**P2: 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 re-occurring and work outputs generally are delivered in a prescribed form/format
* May alter the order in which work or a procedure is performed

**DECISION MAKING**

*🡪 Supervision Receive*d

* Works under general supervision
* Periodic checks on accuracy, quality and timeliness of outcomes

*🡪 Context of Decisions*

* Independently develops how work is to be done based on precedent, practices, and existing policy at the unit/office levels

*🡪 Job Controls*

* Possess the latitude to adjust the work processes or methods to effectively and efficiently manage their work assignments
* Guided by general procedures and professional norms

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Problems tend to be modestly technical or operational problems

*🡪 Course of Resolution*

* Performs comparisons, verifications, reconciliations, compilations, etc. and such of data, program or student services/practices, or operational/staff output
* Understands the end product/outcome and where to send and receive information and materials to fulfill the assigned responsibilities

*🡪 Measure of Creativity*

* Once problem is identified, solutions generally can be resolved using conventional or standard procedures
* Most of the obstacles, issues or concerns can be handled with established practice and policy

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Regularly provides information on finished materials to others

**SCOPE AND MEASURABLE EFFECT**

* 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 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 laboratory support for laboratory courses, teaching assistants, and professors. Ensures lab experiments run safely and efficiently, troubleshooting problems that occur during the experiment, providing direction and support for the teaching assistants running the experiments, assisting the main stockroom, and testing new equipment and procedures as needed. Monitors compliance with all laboratory safety protocols.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under general 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.*

* Collects materials/specimens to be used in laboratory exercises and prepares any needed reagents, media, stains, enzymes, solutions, lab supplies, or apparatus.
* Sets up and maintains laboratory. Assigns equipment, glassware, and supplies. Assists others in proper and safe use of equipment.
* Assists in editing and updating lab manuals in assigned area of responsibility, and keeps current on new procedures.
* Identifies and resolves problems/complications with methods, techniques, and procedures to improve the effectiveness of the demonstration materials.
* Assists in maintaining up-to-date inventory of supplies.
* Ensures cleanliness and proper working order of laboratories. Performs maintenance and minor repair of laboratory equipment and instruments.
* Participates in meetings to evaluate laboratory procedures.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Bachelor’s degree in related field.
* One to two years of related experience.

**COMPETENCIES**

**Knowledge of:**

* Concepts, practices, and standard laboratory procedures
* Laboratory safety procedure and protocols
* Chemical and biohazardous waste handling and processing
* 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:**

* Assist in gathering, interpreting, and recording research and data
* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Explain laboratory procedures and edit laboratory manuals
* Organize data sets and other information
* 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