**M5: Level Standards**

**GENERAL ROLE**

This level is the first full level of managing. Incumbents may initiate and communicate a variety of staffing actions (i.e. performance review and scheduling). These positions generally supervise a small number of staff.

Oversees the day-to-day operations of a group of employees. Responsible for training and development of subordinate staff, estimating staffing needs, assigning work, meeting completion dates, interpreting and ensuring consistent application of organizational policies.

Incumbents:

* Alter the order in which work or a procedure is performed.
* Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure.
* Distributes work and monitors workload among staff.

**DECISION MAKING**

*🡪 Supervision Receive*d

* Works under direction
* Seeks supervisory 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, which include the oversight of staff
* Given the latitude to make daily operational decisions

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Problems arise from normal departmental operations

*🡪 Course of Resolution*

* Identifies issues and gathers facts
* Must understand the smallest details of a circumscribed area

*🡪 Measure of Creativity*

* Problems can be resolved within provided guidelines

**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**

Incumbents:

* + Supervise a small homogenous department, with proportionate responsibility to perform daily responsibilities similar to the work of subordinate staff.

 OR

* Supervise a larger process-oriented area whose members perform like activities.
* Actions regularly affect a department or a project outcome with office/programmatic 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**

**GENERAL SUMMARY**

Coordinates and provides technical support for undergraduate and graduate laboratory instruction.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under direction of a manager. Manages the day-to-day operations and a group of employees.

**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 the work of assigned personnel, including assigning and reviewing work, providing guidance, and conducting performance evaluations.
* Assists in designing lab experiments. Develops and pre-tests lab experiments and analyzes procedures for intended results.
* Assigns and coordinates use of all lab equipment and supplies for all department courses.
* Evaluates effectiveness of lab experiments to determine student comprehension of theory and principles, in consultation with lab instructors. Makes modifications as appropriate.
* Monitors teaching laboratories in assigned area of responsibility; resolves problems as they arise and makes changes as needed to achieve intended results.
* Purchases and orders all laboratory equipment and supplies, processes necessary paperwork, and maintains appropriate records.
* Prepares budget requests for supplies and equipment.
* Maintains, monitors, and ensures proper security of laboratory equipment; oversees maintenance of equipment and performs minor repairs.
* Assists in administrative planning, development, and evaluation of policies and procedures.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Bachelor’s degree in related field.
* Six years of related experience.

**COMPETENCIES**

**Knowledge of:**

* Principles and practices of employee supervision
* Research and teaching laboratories
* Chemical laboratory principles and practices
* Laboratory safety practices and protocols
* Microsoft Office and related software applications

**Skill in:**

* Planning and organization
* Troubleshooting
* Developing and maintaining effective and appropriate working relationships
* Critical thinking, problem solving and analysis

**Ability to:**

* Determine equipment and inventory needs
* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Prepare and maintain records and reports
* Operate and maintain instrumentation
* Assemble and organize data
* 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