QUEEN'S UNIVERSITY SUPPORT STAFF
POSITION OVERVIEW

DEPARTMENT: Development

POSITION NUMBER: 00500641

POSITION TITLE: Administrative Assistant, Development

GRADE: 5

JOB SUMMARY:

Reporting to the Associate Director, Development and Alumni Relations, Queen's School of Business , the incumbent works with the Associate Director and Administrative Assistant/Office Coordinator to provide administrative support in executing annual and long-term fund-raising objectives in the faculty

DUTIES AND RESPONSIBILITIES:

- Provide administrative support to the RMs, including preparation of GAS sheets, tracking and preparing expense reports, pulling prospective donor pool lists, scheduling meetings, distributing documentation, recording minutes, liaising with volunteers, donors, faculty and staff.

- Assist the RMs in the planning of special events associated with campaigns and annual fundraising objectives. Includes making recommendations for the most cost-effective route and planning the logistics and event schedule. When applicable, liaise with special event staff in alumni affairs, donor relations and stewardship and communications when planning events. Perform data compilation from Advance, liaise with suppliers, faculty and staff, volunteers, prospects and donors, prepare mail merges for invitations, prepare table cards, name tags, RSVP lists, initial Event Briefing Note and any other materials required.

- Respond to miscellaneous administrative requests from staff. For example, investigate biographical information and gift details for preparation of stewardship reports and acknowledgement letters.

- Plan and execute direct mail solicitations as well as request information downloads and reports for RMs/faculty use. Includes gathering of quotes, deadlines from the Advancement business office, printing and other suppliers and making recommendations on the most cost-effective route. Liaise with volunteers, faculty and staff to coordinate solicitations (class mailings); prepare and collate solicitation material, campaign packages (letters, pledge forms); perform data compilation from BSR; obtain appropriate codes through the Advancement Help Desk; mail merges for letters, pledge forms, envelopes; queries/updates on the BSR system (gift account information, contact reports,

notes, interest/activity codes).

- Provide superior computer support to prepare professional reports, proposals, graphic presentations, presentations, letters and invitations for university administration, volunteers, top donors and prospects. Assist the RMs with basic research on prospects and coordinate requests with the Development & Business Relations Research Unit.

- Assist in planning reunion weekend events, class mailings and follow-up.

- General office duties: Administer filing system and work with students for general office records and files, track and file expenses .

REQUIRED BACKGROUND:

- 2 year post-secondary training or equivalent combination of education and experience
- Training in office administration
- Experience in a fast paced, service-oriented administrative office in an administrative role.
- Basic book keeping skills
- Superior knowledge of word-processing, spreadsheets and graphics
- Demonstrated experience in a demanding work environment with multiple sources of work assignment, requiring exceptional attention to detail, quality and efficiency as well as the ability to work independently and as a member of the administrative support team.
- Proven ability to deal with clients and suppliers
- Knowledge of Queen's history, administration, governance and fund-raising techniques is an asset

SPECIAL SKILLS:

- Strong interpersonal and communication skills for speaking on the telephone and in person to alumni, students, parents, faculty and staff; the ability to answer concerns accurately and with empathy.
- Excellent writing and interpretive skills to prepare correspondence, record and transcribe minutes, edit publications.
- Excellent organizational skills, with the ability to take the initiative to improve efficiency in the office. As much of the work and records are confidential, discretion is required.
- Proficiency with the operating systems Windows , Microsoft Office, Outlook email word-processing including knowledge of Master Templates, spreadsheet and Advance database packages, internet tools as well as PCICS.
- Ability to master new technological developments and computer programs as they are implemented.
- Time-management and organizational skills; the ability to juggle conflicting priorities and to work within tight timeframes.
- Ability to participate effectively as part of a team.
- Ability to maintain confidentiality

DECISION MAKING:

- Determining priorities within time constraints. Decide how to best coordinate time and effort between various programs.
- Assist in the design and production of administrative, promotional and solicitation material.
- Recommend efficient administrative procedures and promotional and solicitation material.
- Know when to seek support from resources as required.

SIGNATURES:

_____	_____
Incumbent	Date
_____	_____
Supervisor	Date