GENERAL ADMINISTRATION - GRADE 4

Generic Position Overview

**Family:** Administration

**Branch:** General

**Cluster:** ADMG4

**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:** Provide secretarial or clerical support and assist in project coordination or activities. Complete routine tasks and functions. Prepare correspondence, general word processing, data management, information distribution, and liaison activities. Perform reception and clerical services including directing phone calls and visitors, performing basic accounting/bookkeeping procedures, and other administrative duties as assigned. The incumbent may provide administrative support to several individuals simultaneously.

**Primary Duties And Responsibilities:** Provide secretarial or clerical support such as word processing and typing, scheduling and reservations, faxing and copying, mail sorting and distribution, and maintaining inventory or ordering office or lab supplies. Prepare, or if routine, initiate, correspondence, notes and memos. Design or create forms and decide on document format. May update the Web page of the department or unit, and expand links to and from the home page as directed. Install new software as directed.

Coordinate activities or resources in support of departmental functions such as admissions, career/job search, registration, awards, record-keeping, degree lists, funding requests, and newsletters. Assist with all aspects of project administration and data management.

Perform receptionist duties including answering phone and greeting visitors, liaising with many individuals, providing general information, and directing queries to appropriate individual. If a question cannot be answered by incumbent, provide a means to find an answer. Coordinate seminars or meetings and assist in conference coordination.
Gather, process, code, and distribute information as appropriate. This includes gathering background information for a meeting, recording and processing minutes, completing post-meeting correspondence, etc. Information must be stored and distributed to interested parties using the most appropriate format (report, memo, letter, etc.), and the most efficient method (fax, email, mail, phone, etc.).

Perform general accounting/bookkeeping procedures such as journal entries, accounts payable/receivable, invoices, requisitions, reconciliation and cheque preparation. Process, verify, and balance financial transactions. Assist in budget preparation activities as required. Provide financial summaries as required and resolve discrepancies referring only complex problems to more senior staff.

Acquire, input, process and verify information from several sources. Utilize and refine computer databases and/or filing systems in order to maintain accurate and organized data. Utilize data to synthesize reports in response to requests for information.

Staff service desk and deal with customers/visitors, book rooms, distribute keys, assist with travel arrangements, etc., some positions may involve retail operations. Provide customer service and front-line problem resolution. May provide information and directions to students on various services (ie, course selection or career assistance). Refer complex problems to others in the unit.

May serve as the departmental computing representative as designated.

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

**Required Background:** One year post-secondary training in business administration practices, accounting/bookkeeping, or computers. Some previous relevant experience in office/service environment. 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 communications skills to deal with a wide variety of individuals and to provide clear and accurate information.

Computer and office skills, including proficiency with a variety of word processing, spreadsheet, and database applications, as well as an ability to learn new software. Familiarity with Queen's mainframe environment will be considered an asset. Exposure to the Web will be considered an asset.

Writing, basic editing and proofreading skills with an ability to pay attention to detail and accuracy.

General accounting/bookkeeping skills with the ability to perform mathematical calculations.
Service-oriented perspective.

Ability to maintain strict confidentiality.

Organizational, and time-management skills. Ability to maintain focus even under pressure and with frequent interruptions.

Problem-solving skills with an ability to know when to refer problems to others.

Knowledge of university structure and financial system an asset.

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

Prioritize work and time.

Determine how to resolve account-related problems.

Respond to general inquiries, and provide reasonable answer, or a means to find an answer if necessary. Redirect to more senior staff or other individual as required.

Decide how to distribute information, what method to use, and who to send it to.

Determine formatting for simple to complex documents.

**Supervisory Responsibilities:** May be supervisory responsibilities in some cases. May delegate work to junior/casual staff.

*Last update: December, 1999*