SPECIAL FUNCTION - GRADE 7

Generic Position Overview

Family: Administration

Branch: Special Function

Cluster: ADMSF7

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 complex administrative duties in support of the department, specific projects or senior administrators. Examples include coordination of work, financial duties, policy interpretation, leadership, guidance, planning, liaison/communications, and physical services. Incumbent often acts as main communicator for the department or unit with other departments, students, and outside organizations. The duties may vary depending upon the particular project undertaken by the department.

Primary Duties And Responsibilities: Administer and coordinate specific departmental or unit functions or projects, including awards, admissions/recruitment, student services, program administration, and purchasing. The incumbent may assume a leadership or supervisory role, and may be responsible for internal/external communication, evaluating documentation against established criteria, and performing other administrative tasks such as initiating correspondence, preparing reports, managing databases, and organizing conferences. Some human resources duties (hiring, union relations, etc.) may be required. Personal judgement and discretion shape the incumbent's duties on a day-to-day basis as need and departmental priorities dictate.

Coordinate the activities of other staff in the department. This involves the collection of data from others, assessment of the significance of that information, distribution of data to others and the formulation of an overall goal for all project participants. The incumbent monitors progress towards this goal and ensures the department is on the track to successful completion.

Perform financial and accounting duties, including processing all financial
transactions, overseeing account management, and participating in budget development and monitoring by reviewing budget targets and submissions. The incumbent may prepare journal entries, compose reports, and resolve problems that arise, referring major issues to senior supervisors. Collect and analyse statistics and ensure accuracy and progress towards goal achievement. The incumbent may instruct other staff in the use of university accounting products and ensure adherence to the university's financial policies and procedures.

Advise, assist, and provide guidance to others. This may include assisting applicants, suggesting policy or procedure changes to senior administrators, or advising staff in department on ways to increase organizational effectiveness through new technology initiatives. Provide consulting/troubleshooting service to campus community regarding particular area of expertise.

Act as liaison and departmental contact. The incumbent may be the main communicator within the department, responsible for maintaining communication with other departments, students, and outside organizations. Also responsible for evaluating and directing some incoming communications, and determining whether it should be dealt with by junior staff, directed to senior supervisors, or handled personally.

Coordinate departmental or unit physical services as required. May purchase materials, establish stores, and maintain inventory levels as required. Obtain correct materials at the most economical price. Assess and evaluate the quality of supplies. Monitor and test operations and report abnormalities which may impede functioning.

May serve as the departmental computing representative as designated.

Undertake other duties or special projects 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. Specialized training, such as environmental studies, program and financial administration, project/volunteer management, fundraising or public relations, may be required in some positions. Some positions require previous experience working as part of a team. 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:

Communication (both verbal and written), listening, and interpersonal skills are critical qualities to possess in order to perform the many duties of the position which require interaction and communication with others both internal and external to the department.
Computer and office skills, including word processing, spreadsheet, and database management. Ability to adapt to changing technology and implement new developments to increase productivity.

Knowledge of financial/accounting practices may be required; some positions require advanced knowledge of accounting procedures and software systems and experience with statistical analysis.

Analytical, interpretive, and problem-solving skills.

Supervisory skills and an ability to promote a team environment may be required. Commitment to employee development and safety.

Knowledge of university procedures, policies, and regulations.

Organizational skills with the ability to manage priority conflicts.

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

Decide how new information or changes will affect the functioning of the department, and recommend changes to policy or procedure as required.

Make daily operations decisions and resolve administrative problems within guidelines as they arise, referring only highly unusual problems to more senior staff.

Supervision of employees, including scheduling, discipline, and delegation decisions.

Determine method to employ in analysis, synthesis, and clarification of information.

Resolve account problems and financial issues.

Determine how, when, and to whom information should be distributed.

**Supervisory Responsibilities:** May be supervisory duties in some positions. May delegate work, hire/fire, discipline, and conduct performance appraisals.

*Last update: December, 1999*