GENERAL ADMINISTRATION - GRADE 3

Generic Position Overview

Family: Administration

Branch: General

Cluster: ADMG3

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 provides reception and/or secretarial support for the department or unit. This may include greeting and redirecting callers or visitors, scheduling, word processing, mail distribution, and other common administrative tasks. Obtain, process, store, retrieve and relay information, usually using a computer system. Perform other clerical tasks as required, such as filing, data entry, and bookkeeping. The incumbent may provide administrative support to several individuals simultaneously.

Primary Duties And Responsibilities: Perform receptionist duties which may include answering the phone and greeting walk-in visitors, operating the switchboard, taking messages, and scheduling appointments and meetings.

Perform word processing and typing tasks. This typically consists of completing or initiating routine correspondence, notes, memos, minutes, and course work. Verify accuracy and correct errors. May convert data or documents between various formats as necessary.

Perform clerical duties such as sorting and distributing incoming mail, preparing outgoing mail, photocopying/faxing, receiving courier deliveries, distributing and retrieving information, booking rooms, maintaining inventory, updating and maintaining file system, placing orders and preparing lists.

Communicate with students, staff, faculty and general public. This contact may be in person, over the phone, or through the mail. Provide basic information about department and programs, prepare information packages, and redirect enquiries to appropriate individual as required.
Process information received from other staff including coding, entry, recording, verifying and relaying in an accurate and timely manner. This generally involves data input into a computer system and ongoing maintenance of that data.

Conduct routine bookkeeping/accounting tasks, such as processing requisitions and purchase orders, reconciling accounts, preparing deposits and balancing books. In some positions, these tasks constitute the main duties.

Staff a service point and respond to general requests for assistance or provide access to a product/service.

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

**Required Background:** Secondary school diploma with knowledge of basic office practices, computer skills, or basic bookkeeping/accounting procedures, with previous office experience in a related area, or a one-year post-secondary program in office administration. 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 and communication skills (both verbal and written) to perform reception duties and deal with a wide variety of individuals from within the university and the general public.

- Basic computer and office skills, in particular, knowledge of word processing packages. Knowledge of spreadsheet and database software may be helpful. Ability to learn new software packages.

- Knowledge of bookkeeping/accounting practices.

- Knowledge of technical or medical terminology and notations.

- Service-oriented perspective.

- Attention to detail and accuracy, organizational and time-management skills, and ability to maintain focus despite frequent interruptions.

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

- Prioritize work.

- Respond to general inquiries, and make decision to redirect or refer to more senior staff if necessary.

- Allocate expenses to appropriate account code in accordance with standard practices.
Decide what format best suits a particular document and how the information should be presented.

**Supervisory Responsibilities:** NONE

_Last update: December, 1999_