**Job Template: Administrative Program Support 1**

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### P1: 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.

*Incumbents:*

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Assignments tend to be reoccurring and work outputs generally are delivered in a prescribed form/format.
- May alter the order in which work or a procedure is performed to improve efficiency and effectiveness.

#### INDEPENDENCE AND DECISION-MAKING

- **Supervision Received**
  - Works under supervision.
  - Progress and outcomes are reviewed for consistency with instructions and established procedures.

- **Context of Decisions**
  - Determines the process of how work is to be done based on precedent, practice, and existing policy at the unit/office level.

- **Job Controls**
  - Receives some instructions with respect to details of most work assignments.

#### COMPLEXITY AND PROBLEM SOLVING

- **Course of Resolution**
  - Resolutions are typically generated by utilizing existing procedures or practice.
  - Typically, problems can be quickly and relatively easily resolved.
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Measure of Creativity
- Tasks or activities are reoccurring with emphasis typically on precision and timeliness of execution

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 indirectly promote the general welfare of students, faculty and staff, and safeguard the institution by playing an important role within a process.
Job Template: Administrative Program Support 1

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**Job Template**

**GENERAL SUMMARY**

Provides assistance to managers, supervisors, and other personnel in routine administrative tasks for a designated office.

**REPORTING RELATIONSHIPS AND TEAM WORK**

Works under 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.*

- Provides general office support, including answering phones, responding to inquiries, and directing calls.
- Coordinates a variety of data processing functions central to the department needs; schedules and produces routine computer reports.
- 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 for the department and processes reimbursements.
- Compiles data and prepares statistical reports used to monitor or assess department activities, programs, and services or project future needs.
- Monitors office supply inventory and coordinates maintenance for office equipment.
- Maintains records and prepares necessary reports.
- Assists in preparation of budgets and monitors expenditures.
- Performs related work as required.

**MINIMUM QUALIFICATIONS**

- Associate’s degree in related field.
- Two to three years of related experience.

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

Knowledge of:
- Recordkeeping systems
- Computer programming methods
- Data organization and management
- Basic accounting principles
- Microsoft Office and related software applications

Skill in:
- Planning and organization
- Developing and maintaining effective and appropriate working relationships
- 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
- Maintain records and prepare reports
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Learn new skills and be flexible
- 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
### 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.

**Incumbents:**

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Tend to have assignments that are reoccurring and work outputs generally are delivered in a prescribed form/format.
- Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
- May 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 Received**

- Works under general supervision.
- Periodic checks on accuracy, quality, and timeliness of outcomes.

**→ Context of Decisions**

- Independently develops how work is to be done based on precedent, practice, and existing policy at the unit/office levels.

**→ Job Controls**

- Possess the latitude to adjust the work processes or methods to effectively and efficiently manage their work assignments.
- Guided by general procedures and professional norms.
**Job Template: Administrative Program Support 2**

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### COMPLEXITY AND PROBLEM SOLVING

- **Range of issues**
  - Problems tend to be modestly technical or operational.

- **Course of Resolution**
  - Performs comparisons, verifications, reconciliations, compilations, etc. and such of data, program or student services/practices, or operational/staff output.
  - Understands the end product/outcome and where to send and receive information and materials to fulfill the assigned responsibilities.

- **Measure of Creativity**
  - Once problems are identified, solutions generally can be resolved using conventional or standard procedures.
  - Most of the obstacles, issues, or concerns can be handled with established practice and policy.

### COMMUNICATION EXPECTATIONS

- **Manner of Delivery and Content**
  - Regularly provides information on finished materials to others.

### SCOPE AND MEASURABLE EFFECT

- Actions typically 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 indirectly promote the general welfare of students, faculty and staff, and safeguard the institution by playing an important role within a process.
Job Template: Administrative Program Support 2

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**GENERAL SUMMARY**
Performs office coordination duties. Facilitates workflow and the processing of administrative paperwork for a designated department.

