SPECIAL FUNCTION - GRADE 8

Generic Position Overview

Family: Administration

Branch: Special Function

Cluster: ADMSF8

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 will be responsible for coordination, planning, information management, communication, and project development. Ensure quality of work, and rectify related problems. All aspects of project implementation and monitoring are important. Incumbent must also be prepared to provide administrative support and leadership/guidance to other staff. The position involves a great deal of decision-making and personal initiative.

Primary Duties And Responsibilities: Assume responsibility for the overall administration of projects and duties undertaken by the department or unit. Consult, advise, and lead other project participants. Develop project plan and monitor progress toward desired outcome. Establish project schedules and ensure conformance to plans. Discuss, advise and suggest appropriate modifications in project procedure, interpret policy and recommend changes or clarifications, and increase support for the project through public relations. This requires a great deal of initiative and foresight in order to plan appropriately and shift directions if current procedures are not allowing for sufficient progress. Ensure quality of work as appropriate. Collecting data from both internal and external sources, analysing data, and interpreting results are integral aspects of this duty.

Provide administrative support for department or senior staff including correspondence initiation, report preparation, statistical analysis, and research or resource support (secretary to departmental committees, workshop development, etc.). Complex data processing using several software programs may be necessary. Advanced computer usage may be required, including Internet experience.

Act as contact person and collect, format and disseminate information to
others. Information should be clear, correct, and in a form suitable to its intended audience, including instructional, informational, and promotional purposes.

Administer departmental or university accounts, prepare complex budget proposals, monitor account activity and ensure the accuracy and validity of account transactions. The incumbent may support faculty- or university-wide financial and accounting policies, internal controls and systems, and recommend changes as appropriate. Financial duties and their complexity vary depending on department and nature of the position.

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:** Three-year post-secondary program with experience in an area relevant to the position and contributing to the proficient performance of the duties discussed above. Some positions require a university degree or specialized training. Experience in a leadership/supervisory capacity may be necessary. 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:

Excellent communications and interpersonal skills are necessary; incumbent must be able to interact effectively with a wide variety of people from every level of the university structure and in many situations outside of the university.

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

Knowledge of university procedures, policies, and regulations and how they impact on the functioning of the incumbent’s department or unit. Knowledge of applicable legislation and regulations as required.

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

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

Supervisory skills, and ability to motivate and create a positive work environment.

Advanced administrative skills, including use of computers for data analysis and word processing, spreadsheet, and database management. Advanced
computer skills using graphics and Internet software may be required. Ability to adapt to and implement new technologies.

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

Recommend new procedures and changes to existing procedures in order to positively impact department or unit's operation and to avoid future difficulties.

Find solution to unanticipated problems within guidelines, and decide whether complexity of the problem warrants the involvement of more senior staff. Determine how problem/solution will impact project development.

Determine what information should be distributed, to whom, and in what format. Decisions will be made based on the relevance of the information and the impact that recipients can have on the project outcome.

Delegate work to staff and organize work in order to make the most efficient and cost-effective progress towards goal.

Make budgetary decisions and appropriately allocate resources.

Provide advice to staff regarding action to be taken in potentially hazardous or dangerous situations. Decisions regarding the safe handling of hazardous wastes and materials.

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

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