CAMPUS SERVICES - GRADE 6

Generic Position Overview

**Family:** Administration  
**Branch:** Campus Services  
**Cluster:** ADMCS6

*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 may be responsible for ensuring or providing physical maintenance and security of equipment or premises. Perform administration duties relating to programs or services such as parking. Supervise custodial, maintenance, and security staff. Perform or assist with human resource duties including hiring, firing and training. Prepare, update and maintain construction drawings and maintain associated records. Perform other administrative duties such as drafting routine reports or manuals. Participate in developing procedures, and budgeting.

**Primary Duties And Responsibilities:** Ensure or provide security of premises and of university faculty, staff, students and visitors. Supervise on-duty security personnel. Respond to emergencies (alarms, criminal activity, etc.), determine appropriate action, and provide assistance to persons involved, including referring victims to appropriate agencies. Brief and dispatch patrols, and maintain continuous communications. Enforce by-laws and policies of the university. Report incidents to outside service such as police or ambulance if required. Complete written reports of incidents that occur. Ensure safety plans are up-to-date (e.g., fire evacuation plans). Certify that hazardous waste is disposed of appropriately in accordance with established standards.

Perform building and equipment maintenance. Ensure that anything requiring repairs is tended to. Contact appropriate personnel to perform repairs or servicing.

Supervise junior staff. Delegate and coordinate workflow. May perform or assist with human resources duties such as hiring, firing and training.

Prepare construction drawings and keep them on record along with
specifications and manufacturer’s data. Ensure that drawings are kept up-to-date. Maintain computer data and train users. Provide assistance to other departments of the university that would benefit from the drawings and specifications.

Perform administrative duties specific to the position. May include completing forms or writing routine reports. Participate in the development of policy and procedures and ensure the resolution of problems or concerns. Receive and compile data for documents. Participate in budgeting and resource allocation.

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

**Required Background:** Post-secondary program, normally two years, with some related experience. Some positions may require specific training such as engineering, drafting, or security/law enforcement. Special qualifications may be required such as First Aid/CPR, AutoCAD training, ability to provide Canadian Police Certificate, or possession of a driver’s license. 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:

- Computer skills and ability to adapt to emerging technology. Advanced computer skills may be required in some positions, including knowledge of AutoCAD and programming languages.
- Problem-solving, organizational, and analytical skills.
- Supervisory and leadership skills.
- Writing skills in order to write clear and concise reports.
- Interpersonal and communication skills (both verbal and written) in order to deal with a variety of people in many different situations.
- General math and financial skills in order to participate in budgeting.
- Ability to maintain composure in a stressful situation, rationally assess an incident, and implement corrective measures.
- Physical stamina to meet the requirements of the position, which may include lifting heavy objects or extensive walking.
- Knowledge of fire, safety and building codes, municipal by-laws, and university policies as required by the position.
- General technical skills, knowledge of building procedures and materials, and experience in any of the trades (carpentry, electrical, plumbing, etc.) as required.

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

- Determine appropriate action in an emergency situation and act in accordance with procedures and policy. Decide if municipal emergency services should be contacted.
- Determine priorities when more than one emergency occurs simultaneously.
- Determine when situations can be handled personally or when supervisors should be notified.
- Decide best way to solve a construction problem.
- Determine how to best allocate work and resources in order to complete a project.
with maximum efficiency.

• Determine if construction drawings conform to applicable building codes.

**Supervisory Responsibilities:** May be supervisory duties in some positions. Duties may include hiring/firing, conducting performance appraisals, delegating work, and disciplining.

*Last update: December, 1999*