GENERAL ADMINISTRATION - GRADE 9

Generic Position Overview

**Family:** Administration  
**Branch:** General  
**Cluster:** ADMG9

**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 administering, planning, and coordinating the overall operation of the unit or department, or a specific function which is integral to the division. This includes activity and priority planning and coordination, policy and procedure analysis and adaptation, staff supervision and human resources functions, communications and information management, and financial management/analysis. May administer technical or physical activities such as space management or safety programs. The duties may vary depending upon department or unit function and priorities. The position involves independent decision-making, responsibility, and personal initiative.

**Primary Duties And Responsibilities:** Manage complex operation of unit, department, or function. This includes planning and coordinating activities, information, and procedures. Monitor all aspects of operation, and analyse progress. Evaluate and interpret policy, and plan procedures. Suggest modifications as required and oversee implementation of changes. Adapt processes and services to respond to changes in technology and to increase efficiency and effectiveness. Design and implement goal-oriented administrative systems. The incumbent's actions often have university- or faculty-wide implications.

Supervise staff and coordinate workflow. Guide, advise, and lead employees. Delegate tasks and determine priorities as necessary. Incumbent may be responsible for the human resources needs of the division, including coordination of hiring, firing, training, performance reviews, assessing staff needs, and reorganization of responsibilities.

Act as resource person, liaison, and communicator. Coordinate flow of information and direct data appropriately. Review and analyse reports, briefs,
and other sources of information and compose related correspondence and documents. Conduct research and compile, process, and synthesize data in order to meet the needs of the division. Ensure information is accessible to others. Represent department or unit on committees or to outside agencies.

Provide financial management support and analysis for department, unit, or university. Prepare and monitor budgets and oversee resource allocation. Reconcile monthly statements and administer accounts or ensure these activities are carried out. Analyse statistical and financial data and prepare computerized reports. Set objectives in order to ensure the financial health of the department.

Support, and ensure upkeep and functionality of office or research equipment. Maintain security and confidentiality, manage space, and coordinate safety and maintenance procedures. Coordinate major equipment purchases and material contracts.

May serve as departmental computing representative as designated.

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

**Required Background:** University degree and several years related experience. Some positions may require a graduate degree or professional level certification. Educational background and experience should complement the skills and duties of the incumbent's particular position. Experience in a supervisory capacity and previous work in a university or related environment required. 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:

Planning skills to propose new initiatives and to improve efficiency of current service or operation.

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

Excellent communication (both verbal and written) and interpersonal skills are critical. Incumbent interacts with many different individuals in a variety of contexts.

Ability to perform complex accounting procedures and carry out financial duties. Advanced auditing and analysis skills required to prepare detailed financial reports and accurate statements.

Advanced administrative skills, including the use of computers for data analysis and information distribution/reporting. May require use of word processing, spreadsheet, and database software, and a working knowledge of
other computer programs applicable to the position. Ability to adapt to and implement new technologies.

Analytical and interpretive skills. Ability to synthesize information from a wide variety of sources. Ability to conceptualize creative plans and workable solutions for dealing with an array of management problems.

Organizational skills, in order to coordinate and direct the work of the department. Ability to cope with multiple demands and resolve priority conflicts.

Extensive knowledge of university structure, policy, and administrative systems. Knowledge of relevant building, safety, and operating codes as required.

Incumbent must be objective, fair, impartial, and flexible without compromising standards and established policies.

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

Determine content of various reports, such as business plans and other short- and long-term planning documents that provide direction and propose objectives.

Make human resource management decisions.

Make financial decisions such as preparing budget proposals, determining optimal allocation of resources, and correcting accounting problems and errors.

Determine data collection and analysis method and how to make information most accessible. Decide on most effective presentation medium and format for data.

Through analysis and observation, and in consultation with other staff, determine appropriate policies and procedures and decide how modifications should be proposed and implemented if necessary.

Determine appropriate action to handle emergencies in accordance with departmental and university procedures.

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

*Last update: December, 1999*