**REPORTING RELATIONSHIPS AND TEAM WORK**
Works under general 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.*

- Writes and/or edits and disseminates informational, promotional, and occasional technical materials to support program activities.
- 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.
- Maintains and monitors department/unit budget and records. Monitors and approves routine expenditures.
- Compiles data and prepares statistical reports used to monitor or assess department activities, programs, and services or project future needs.
- Assists in the maintenance and modification of complex filing and record keeping systems.
- Monitors office supply inventory and coordinates maintenance for office equipment.
- Maintains records and prepares necessary reports.
- Maintains schedules for managers, supervisors, and other personnel. Schedules conference and day-to-day travel the department and processes reimbursements.
- 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.
- Two 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 organization and management
- Basic accounting principles
- University policies and procedures
- Microsoft Office and related software applications

Skill in:
- Planning and organization
- Developing and maintaining effective and appropriate working relationships
- Website maintenance
- Written and verbal communication
- Critical thinking, problem solving and analysis

Ability to:
- Prepare work for data processing and maintain working files and production records
- Maintain records and prepare reports
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Perform multi-step processing, troubleshooting, and data reconciliation
- 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
**Job Template: Administrative Program Support 3**

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**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 Received*

- 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.
### Job Template: Administrative Program Support 3

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#### 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: Administrative Program Support 3

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**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.
Job Template: Administrative Program Support 3

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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
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**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 Received**

  - Works under direction.

→ **Context of Decisions**

  - Decisions should involve selecting an approach from among alternatives, timing when certain tasks should be performed, determining how to best use available resources, and other similar choices.
  - Decisions require more coordination and collaboration among different sources, taking into consideration the roles and impact on work outside the immediate organization.

→ **Job Controls**

  - Has the latitude to make decisions on projects that they are accountable for delivering on.
  - Free to plan and carry out all phases of work assignments.
Job Template: Administrative Program Support 4

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**COMPLEXITY AND PROBLEM SOLVING**

→ *Range of issues*
  - Assignments are defined as less reoccurring or cyclical tasks, and primarily consist of development or refinement of programmatic or administrative objectives.

→ *Course of Resolution*
  - Resolution and project completion require substantial planning and scheduling within the department in order to obtain and align resources when and where needed.

→ *Measure of Creativity*
  - Problems are not amenable to strict technical resolution, requiring innovative thinking.

**COMMUNICATION EXPECTATIONS**

→ *Manner of Delivery and Content*
  - Regularly provides information on finished materials to others.
  - Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer's views.

**SCOPE AND MEASURABLE EFFECT**

- Incumbents may supervise a small homogenous department, with proportionate responsibility to perform daily responsibilities similar to the work of subordinate staff.
- Actions typically 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 are typically designated as a lead or frequently assigned project leadership roles within a specific administrative/programmatic function or specialty area.
- Generally, have a more direct impact on a larger action or process, such as serving as an approver in a process, where the process is “owned” by a different work unit.
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**Job Template**

**GENERAL SUMMARY**
Serves as the department/unit head’s agent for administrative and business matters.

**REPORTING RELATIONSHIPS AND TEAM WORK**
Works under direction of a manager. Leads professional and non-professional staff, as well as business and/or administrative operations of a moderate sized department of cross-disciplinary services.

**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.*

- Represents the department/division head to all levels of University officials, outside agencies and others, with authority to act in behalf of the department/unit head.
- Advises and assists department/unit head on the full range of complex administrative and business matters related to programs and activities.
- Serves as a principle source of information regarding the interpretation and application of policies and regulations governing department/unit activities and programs.
- Establishes internal operating procedures and makes changes as needed to improve efficiency or effectiveness.
- Develops and makes recommendations for budget requests and manages approved budget. Approves expenditures and serves as an authoritative source of budget and fiscal information.
- Oversees a system of accounting and fiscal record keeping in accordance with standard accounting practice.
- Compiles data and information from a variety of sources to generate and prepare narrative and informational reports.
- Engages in public relations and promotional activities. Facilitates and assists in planning meetings, conferences, and events.
- Performs related work as required.
**Job Template: Administrative Program Support 4**

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**MINIMUM QUALIFICATIONS**

- Bachelor’s degree in related field.
- Four to five years of related experience.

