

Job Template: Business Operations Specialist 1

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|---------------------------|---|
| Occupational Group | Administrative Services |
| Job Family | Business Operations |
| Job Path | Business Operations Professional |
| Job Title | Business Operations Specialist 1 |
| Job Category: P | Job Level: 3 |
| FLSA Status: E | Job Code: B12000 |

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.

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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.

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Job Template

GENERAL SUMMARY

Responsible for oversight of front office operations for designated department.

REPORTING RELATIONSHIPS AND TEAMWORK

Works under limited supervision of a supervisor or manager.

ESSENTIAL DUTIES AND 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.

- Assists students, staff, faculty, and others with a wide range of administrative and fiscal matters.
- Prepares basic budgets and statements of condition for each assigned cost center.
- Assists with bookkeeping and fiscal procedures for department.
- Helps prepare financial reports as appropriate to meet federal, state, university, and departmental regulations and requirements.
- Ensures compliance with established departmental administrative policies and procedures.
- Assists with the maintenance and coordination of complex filing systems, records, and mailings.
- Serves as a liaison between the department and other University offices.
- Performs related work as required.

MINIMUM QUALIFICATIONS

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

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

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COMPETENCIES

Knowledge of:

- Principles and practices of bookkeeping
- University policies related to administration of assigned department
- Microsoft Office and related software applications

Skill in:

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

Ability to:

- Develop and maintain organizational structures and systems
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Produce financial 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

Job Template: Business Operations Specialist 2

| | |
|---------------------------|---|
| Occupational Group | Administrative Services |
| Job Family | Business Operations |
| Job Path | Business Operations Professional |
| Job Title | Business Operations Specialist 2 |
| Job Category: P | Job Level: 4 |
| FLSA Status: E | Job Code: B12001 |

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.

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| Job Family | Business Operations |
| Job Path | Business Operations Professional |
| Job Title | Business Operations Specialist 2 |
| Job Category: P | Job Level: 4 |
| FLSA Status: E | Job Code: B12001 |

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.

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| FLSA Status: E | Job Code: B12001 |

- 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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| FLSA Status: E | Job Code: B12001 |

Job Template

GENERAL SUMMARY

Oversees the general business operations of a designated department through planning and organizing activities such as: budgeting; training and scheduling staff; office administration; decision-making; and policy and procedure compliance.

REPORTING RELATIONSHIPS AND TEAMWORK

Work under direction of a supervisor or manager. Serves a lead worker to employees who perform similar functions.

ESSENTIAL DUTIES AND 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.

- Oversees day-to-day department operations. Assists students, staff, faculty, and others with a wide range of administrative and fiscal matters.
- Handles contracts for departmental programs and initiatives.
- Assists in the preparation of departmental budget and management of approved budget; makes recommendations related to the appropriateness of requested expenditures; processes purchase and payment requisitions and reconciliations.
- Monitors bookkeeping and fiscal procedures for department.
- Prepares financial reports as appropriate to meet federal, state, university, and departmental regulations and requirements.
- Reviews departmental administrative policies and procedures for efficiency and effectiveness and recommends improvements; implements policies and procedures.
- Oversees the maintenance and coordination of complex filing systems, records, and mailings.
- Serves as a liaison between the department and other University offices.
- Performs related work as required.

MINIMUM QUALIFICATIONS

- Bachelor's degree in related field.

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| FLSA Status: E | Job Code: B12001 |

- Four to five years of related experience.

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

COMPETENCIES

Knowledge of:

- Principles and practices of record- and bookkeeping
- Principles and practices of budget management and business operations
- University policies related to administration of assigned department or program
- Microsoft Office and related software applications

Skill in:

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

Ability to:

- Develop and maintain organizational structures and systems
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Develop and implement policy and protocol
- Produce detailed reports and analyses
- Generate fiscal reports, forecast expenses, and perform trend analysis to help plan and prioritize business operations
- 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: Business Operations Specialist 3

| | |
|---------------------------|---|
| Occupational Group | Administrative Services |
| Job Family | Business Operations |
| Job Path | Business Operations Professional |
| Job Title | Business Operations Specialist 3 |
| Job Category: P | Job Level: 5 |
| FLSA Status: E | Job Code: B12002 |

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.

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| Occupational Group | Administrative Services |
| Job Family | Business Operations |
| Job Path | Business Operations Professional |
| Job Title | Business Operations Specialist 3 |
| Job Category: P | Job Level: 5 |
| FLSA Status: E | Job Code: B12002 |

→ *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.

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| | |
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| Occupational Group | Administrative Services |
| Job Family | Business Operations |
| Job Path | Business Operations Professional |
| Job Title | Business Operations Specialist 3 |
| Job Category: P | Job Level: 5 |
| FLSA Status: E | Job Code: B12002 |

Job Template

GENERAL SUMMARY

Oversees all business operations of a designated department or program through planning and organizing activities such as: budgeting; training, supervising, and scheduling staff; office administration; decision-making; and policy and procedure development and compliance.

REPORTING RELATIONSHIPS AND TEAMWORK

Work under direction of a supervisor or manager. Serves a lead worker to employees who perform similar functions.

ESSENTIAL DUTIES AND 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.

- Supervises day-to-day department or program operations. Assists students, staff, faculty, and others on a wide range of administrative and fiscal matters.
- Oversees compliance and contracts for departmental programs and initiatives.
- Prepares the departmental budget; manages approved budget and makes decisions related to the appropriateness of requested expenditures; oversees purchase and payment requisitions and reconciliations.
- Implements and monitors bookkeeping and fiscal procedures for department.
- Prepares financial reports as appropriate to meet federal, state, university, and departmental regulations and requirements.
- Reviews departmental administrative policies and procedures for efficiency and effectiveness; develops and implements additional policies, procedures, and improvements.
- Devises, modifies, and/or supervises the maintenance and coordination of complex filing systems, records, and mailings.
- Serves as a liaison between the department and other University offices and represents the department/unit to other University and external offices and agencies.
- Performs related work as required.

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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/or experience may be substituted for the degree and years requirement.

COMPETENCIES

Knowledge of:

- Principles and practices of employee supervision
- Principles and practices of record- and bookkeeping
- Principles and practices of budget management and business operations
- University policies related to administration of assigned department
- Microsoft Office and related software applications

Skill in:

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

Ability to:

- Develop and maintain organizational structures and systems
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Develop and implement policy and protocol
- Produce detailed reports and analyses
- Generate fiscal reports, forecast expenses, and perform trend analysis to help plan and prioritize business operations
- Maintain the confidentiality of information and professional boundaries

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- Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management