

Job Template: Educational Program Assistant 1

Occupational Group	Academic Programs/Services						
Job Family	Educational Programs/Services						
Job Path	Educational Program Professional						
Job Title	Educational Program Assistant 1						
Job Code	A11000	FLSA Status	N	Job Category	P	Job Level	1

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.

Job Template: Educational Program Assistant 1

Occupational Group	Academic Programs/Services						
Job Family	Educational Programs/Services						
Job Path	Educational Program Professional						
Job Title	Educational Program Assistant 1						
Job Code	A11000	FLSA Status	N	Job Category	P	Job Level	1

→ *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: Educational Program Assistant 1

Occupational Group	Academic Programs/Services						
Job Family	Educational Programs/Services						
Job Path	Educational Program Professional						
Job Title	Educational Program Assistant 1						
Job Code	A11000	FLSA Status	N	Job Category	P	Job Level	1

Job Template

GENERAL SUMMARY

Provides administrative support as well as entry-level program support for an academic center or program. Supports a wide variety of programs and/or departments.

REPORTING RELATIONSHIPS AND TEAM WORK

Works under the supervision of a supervisor, manager, or Dean's Office.

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.

- Plans and executes aspects of program events, outreach activities, and promotional materials.
- Coordinates program logistics and administrative support for program staff.
- Serves as a resource for students, faculty, and outside groups on matters relating to program activities.
- Prepares, organizes, and documents program meetings.
- Maintains accurate records and may assemble data and prepare statistical and/or historical reports.
- Provides direct training and related support services, and follows up to resolve problems in assigned area of responsibility.
- Assists in preparation of budgets and monitors expenditures.
- Provides general office support, including answering phones, responding to inquiries, and directing calls.
- Performs related work as required.

MINIMUM QUALIFICATIONS

- Bachelor's degree in related field.
 - Up to one year of experience required.
- OR
- Associate's Degree.

Job Template: Educational Program Assistant 1

Occupational Group	Academic Programs/Services						
Job Family	Educational Programs/Services						
Job Path	Educational Program Professional						
Job Title	Educational Program Assistant 1						
Job Code	A11000	FLSA Status	N	Job Category	P	Job Level	1

- Two to three years of experience.

COMPETENCIES

Knowledge of:

- The operation and management of academic program in university environment
- Administrative methods and procedures
- Curriculum and admission requirements
- Microsoft Office and related software applications

Skill in:

- Planning and organization
- Developing and maintaining effective and appropriate working relationships
- Website maintenance
- Critical thinking, problem solving, and analysis
- Interpersonal and diplomatic communication with constituents

Ability to:

- Produce meeting reports and academic documents under instruction
- Communicate effectively through both oral and written means
- Maintain records and prepare reports
- Provide rudimentary program support
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- 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: Educational Program Assistant 2

Occupational Group	Academic Programs/Services						
Job Family	Educational Programs/Services						
Job Path	Educational Program Professional						
Job Title	Educational Program Assistant 2						
Job Code	A11001	FLSA Status	E	Job Category	P	Job Level	2

P2: 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.
- 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: Educational Program Assistant 2

Occupational Group	Academic Programs/Services						
Job Family	Educational Programs/Services						
Job Path	Educational Program Professional						
Job Title	Educational Program Assistant 2						
Job Code	A11001	FLSA Status	E	Job Category	P	Job Level	2

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: Educational Program Assistant 2

Occupational Group	Academic Programs/Services						
Job Family	Educational Programs/Services						
Job Path	Educational Program Professional						
Job Title	Educational Program Assistant 2						
Job Code	A11001	FLSA Status	E	Job Category	P	Job Level	2

Job Template

GENERAL SUMMARY

Provides administrative and programmatic support for an academic center or program. Administers seminars, workshops, conferences and events statewide, in assigned areas of responsibility and/or program specialties.

REPORTING RELATIONSHIPS AND TEAM WORK

Works under general supervision of a supervisor, manager, or Dean's Office.

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 resource to individuals and groups on matters relating to program activities, and administrative policies and procedures.
- Performs office management duties in processing administrative, academic, financial, payroll, and immigration paperwork.
- Compiles data based on research techniques and statistical compilations.
- Assists in the preparation of budgets and control of expenditures. Maintains financial records.
- Designs, schedules, and produces informational and promotional materials including brochures, posters, advertising flyers, and newspaper advertisements.
- Compiles and maintains resource materials and program information.
- Collects and disseminates news about program opportunities and accomplishments.
- Provides direct training and related support services, and follows up to resolve problems in assigned area of responsibility.
- Performs related work as required.

MINIMUM QUALIFICATIONS

- Bachelor's degree in related field.
- Two to three years of related experience.

