**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 Receive*d

* 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.

*🡪 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**

**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 TEAMWORK**

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

**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.*

* 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.
* 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