formal training or development plans to management and identifies possible staff performance and/or disciplinary issues.

SIGNATURES:

_____	_____
Incumbent	Date
_____	_____
Supervisor	Date