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

**COMPETENCIES**

**Knowledge of:**

- Principles and practices of employee supervision
- Principles and practices of budget development and monitoring
- University, Federal, and State rules and regulations governing all relevant aspects of contracts and affiliation agreements
- Microsoft Office and related software applications

**Skill in:**

- Planning and organization
- Project management
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

**Ability to:**

- Interpret complex records, assemble and organize data of a complex nature, and prepare and submit reports in appropriate formats
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Create operational workflows and systems
- 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
**Job Template: Senior Administrative Program Support**

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**P5: Level Standards**

**GENERAL ROLE**

This level is accountable for serving in an advanced senior resource capacity in an area of specialization.

Incumbents:

- Serve in a subject leader and consultative capacity within an area of specialization.
- Serve in the most advanced capacity and frequently being assigned project leadership roles within a specific administrative/programmatic function or specialty area.

**INDEPENDENCE AND DECISION-MAKING**

- **Supervision Received**
  - Works under direction.
  - Seeks approvals when significant changes to process steps are considered and additional resources for task completion are required.

- **Context of Decisions**
  - Decisions are driven by office/departmental policy and procedures.

- **Job Controls**
  - Free to plan and carry out all phases of work assignments.
  - Has the latitude to make daily operational decisions.

**COMPLEXITY AND PROBLEM SOLVING**

- **Range of issues**
  - Issues tend to be operational in nature.

- **Course of Resolution**
  - Identifies issues and gathers facts.
  - Must understand the smallest details of an assigned area.
Job Template: Senior Administrative Program Support

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→ Measure of Creativity
  • Problems are not amenable to strict technical resolution, requiring innovative thinking for resolution.

COMMUNICATION EXPECTATIONS

→ Manner of Delivery and Content
  • Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer’s views.

SCOPE AND MEASURABLE EFFECT

• Actions regularly affect a department or a project outcome with department/office impact.
• Actions generally have a direct impact on controlling such things as staff size and nature of work and scope of services.
• Performance results tend to relate to efficiency, fiscal practices and standing, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.
Job Template: Senior Administrative Program Support

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**Job Template**

**GENERAL SUMMARY**
Facilitates administrative and business services and special projects of designated department.

**REPORTING RELATIONSHIPS AND TEAM WORK**
Works under direction of a manager. Serves as an authority on administrative matters. Leads professional and non-professional staff, as well as business and/or administrative operations of a large department of cross-disciplinary services.

**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.*

- Serves as a primary advisor regarding policies, long-range planning, strategies, and goals.
- Performs office management duties for the program. Determines workflow, monitors and processes necessary paperwork and maintenance of records and filing system.
- Reviews departmental administrative policies, procedures, and workflow for efficiency and effectiveness; recommends and implements additional policies, procedures, and improvements.
- Prepares and monitors departmental budget. Monitors and approves expenditures.
- Devises, modifies, and/or supervises the maintenance and coordination of complex filing systems, records, and mailings.
- Ensures compliance with University and State of Connecticut rules, policies, and procedures regarding financial responsibilities.
- Prepares comprehensive analyses and recommendations for administrative decision-making.
- Creates and monitors requisitions, purchase orders, receipt of goods, and related billings.
- Performs related work as required.

**MINIMUM QUALIFICATIONS**

- Bachelor’s degree in related field.
- Five to six years of related experience. Two years of experience must be serving as an advanced/senior team member or working as a project lead.
Job Template: Senior Administrative Program Support

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

COMPETENCIES

Knowledge of:
- Principles and practices of employee supervision
- Audit/reconciliation procedures
- Budget preparation and management
- University procurement procedures
- Microsoft Office and related software applications

Skill in:
- Planning and organization
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

Ability to:
- Prepare clear and concise reports
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Coordinate staff engaged in multi-step processing, troubleshooting, and data reconciliation
- Maintain complex records and organize data
- 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