GENERAL ADMINISTRATION - GRADE 6

Generic Position Overview

**Family:** Administration

**Branch:** General

**Cluster:** ADMG6

**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 is responsible for office supervision and administrative duties, often under the direction and in support of a senior administrator or department Head. Examples of duties include preparation of correspondence, scheduling, and account administration. As well, the incumbent has supervisory duties and is responsible for delegating tasks and providing guidance to junior staff. Furthermore, he/she will compile, process and disseminate information to individuals within the department and outside agencies, often in support of special departmental functions or projects such as admissions.

**Primary Duties And Responsibilities:** Perform office supervision and administrative duties, including initiating or preparing correspondence, word processing and document formatting, scheduling and maintaining appointments, coordination of special events, meetings, and conferences, screening calls and visitors, inventory monitoring, record keeping, preparing minutes, and administering special procedures within the department such as admissions and promotions/appointments. Install software upgrades and help facilitate staff’s transition into new program. Recommend and participate in the implementation of revisions to administrative procedures.

Respond to inquiries and act as resource or contact person for department. Research or synthesize answers to questions and solve administrative problems within guidelines. Refer complex problems to senior staff only when necessary.

Compile, process and distribute information. This may include data entry and database management. Design, implement and manage a filing system and ensure information is accurate and current. Also, provide access to data and disseminate information through the production of publications and report
writing. Incumbent may be responsible for formatting, choosing content, and production of publication, as well as distributing it to interested parties. May design or maintain department or unit Web page as appropriate, including determining layout, content, and links.

Perform clerical/accounting duties. Administer and monitor accounts, reconcile statements, and assist in preparation of budgets. Administer contracts, prepare invoices, and coordinate payments. The significance of these duties vary by department function and size.

Perform human relations duties. These duties include liaison with other staff, departments, and external agencies and the coordination of work and information flow between them; and the supervision of other office staff. Supervisory duties may include hiring/firing, training, and delegation of tasks.

Coordinate and plan for physical services in consultation with senior staff. This includes space allocation, security, accommodation, equipment maintenance and supplies. Provides direction in the promotion of new technologies and coordinates the implementation of enhancements.

May serve as departmental computing representative as designated.

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

**Required Background:** Most positions require a two-year post-secondary program in business administration combined with several years of related experience. Previous experience in office/service environment required. Some positions may require specialized training, for example, bookkeeping or medical terminology. 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 supervision and administration skills, including advanced computer skills, especially word processing. Some positions require knowledge of database, spreadsheet, and networking applications. Familiarity with the Web and HTML will be considered an asset. Ability to learn new software packages as required.

Interpersonal and communication skills, both verbal and written. This is important both for office supervision and for liaison duties where information must be clearly and accurately relayed.

Analytical and problem-solving skills, to help resolve administrative problems and to maximize efficiency.

Organizational and time-management skills, to coordinate the work of others as well as oneself.
Leadership and motivational skills. Sensitivity to issues affecting performance of staff.

Knowledge of bookkeeping/accounting practices. Ability to perform advanced financial duties is required in most positions.

Knowledge of university structure, procedures, and administrative systems.

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

Decide when new information calls for further action, such as distribution or verification. If appropriate, choose report format and decide who should receive it.

Make recommendations regarding office administration procedures; suggest and help implement changes.

Set priorities and determine which project requires the most attention.

Make human resources decisions regarding such things as workload allocations, supervision, training, and performance evaluations.

Make decisions regarding budget preparation and account administration.

Make decisions on behalf of senior administrator. Determine when to refer problems or sensitive issues.

**Supervisory Responsibilities:** Supervisory duties include delegation, hiring/firing, disciplining, and conducting performance appraisals.

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