GENERAL ADMINISTRATION - GRADE 2

Generic Position Overview

**Family:** Administration

**Branch:** General

**Cluster:** ADMG2

**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:** The incumbent performs word processing and typing tasks, as well as coding, entering, processing, and checking data. He/she files and retrieves information. The position may also include basic reception or other limited general secretarial/clerical duties, such as operation of office equipment.

**Primary Duties And Responsibilities:**

- Process data, including entering information from reports/forms into computer system, verifying accuracy of data, and filing and storing hard-copy data.

- Perform basic word processing and typing tasks. This includes completing routine correspondence, notes, memos, minutes and simple course work.

- Assist in mailing and distribution; stuff envelopes.

- May perform reception duties, including answering the phone and redirecting visitors and queries.

- Perform other basic administrative tasks such as photocopying, faxing, and receiving deliveries.

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

**Required Background:** Secondary school diploma with some knowledge of basic office practices and computer skills. Previous office experience will be considered an asset. 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):
Basic computer and office skills.

Attention to detail and accuracy.

Interpersonal skills to perform reception duties.

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

- Prioritize work.
- Redirect visitors or queries to other staff.
- Refer problems to more senior staff.

**Supervisory Responsibilities:** NONE

Last Updated - December, 1999