GENERAL ADMINISTRATION - GRADE 7

Generic Position Overview

**Family:** Administration

**Branch:** General

**Cluster:** ADMG7

**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 office supervision and planning duties. This includes the completion of complex administrative duties in support of the department, specific projects, or senior administrators. Examples include preparation of correspondence, conference or meeting coordination, preparation of files, and report generation. Incumbent oversees financial operations and prepares budgets, acts as liaison/communicator, and is responsible for human resources obligations such as supervision, delegation, and training. May coordinate physical services such as space allocation, equipment maintenance, and safety issues.

**Primary Duties And Responsibilities:** Perform office supervision duties and participate in administrative planning and development of procedures or policies. This includes responsibility for human resources activities relating to support staff, such as supervision, hiring, authorizing leaves, discipline, evaluations, and training. Oversee administrative functioning of department to ensure all guidelines are met, and provide leadership, guidance and direction to other employees. Delegate tasks and coordinate workflow. Recommend changes and support the implementation of modifications.

Provide administrative support to department and senior staff. Perform general administrative duties such as confidential correspondence preparation, scheduling, participation on committees and conference/meeting coordination, event planning, and document preparation.

Provide communication, consultation, or advisory support. Act as departmental contact and resource person to senior administrator. Keep department or unit head advised and aware of important matters requiring his/her attention. Liaise with others in the department, within the university, and with outside agencies. Serve as contact for questions, comments or
concerns regarding the division or its projects. Resolve problems where possible and answer questions as they arise; redirect only highly unusual problems to more senior staff. Represent department or unit on external bodies. Gather, compile, and analyse data as required, and draft reports or deliver oral presentations. Responsible for production and dissemination of information materials.

Manage all departmental accounts and prepare and monitor budgets. Assist in resource allocation and management. Coordinate financial processes, reconcile statements, process financial transactions, and maintain accurate records. Analyse financial data and prepare reports.

Administer operational functions or processes. Examples are admissions, promotions, or advertising. Duties may include assembly of files, correspondence with other participants, information collection and synthesis, and data processing and management. Participate in short- and long-term project planning and implementation. Verify accessibility and accuracy of outcome, and ensure that the results meet the needs of the department, the university, and all external bodies that depend on the division's services.

Coordinate departmental or unit physical services. This may include space allocation, accommodation, equipment maintenance and supplies. Schedule all subtrades. Responsible for safety programs in assigned area and ensuring that regulations and safety procedures are followed. Provide direction in the promotion of new technologies and oversee their implementation.

May serve as departmental computing representative as designated.

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

**Required Background:** Three-year post-secondary program combined with several years of related experience. Should possess proven leadership ability. Special qualifications or experience may be required depending upon the position, such as human resource skills or technical skills. 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 are important in role of liaison and in all other support duties as well. Both written and verbal aptitude required.

Supervisory skills and ability to promote a team environment. Sensitivity to issues affecting performance of staff. Commitment to employee development and safety.

Knowledge of accounting practices and ability to perform advanced financial duties. Ability to analyse financial data and generate financial statements and reports.
Computer and office skills, including advanced use of word processing software for document formatting, and familiarity with spreadsheet and database applications for information processing and reporting. Ability to adapt to and implement emerging technology.

Analytical, interpretive, and problem-solving skills. Ability to examine a number of alternative possibilities and arrive at the best solution.

Knowledge of university structure, policy, and administrative and financial systems.

Resourcefulness, creativity, and initiative. Ability to visualize the complete process and the function of each unit within a system.

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

Supervise and coordinate staff, including decisions regarding scheduling, discipline, delegation, and training.

Make budgetary decisions and assist in allocation of resources.

Based on information and direction of department, interpret policy or analyse procedures and recommend changes or amendments as required.

Make daily operation decisions and resolve administrative problems within guidelines. Answer queries and produce and distribute information material. Refer more complex problems to more senior staff.

Determine content and format of correspondence, reports and presentations prepared on behalf of senior administrator.

**Supervisory Responsibilities:** Supervisory duties include hiring/firing, delegating work, and conducting performance appraisals.

*Last update: December, 1999*