Job Template: Educational Program Assistant 2

Occupational Group	Academic Programs/Services						
Job Family	Educational Programs/Services						
Job Path	Educational Program Professional						
Job Title	Educational Program Assistant 2						
Job Code	A11001	FLSA Status	E	Job Category	P	Job Level	2

COMPETENCIES

Knowledge of:

- Principles and methods of administration and office management
- Basic financial processes and accounting practices
- The operation and management of academic program in university environment
- Curriculum and admission requirements
- Microsoft Office and related software applications

Skill in:

- Planning and organization
- Developing and maintaining effective and appropriate working relationships
- Website maintenance
- Critical thinking, problem solving and analysis
- Interpersonal and diplomatic communication with constituents

Ability to:

- Produce meeting reports and academic documents
- Communicate effectively through both oral and written means
- Maintain records and prepare reports
- Provide event coordination, meeting planning, and academic program scheduling
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- 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: Educational Program Coordinator

Occupational Group	Academic Programs/Services						
Job Family	Educational Programs/Services						
Job Path	Educational Program Professional						
Job Title	Educational Program Coordinator						
Job Code	A11002	FLSA Status	E	Job Category	P	Job Level	3

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.

COMPLEXITY AND PROBLEM SOLVING

→ *Range of issues*

- Handles a variety of work situations that are cyclical in character, with occasionally complex situations.

Job Template: Educational Program Coordinator

Occupational Group	Academic Programs/Services						
Job Family	Educational Programs/Services						
Job Path	Educational Program Professional						
Job Title	Educational Program Coordinator						
Job Code	A11002	FLSA Status	E	Job Category	P	Job Level	3

- 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: Educational Program Coordinator

Occupational Group	Academic Programs/Services						
Job Family	Educational Programs/Services						
Job Path	Educational Program Professional						
Job Title	Educational Program Coordinator						
Job Code	A11002	FLSA Status	E	Job Category	P	Job Level	3

Job Template

GENERAL SUMMARY

Coordinates day-to-day administrative activities and provides limited educational support for a program designed to support the University's research activities, educational outreach services, or the academic curriculum.

REPORTING RELATIONSHIPS AND TEAM WORK

Works under limited supervision of a supervisor, manager, or Dean's Office.

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.

- Coordinates general office operations and processes and maintains necessary paperwork, records, and files required to support the program.
- Responds to inquiries from students, faculty, and others regarding program policies, procedures, and requirements, making referrals as appropriate.
- Compiles data and prepares reports to aid in evaluating student progress and program effectiveness.
- Assists in advising students or participants regarding academic program planning and course selection. Explains program policies, procedures, and requirements.
- Coordinates administrative and technical support as well as program logistics for program faculty, staff and students.
- Assists in the planning, coordination, and execution of program events.
- Reviews, copies, edits, and/or develops research, informational, and promotional materials.
- May assist in establishing budgets and monitoring financial activity for an assigned area.
- Performs related work as required.

MINIMUM QUALIFICATIONS

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

Job Template: Educational Program Coordinator

Occupational Group	Academic Programs/Services						
Job Family	Educational Programs/Services						
Job Path	Educational Program Professional						
Job Title	Educational Program Coordinator						
Job Code	A11002	FLSA Status	E	Job Category	P	Job Level	3

COMPETENCIES

Knowledge of:

- Various educational principles
- University procedures for coordinating program activities
- Program reporting requirements
- Budgeting and financial planning
- Microsoft Office and related software applications

Skill in:

- Planning and organization
- Developing and maintaining effective and appropriate working relationships
- Website maintenance
- Critical thinking, problem solving and analysis
- Providing general program support
- Interpersonal and diplomatic communication with constituents

Ability to:

- Communicate effectively through both oral and written means
- Perform and coordinate administrative functions
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- 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: Educational Program Administrator

Occupational Group	Academic Programs/Services						
Job Family	Educational Programs/Services						
Job Path	Educational Program Professional						
Job Title	Educational Program Administrator						
Job Code	A11003	FLSA Status	E	Job Category	P	Job Level	4

P4: 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 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: Educational Program Administrator

Occupational Group	Academic Programs/Services						
Job Family	Educational Programs/Services						
Job Path	Educational Program Professional						
Job Title	Educational Program Administrator						
Job Code	A11003	FLSA Status	E	Job Category	P	Job Level	4

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.

Job Template: Educational Program Administrator

Occupational Group	Academic Programs/Services						
Job Family	Educational Programs/Services						
Job Path	Educational Program Professional						
Job Title	Educational Program Administrator						
Job Code	A11003	FLSA Status	E	Job Category	P	Job Level	4

Job Template

GENERAL SUMMARY

Coordinates and manages the day-to-day administrative activities and provides some program support to the University's research activities, educational outreach services, and the academic curriculum. Administrative management includes supervising, training, evaluating and assigning work to lower level and student staff.

REPORTING RELATIONSHIPS AND TEAM WORK

Works under direction of a supervisor, manager, or Dean's Office. Serves as a lead staff member to employees who perform similar functions

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.

