**M6: Level Standards**

**GENERAL ROLE**

This level is accountable for providing management of a small- to moderate-sized office or department charged with providing a variety of cross-disciplinary services. Incumbents should generally have oversight of professional and non-professional staff, as well as business and/or administrative operations. Positions at this level do not exclusively serve as the supervisory level to only student employees

Incumbents:

* Modify practices and procedures to improve efficiency and quality of services delivered by subordinate staff.
* Ensure policies and procedures are followed and functions are carried out efficiently and correctly.
* Are accountable for setting goals and objectives for staff members to achieve operational objectives and service standards.
* Distribute work and monitor workload among staff.
* Evaluate and monitor the accuracy, quality, quantity, and timeliness of services and activities.
* May develop/enhance processes and procedures to improve efficiency or effectiveness of services, as a means to fulfill departmental or office initiatives.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* 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 departmental policy and procedures.
* Understands the smallest details of an assigned area.

*🡪 Job Controls*

* Free to plan and carry out all phases of work assignments, including the oversight of staff.
* Has the latitude to make daily operational decisions.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Issues are readily identified but cannot be understood and fixed in simple cause-effect terms.
* Variables affecting the problem are generally known.

*🡪 Course of Resolution*

* Utilizing an understanding of best practices and the way similar units run elsewhere, convincingly recommends, develops, and implements capital and process improvements to the area.

*🡪 Measure of Creativity*

* Problems require integrative solutions such as how technologies, processes, resources, and people all fit together.

**SCOPE AND MEASURABLE EFFECT**

* Serve as a manager of a moderate-sized department or office charged with carrying out cross-disciplinary tasks or functions
* Actions regularly affect a department or an office-centric outcome with departmental impact.
* Actions generally have a direct impact on controlling such things as staff size and nature of work and scope of services.
* Actions may have high-risk compliance or safety implications.
* Performance results tend to relate to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

**Job Template**

**GENERAL SUMMARY**

Provides advanced program management, leads program development and oversees day-to-day delivery of program content for an academic department or program. This position is responsible for supervising a substantial number of professional staff, as well as business and/or administrative operations related to training, research, educational, or counseling programs designed to support the University’s research activities, educational outreach services, and the academic curriculum.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under direction of a manager. Manages professional and non-professional staff, as well as business and/or administrative operations of a moderate sized department of cross-disciplinary services.

**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 the planning and implementation of program and/or departmental services and activities and is responsible for the day-to-day delivery of program content.
* Directs the day-to-day operation and administration of the program and/or departmental services in accordance with program goals and objectives. Oversees program coordination and logistics and prepares necessary reports.
* Selects, trains, supervises, and evaluates professional staff.
* Develops budget recommendations and manages approved program budget. Identifies funding sources as needed.
* Develops, administers, and evaluates workshops, training programs, courses or curricula, in accordance with program goals.
* Serves as a resource and specialist to students, staff, faculty, and others on matters relating to program policies, procedures, and activities.
* Drafts and prepares reports for submission to internal and external entities.
* Evaluates effectiveness of program services and policies through the collection and analysis of program data. Develops policies and procedures and monitors compliance.
* Engages in public relations and promotional activities for the assigned program.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Master’s degree in related field.
* Five years of related experience. One year overseeing large projects OR in a supervisory capacity over a small unit.

**COMPETENCIES**

**Knowledge of:**

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

**Skill in:**

* Planning and organization
* Program development
* Interpreting and applying complex rules, policies, and regulations
* Proposal development and writing
* Developing and maintaining effective and appropriate working relationships
* Critical thinking, problem solving, and analysis

**Ability to:**

* Identify and resolve complex program issues
* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Produce reports for university, state, regional, and federal agencies
* Manage financial records at an institute level
* 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