SPECIAL FUNCTION - GRADE 9

Generic Position Overview

**Family:** Administration

**Branch:** Special Function

**Cluster:** ADMSF9

**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 the administration and coordination of special projects or functions that are integral to the operation of the department or university and that have wide-ranging implications. The incumbent assumes responsibility for planning, implementation, and outcome. He/she may also assume high-level administrative responsibilities and perform departmental support functions. The incumbent often acts as decision-maker or leader within the unit.

**Primary Duties And Responsibilities:** Administer and coordinate special projects, functions, or programs, such as registration, awards. The incumbent's actions usually have university- or faculty-wide implications and are crucial to the operation of the unit. The incumbent often assumes responsibility for project outcome and must carefully monitor all aspects of operation, and coordinate the work of other staff, develop plans, and analyse progress.

Provide information, support and advice to students, staff, faculty, and outside parties. This may include development, analysis and review of information and policy in order to prepare reports and correspondence for distribution, as well as personal interviews or discussions with appropriate individuals and research to gather pertinent information.

Provide high-level administrative support to the department, unit or university, and various committees. This may include preparation of material for meetings and discussion, preparing notes and briefings, providing procedural advice, coordinating arrangements, writing minutes, and overseeing special events. The incumbent may assume responsibility for corporate duties and act as a liaison or departmental representative. Oversee office administration, including ensuring physical and data security and
formulating recovery plans, managing databases, controlling inventory, and directing maintenance. Collect, analyse and distribute information on space inventory, needs, and utilization.

Act as major decision-maker of unit and lead junior staff in addition to influencing the decisions of senior administrators. The incumbent may not possess the authority to implement significant changes personally, but through recommendations and the control of information flow in the department, the incumbent acquires considerable decision-making power and authority. In this capacity, the incumbent is responsible for reviewing and commenting on policy and for recommending/implementing amendments and changes to guidelines and procedure. The incumbent is also responsible for decisions that have a lasting impact on the department or unit, such as admissions, security procedures, and content/delivery of staff training programs.

Monitor financial management and account administration. Support accounting and record-keeping, reconcile statements, prepare deposits and requisitions, and participate in preparing complex operating budgets and allocations. Make recommendations for corrective action as required. Write, interpret and evaluate financial and legal proposals and 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 (eg. MBA or CA). Educational background and experience should complement the skills and duties of the incumbent's particular position. Experience in a leadership/supervisory capacity and previous work in a university or a related environment is 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:

Excellent communication (both verbal and written) and interpersonal skills. Incumbent will interact with individuals at every level and from many different perspectives.

Organizational and planning skills, in order to coordinate and direct the work of the department. Ability to cope with multiple demands and manage competing priorities.

Analytical, interpretive, and problem-solving skills. Ability to synthesize information from a wide variety of sources.

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.

Broad knowledge of university structure, policy, regulations, and administrative systems.

Sound knowledge of financial/accounting practices may be required. Some positions require advanced accounting and auditing skills and ability to understand, prepare and analyse financial information.

Motivational, leadership, and persuasion skills.

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:

Decide on significance of a problem and who should assume responsibility for its resolution.

Decide on best alternatives or a range of solutions to a given problem, identifying potential risks and benefits of each.

Analyse, summarize and make conclusions regarding information and policy. Participate in determination of goals and objectives and in the formulation or reformation of policy and standards.

Make discipline, admissions, credit eligibility, awards, and other functional decisions on behalf of the department.

Delegate work to other staff and draw attention to departmental priorities in order to encourage action by senior administrators.

Plan, implement, and evaluate administration policies, procedures and practices in meeting University goals and priorities.

**Supervisory Responsibilities:** May be supervisory duties, including hiring/firing, delegating work, disciplining, and conducting performance appraisals.

_Last update: December, 1999_