- Manages general office operations and processes and maintains necessary paperwork to support academic program, including financial and personnel records.
- Assists in the planning, development, design implementation, and evaluation of activities to achieve program objectives.
- Conducts studies, collects necessary data evaluates information and prepares analytical reports related to program specialty.
- Plans, develops, and implements methods and techniques of informing/educating.
- Delivers educational program content through regular presentations, outreach activities, and educational material.
- Advises prospective and current students regarding academic program planning and course selection.
- Provides hiring support and processes paperwork for new and hiring positions.
- Ensures sufficient course enrollments meet established guidelines. Establishes master schedule in conjunction with guidelines.
- Serves as program representative to potential applicants, current students, and the general public. Serves as a liaison between program and other University offices, external organizations, and the public.

Job Template: Educational Program Administrator

Occupational Group	Academic Programs/Services						
Job Family	Educational Programs/Services						
Job Path	Educational Program Professional						
Job Title	Educational Program Administrator						
Job Code	A11003	FLSA Status	E	Job Category	P	Job Level	4

- Maintains grant purchases and website content. Purchases and processes various grant related requests.
- Performs related work as required.

MINIMUM QUALIFICATIONS

- Bachelor's degree in related field.
- Five years of related work experience. One year of experience must be serving as an advanced team member.

COMPETENCIES

Knowledge of:

- University payroll procedures and policies
- Budgeting and financial planning
- Financial aid and scholarship opportunities and regulations
- University grant management procedures and policies
- Office administration and management
- 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
- Interpersonal and diplomatic communication with constituents

Ability to:

- Communicate effectively through both oral and written means
- Perform and coordinate administrative functions
- Provide educational counsel and support for students
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- 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 Educational Program Administrator

Occupational Group	Academic Programs/Services						
Job Family	Educational Programs/Services						
Job Path	Educational Program Professional						
Job Title	Senior Educational Program Administrator						
Job Code	A11004	FLSA Status	E	Job Category	P	Job Level	5

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 Educational Program Administrator

Occupational Group	Academic Programs/Services						
Job Family	Educational Programs/Services						
Job Path	Educational Program Professional						
Job Title	Senior Educational Program Administrator						
Job Code	A11004	FLSA Status	E	Job Category	P	Job Level	5

→ *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 Educational Program Administrator

Occupational Group		Academic Programs/Services					
Job Family		Educational Programs/Services					
Job Path		Educational Program Professional					
Job Title		Senior Educational Program Administrator					
Job Code	A11004	FLSA Status	E	Job Category	P	Job Level	5

Job Template

GENERAL SUMMARY

Under the direction of a manager, develops and delivers program content for an academic department or program. This position serves as a highly specialized and advanced resource for program content and the provision of programmatic services. This position monitors the administration and coordination of training and research in support of the University's academic mission.

REPORTING RELATIONSHIPS AND TEAM WORK

Works under direction of a manager. Serves as a highly advanced resource for programmatic subject matter.

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.

- Assesses programmatic needs and delivers program services and activities in accordance with program goals and objectives. Monitors program's compliance with University policies and procedures.
- Participates in planning, development, design, and evaluation of program activities. Collects and analyzes program data and participates in evaluating program effectiveness.
- Serves as a primary resource to students, staff, faculty, and others on programmatic policies, procedures, and activities.
- Performs office management duties for the program. Determines workflow, monitors and processes necessary paperwork and maintenance of records and filing system.
- Makes budget recommendations and monitors approved budget and expenditures. Assists in identifying resources and funding sources as needed.
- Coordinates workshops, training programs, courses, program curricula, and training materials, in accordance with program goals.
- Engages in public relations and promotional activities for the program, in area of responsibility.
- Collects and analyzes program data and participates in evaluating program effectiveness. Identifies problems and makes necessary changes.
- Assists in planning outreach programs, conferences, meetings, and seminars.

Job Template: Senior Educational Program Administrator

Occupational Group	Academic Programs/Services						
Job Family	Educational Programs/Services						
Job Path	Educational Program Professional						
Job Title	Senior Educational Program Administrator						
Job Code	A11004	FLSA Status	E	Job Category	P	Job Level	5

- Performs related work as required.

MINIMUM QUALIFICATIONS

- Bachelor's degree in related field.
- Six to seven years of related experience. Two years of experience must be serving as an advanced/senior team member or working as a project lead.

COMPETENCIES

Knowledge of:

- Principles and practices of employee supervision
- Financial management and planning
- Principles and practices of effective student interaction
- Various educational principles
- Microsoft Office and related software applications

Skill in:

- Planning and organization
- Written and verbal communication
- Interpreting and applying complex rules, policies, and regulations
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

Ability to:

- Plan and organize workshops/training courses/curricula and training materials appropriate to program
- Maintain and research databases and records
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- 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