**P3: Level Standards**

**GENERAL ROLE**

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence. Positions at this level may supervise student or support employees.

Incumbents:

* Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
* Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
* Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* Works under limited supervision.

*🡪 Context of Decisions*

* Utilizes general departmental guidelines to develop resolutions outside the standard practice.

*🡪 Job Controls*

* Possesses considerable freedom from technical and administrative oversight while the work is in progress.
* Defines standard work tasks within departmental policies, practices, and procedures to achieve outcomes.
* Serves as the advanced resource to whom more junior employees go to for technical guidance.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Handles a variety of work situations that are cyclical in character, with occasionally complex situations.
* Issues are regularly varied.
* Problems tend to be technical or programmatic in nature.

*🡪 Course of Resolution*

* Assesses a variety of situations, and develops resolutions through choosing among options based on past practice or experience.

*🡪 Measure of Creativity*

* Issues are solvable through deep technical know-how and imaginative workarounds.
* Most of the obstacles, issues, or concerns encountered require considering alternative practice or policy interpretation.

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Regularly provides information on finished materials to others.

**SCOPE AND MEASURABLE EFFECT**

* Actions regularly affect an individual, item, event, or incident, etc.
* Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
* Incumbents have an indirect impact on a larger action or process, such as serving as a single component in an approval process, where the process is “owned” by a different work unit.
* May be designated to guide or organize the work of several employees within the unit.

**Job Template**

**GENERAL SUMMARY**

Assists in managing the business functions for an operation with narrow to moderate authority. Performs office management duties.

**REPORTING RELATIONSHIPS AND TEAM WORK**

Works under limited supervision of a supervisor or manager.

**ESSENTIAL DUTIES & RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

* Conducts regular process optimization and improvement evaluations of administrative, financial, and facility functions.
* Participates in planning and developing administrative and program activities.
* Plans, coordinates, and executes events to include space, food, publicity, travel, and other technical and administrative logistics.
* Serves as a resource to students, staff, faculty, and others on matters relating to administrative procedures and on some matters relating to program specialty.
* Reviews records and data for accuracy, reconciles differences, and works with other staff and university offices to identify errors and make corrections.
* Maintains schedules for managers, supervisors, and other personnel. Schedules conference and day-to-day travel the department and processes reimbursements.
* Assists in preparing operating budget. Maintains and monitors department/unit budget and records. Monitors and approves routine expenditures.
* Compiles data and prepares reports used to monitor or assess department activities, programs, and services or project future needs.
* Oversee the maintenance and modification of complex filing and record keeping systems.
* Maintains records and prepares necessary reports.
* Stays abreast of changes to University policies and procedures and provides education and outreach in regards to policies.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Bachelor’s degree in related field.
* Three to four years of related experience.

*An equivalent combination of education and experience may be substituted for the degree and years requirement.*

**COMPETENCIES**

**Knowledge of:**

* Recordkeeping systems
* Computer programming methods
* Data analysis and management
* Basic accounting and budgeting principles
* University policies and procedures
* Microsoft Office and related software applications
* applications

**Skill in:**

* Planning and organization
* Developing and maintaining effective and appropriate working relationships
* Website maintenance
* Critical thinking, problem solving and analysis

**Ability to:**

* Prepare work for data processing and maintain working files and production records
* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Perform multi-step processing, troubleshooting, and data reconciliation
* Assemble and organize data and prepare reports
* Maintain the confidentiality of information and professional boundaries
* Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management