CULTURE, COMMUNICATIONS AND RECREATION - GRADE 6

Generic Position Overview

**Family:** Culture, Communications, and Recreation

**Cluster:** CCR6

**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 may gather information on assigned topics, prepare articles, reports, and summaries, and provide writing and editing services. Plan the production of publications and ensure the distribution of information material. Review, recommend, and implement procedures, under direction, to improve support services. Respond to requests for information and redirect inquiries as required. Prepare communications on behalf of the supervisor and participate in the organization of public relations events. Coordinate and ensure training of junior staff or volunteers as necessary. Perform general administrative duties, and provide direction in the promotion and implementation of new technological initiatives which improve service and efficiency. Other duties may be assigned depending on goals and direction of the department or supervisor.

**Primary Duties And Responsibilities:** Gather information on assigned topics and prepare articles, reports, lists, or summaries as required for both internal and external use. Provide writing and editing services. Plan the production and layout of departmental publications and other communication tools. Coordinate the development and distribution of information material to external media or other units or departments. Design or update department or unit web site as necessary. Review, recommend, and implement procedures, under direction, to improve support services within the department. Respond to requests for recommendations or information from other organizations or departments and redirect inquiries. Prepare proposals, letters, seminars, and other communications on behalf of supervisor. Participate in the organization of conferences, fund-raisers, and other marketing and public relations events. Coordinate or supervise junior
staff or volunteers as necessary.

Perform general administrative duties as required, including records of expenditures, reception duties, and data entry.

Provide direction in the promotion of new technologies that improve service and efficiency. Organize staff training and transition sessions.

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

**Required Background:** Incumbent's educational and experiential background should complement the duties of the position. College diploma or university degree in communications, journalism, media relations, human relations, or business should provide the necessary skills and knowledge for the position. Experience in a newspaper/magazine or media-related setting, politics, public relations, or another relevant area will be considered an asset. Proven communications and interpersonal skills are of significant importance. 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 skills, both verbal and written. Bilingualism may be valuable. Human relations skills and awareness of political, cultural, and other sensitive issues.

Project-oriented perspective. Marketing skills and dynamic, result-driven personality.

Proficiency in the use of computers and ability to adjust to and implement new technologies advantageously.

Knowledge of print production, graphics design, photography, and layout as required.

Organizational skills. Ability to cope with deadline pressures and irregular work hours.

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

Determine content of documents and summarize information as appropriate.

Determine when an issue may be controversial and refer potentially serious issues to supervisor. Decide where to direct inquiries as necessary.

Decide how to balance time and priorities to ensure responsibilities are carried out effectively.

Delegate work to junior employees, assistants, or volunteers. Provide
information and guidance to coworkers as necessary.

Decide which items of research or information to publish or suggest as tips to the media or other departments or units.

**Supervisory Responsibilities:** Some positions may include supervisory duties. May delegate work to junior employees or volunteers.

*Last update: December, 1999*