Generic Position Overview

Family: Administration

Branch: Campus Services

Cluster: ADMCS4

Note: Employees of Queen’s University work in a challenging and diverse environment. Queen’s is committed to encouraging the development of new skills and attributes in its workforce. It is critical that staff are able to adapt to a changing work environment and to acquire new skills as these become necessary.

Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.

Generic Position Summary: Incumbent evaluates, prioritizes and responds to maintenance, custodial or contractor requests and dispatches appropriate contractor/tradesperson. Responds to all emergency and non-emergency situations on campus and contacts appropriate outside services, (i.e., police and ambulance). Sorts, processes and transports outgoing and/or incoming mail and parcels to units/departments. Provides front counter service to the university’s retail postal operation. Maintains inventories and advises when needs to be replenished. Ensures the functioning of equipment used in classrooms (i.e., audio-visual).

Primary Duties And Responsibilities: Provide mail delivery and pick-up service to the campus by transporting mail to and from departments/units, while adhering to a scheduled route. Sort and process the mail using mailing machines and scales. Receive and sort items delivered through courier service. Assign priority delivery of perishable or sensitive materials.

Provide retail postal services at the campus outlet. Receive, distribute, sort and accurately record all registered mail. Prepare daily bank deposits. Provide fax service.

Receive, prioritize and respond to maintenance requests. Select and dispatch appropriate tradesperson, custodian or contractor, prepare work orders, and ensure the use of proper account codes.

Respond to all emergency and non-emergency situations and alarms monitored both directly and by external agencies. Answer multiple phone lines, panic lines, university emergency numbers and phones and direct off hours calls to appropriate departments. Maintain computerized database of all incidents. Issue and maintain necessary equipment to security staff (i.e.,
clothing, radios, flashlights, etc.). Assist in training new part-time operators.

Ensure that audio-visual equipment is functioning properly in classrooms. Perform minor repairs to faulty equipment (i.e., replacing burned light bulbs). Dispense chemicals daily to researchers. Maintain inventories and advise when need replenishing.

Perform other administrative duties related to the position, including filing, processing and distributing mail, and faxing. May also assist in updating the unit’s web page by expanding links to and from the homepage as directed.

May coordinate the work flow of casual staff.

Undertake other duties as delegated in support of the unit or department.

**Required Background:** Secondary school program with previous related experience. Some positions may require specialized training, i.e., security or computing. Many skills can be acquired on-the-job. Depending on the position, specialized experience may be required in areas including trades, radio communication, postal regulations, security, or accounting. Possession of a valid driver's license may be required in some positions. Consideration will be given to an equivalent combination of education and experience.

**Special Skills:** Typical skills that *may* be required in the performance of job duties include:

- Interpersonal skills to deal with a wide variety of individuals.
- Organizational and problem-solving skills to analyse a situation and take appropriate action.
- Knowledge of computer programs specific to the position, such as computerized cash register, database, and word processing.
- Ability to work both independently and as part of a team.
- Writing skills in order to record incident reports.
- Basic accounting and financial skills.
- Knowledge of Queen’s policies and procedures.
- Ability to maintain a service-oriented perspective while dealing with multiple customer requests.
- Physical stamina to perform job duties.

**Decision Making:** Examples of the types of decisions regularly made on the job:

- Ability to determine seriousness of emergency situations and make prompt decisions on who to contact.
- Evaluate and prioritize requests and make decisions on determining a course of action. Also determine who best to contact in after hour situations.
- Determine work priorities and meet deadlines and schedules.
- Determine which requests can be handled on own and when to refer to a supervisor.
- Determine when to advise appropriate person to order chemicals.

**Supervisory Responsibilities:** May be supervisory duties in some positions. May delegate tasks.