**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**

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 TEAMWORK**

Works under limited 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.*

* 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.
* Three to four years of related professional experience.

**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