POSITION SUMMARY

QUEEN'S UNIVERSITY - GENERAL STAFF

POSITION TITLE: Administrative Assistant, Development
DEPARTMENT: Development – Office of Advancement
POSITION NUMBER: 00107757
GRADE: 6 EFFECTIVE DATE: June 17, 2014

JOB SUMMARY:
Reporting to the Associate Director of Development the incumbent is responsible for providing an advanced level of organizational, administrative and financial support including budgetary responsibilities, and for coordinating the day-to-day administrative services for the Chief Development Officer. The incumbent has direct responsibility for the handling of highly sensitive and confidential budget and strategic documents and materials.

The incumbent is also required to provide administrative support to the Development Leadership Team including correspondence preparation, departmental budgetary tasks and the responsibility for the handling, storage, management and disposal of financial, donor and human resource materials such as performance evaluations and confidential employee files.

KEY RESPONSIBILITIES:

- Respond to inquiries and act as frontline resource and contact person for the Chief Development Officer and the Department of Development; screen inquiries and requests; research and respond within guidelines. Using sound judgment, redirect tasks not requiring senior management involvement and proactively research and compile facts for those that do.

- Handle the Chief Development Officer's correspondence, much of which is of a confidential or highly sensitive nature; initiate and prepare correspondence; ensure the timely flow of correspondence; coordinate departmental meetings; prepare agendas and minutes; coordinate special departmental projects, determine the appropriate handling of enquiries and items of business; maintain an effective bring forward system.

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

- Maintain confidential files containing sensitive materials related to organizational strategic plans; operational funding initiatives, donor sensitive correspondence, and personnel files including hiring materials, employment contracts, and all other employee-specific confidential HR documents. Prepare materials for annual plans and annual performance reviews, document and track vacation/absences. May include transcription of notes recorded for disciplinary measures, and formal documentation records in compliance with HR recommended procedures for

performance management of staff.

- Plan and maintain the Chief Development Officer's schedule; arrange and coordinate travel and accommodations; set-up donor and alumni visits; process travel expenses for the Chief Development Officer and other Development staff in a timely manner. 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 of Development including the Chief Development Officer, Faculty Development, Stewardship, and the Campaign. Administer departmental accounts; co-ordinate financial processes; reconcile invoices and Visa statements; process financial transactions and maintain accurate records; process and review travel reimbursements; prepare cheques requisitions; monitor and reconcile accounts on a monthly basis.

- Undertake other coordination and administrative duties as delegated in support of the unit or department.

REQUIRED QUALIFICATIONS:

- Minimum two year post-secondary program in accounting and business administration practices, with several years of practical experience in an administrative support role.

- Familiarity with a broad range of university policies and procedures; sound knowledge of the university's administrative, financial, academic and governing structure.

- 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. An aptitude to learn new software applications is an asset.

- Strong administrative and/or managerial experience working in a multi-tasking role and involving delegating work to other Directors or volunteers.

- Demonstrated experience in a demanding work environment with multiple sources of work assignments, requiring meeting deadlines, maintaining accuracy and superior attention to detail, quality/efficiency, as well as the ability to work independently and as a member of a coordinated team.

- Advanced knowledge of operating systems including Windows, Microsoft, PeopleSoft, BSR-Advance, and Internet tools for data and statistical analysis.

- Consideration will be given to an equivalent combination of education and experience.

SPECIAL SKILLS:

- Strong interpersonal skills with the ability to respond to sensitive and/or controversial situations with maturity and judgement.

- Diplomacy and tact in dealing with volunteers. Ability to interact with all levels of individuals internal and external to the university who interact with the Office of Advancement.

- Strong analytical and independent thinking skills. Research skills an asset.

- Excellent writing skills to draft and edit correspondence and reports.

- Highly effective 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, prioritize effectively, set timelines, meet deadlines and maintain confidentiality.

- Ability to work independently as well as part of a team.

- Strict attention to detail.

- Sound computing knowledge in PC environments; experience in database management.

DECISION MAKING:

- Determine optimum practices, systems, and task management procedures to ensure timely follow up.

- Select best means to find needed information; determine when and to whom to delegate enquiries.

- Judgment in prioritizing the Chief Development Officer's schedule and work load; recognize when to alert the Associate Director if deadlines are not being met, and if additional support is necessary

- Prioritize projects and tasks in order to satisfy the different demands of the Associate Director of Development and the Chief Development Officer, ensuring that all deadlines and priorities are met.

- Resolve administrative/accounting problems as they arise, referring only highly unusual problems to the Associate Director of Development.

- Resolve any scheduling conflicts by determining priorities to juggle conflicting appointments and meetings.

- Determine best alternatives to resolve conflicts in travel arrangements for the Chief Development Officer and other Development staff.

SIGNATURES:

	Date
Incumbent	
Manager	
Department Head/Director or Designate	