GENERAL ADMINISTRATION - GRADE 5

Generic Position Overview

**Family:** Administration

**Branch:** General

**Cluster:** ADMG5

**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:** Oversee and perform day to day administration duties of an office, which may include secretarial, financial and personnel matters. Responsible for the accurate and efficient organization and distribution of data. May be responsible for assisting in the administration of special departmental projects and seeing that the assignments are carried out in an efficient and effective manner. May also be responsible for reception duties, and general communication and liaison with the university and larger community. Communication with other staff and outside parties to assist all aspects of department or unit functioning. May be responsible for junior staff supervision.

**Primary Duties And Responsibilities:** Perform administrative support duties such as screening phone calls, initiating and drafting often sensitive correspondence, scheduling and assisting in preparation of reports. Assist with committee work and special projects. May revise the web page for the department or unit, and expand links to and from the home page. Install new software as directed. Respond to inquiries from students, faculty, staff, and the general public and redirect complex problems to senior staff. Provide reception services as required. May supervise, train, and coordinate the work of junior office staff.

Administer departmental, research and/or trust accounts, including monitoring, reconciling, auditing accounts and allocating funds. Perform other financial and accounting duties such as processing transactions, paying bills, completing deposits, and maintaining the ledger.

Assist in budget preparation and allocation, including preparation of financial spreadsheets, monthly reports, and set-up and reconciliation of accounts. In small departments, the incumbent may perform some basic bookkeeping. In
some positions, financial transactions constitute the main duties.

Assist in the preparation of committee work. Prepare agenda and back-up materials. Compile and research information, usually for a number of committees. Take and compile minutes for distribution.

Set-up and maintain filing system and update, verify and process new data. Allow for efficient retrieval of data. Manage records and information storage and processing, gather and organize data, verify accuracy, and allow for efficient access when required. Distribution may be in the form of reports, documents or lists.

Aid in the administration of special projects in support of the department. This includes functions such as registration, timetabling, awards, fundraising, and student services such as career assistance. Duties may include researching and gathering data, organizing information into a useable form, disseminating and communicating knowledge, ensuring ease of access to resources or services, and providing general administrative support and liaison functions throughout.

Provide information and direction to other staff, students and outside parties. Respond to inquiries using research to determine answer if necessary, and/or redirect questions to the appropriate individual/department. Support and guide junior staff and provide suggestions to supervisors.

May serve as departmental computing representative as designated.

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

**Required Background:** Position generally requires a two-year post-secondary program in business administration. Previous relevant experience in office/service environment required. Knowledge of university structure and financial/computing systems will be considered an asset. Supervisory experience where required 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:

Office and computer skills including advanced knowledge of word processing software and familiarity with spreadsheet and database programs. Ability to learn new software packages as required. Exposure to and familiarity with the web will be considered an asset.

Interpersonal and communication skills (verbal and written) to interact with a wide variety of people in many different contexts.

Knowledge of bookkeeping/accounting practices and ability to synthesize and organize financial information in order to provide direction to the department.
Ability to adhere to strict confidentiality.

Analytical skills in order to make the most of information at hand.

Organizational and time-management skills. Ability to focus in spite of many different duties and frequent interruptions.

Leadership skills may be required.

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

Prioritize work and time and decide what is the most important task among several.

Determine content of draft correspondence and minutes.

Allocate funds to appropriate individuals in department and monitor their use of resources.

Decide on how to deal with new information at hand. If appropriate, report on data and decide best format for distribution.

Provide information to students, staff, and others who require suggestions or data. Determine best way to present answer and decide whether question should be redirected to others.

Determine best way to provide outside access to services or resources of the department, and ensure others are aware of departmental functions and projects.

Decide which work should be delegated to junior staff and how the administrative work of the department should be coordinated.

**Supervisory Responsibilities:** May be supervisory responsibilities in some positions. May delegate work and give recommendation to hire/fire.

_Last update: December, 1999_