GENERAL ADMINISTRATION - GRADE 8

Generic Position Overview

**Family:** Administration

**Branch:** General

**Cluster:** ADMG8

**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:** Incumbent manages the office or unit and supervises and coordinates staff. This includes responsibility for human resources duties such as training and scheduling, as well as providing direction and guidance. Act as resource person/liaison, control information flow, and oversee data processing and presentation activities. The incumbent engages in financial planning and supervises account management, and interprets, modifies, and implements changes in procedures, policies, or standards. He/she may also assume responsibility for physical aspects of operation such as space allocation, maintenance, and safety. The position involves decision-making and personal initiative.

**Primary Duties And Responsibilities:** Perform office administration and supervision duties. May assume responsibility for a group of staff focussed on a departmental project or function and ensure that function is carried out efficiently and to completion. Perform human resources duties including hiring, firing, training, scheduling, and evaluating performance. Coordinate work activities and delegate tasks as required. Resolve conflicting work priorities. Provide guidance, support and advice to staff. Manage administrative functioning of division. Provide advanced administration and follow-up services to senior administrators or to division, including research, document preparation and report drafting.

Plan procedures, recommend standards, and interpret policy, in order to maximize efficiency and productivity and meet the needs of the department. This includes analysing and monitoring current procedures, and endorsing administrative practices to facilitate service delivery. Consult with peers and supervisors to gather information and perspective. Recommend necessary modifications and implement all aspects of change.
Supervise department or unit financial functioning. Develop business plans and budgets, monitor resource allocation, and administer accounts. Maintain financial records, and analyse data to prepare reports and statements. Set objectives in order to ensure the financial health of the department.

Serve as departmental contact, liaison or communicator. Act as resource person to division or senior staff. Ensure flow of information out of department to other units and outside agencies, and monitor flow of information into department. Analyse data and process, redirect, or present to others as necessary. Act on information as appropriate, including resolving problems and complaints. Compose reports and briefings. This may involve database management and analysis. Represent Queen’s or division on committees or to outside agencies.

Manage office or lab facilities and assume responsibility for physical aspects of operation. This may include space allocation, physical upkeep of office or lab space, security, renovation, and safety issues. Manage and maintain departmental computer equipment.

May serve as the departmental computing representative.

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

**Required Background:** University degree required, with experience in an area relevant to the position and contributing to the proficient performance of the duties discussed above. Experience in a supervisory capacity is necessary. Some positions may require special training or certification combined with several years of relevant experience instead of a degree. 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:

Supervisory skills and ability to motivate and create a positive work environment. Sensitivity to issues affecting performance of staff.

Excellent communications and interpersonal skills are necessary, as incumbent must interact with a variety of individuals both within the university and from outside agencies. Communication may involve exchange of information, advising, and negotiation.

Ability to perform accounting and financial management duties, including ability to analyse and present financial data.

Organizational and planning skills, in order to coordinate the work of individuals and the overall operation of the department.

Analytical, interpretive, and problem-solving skills. Incumbent should be able
to solve unexpected problems as they arise, referring only extremely complex problems to supervisors.

Broad knowledge of university procedures, policies, and regulations, and how they impact on the functioning of the department or unit.

Advanced administrative skills, including use of computers for data analysis and word processing, spreadsheet, and database management.

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

- Supervise and coordinate staff. Decide how to delegate work in order to maximize productivity and make scheduling and disciplinary decisions. Determine who is the best candidate to fill a vacancy in the department.

- Make budgetary decisions and appropriately allocate resources.

- Determine what changes should be made to office or lab environment to maximize safety and ensure efficient operation.

- Determine best solution to administrative problems within guidelines, and determine if policy, procedure, or standards should be modified. Decide on how to best implement changes if necessary.

- Coordinate information flow and determine how to present or report on information at hand.

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

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