**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.

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
* Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice
* May specifically supervise several student employees

**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 student employees within the unit

**Job Template**

**GENERAL SUMMARY**

Assists in the support of the research, teaching, or service activities of faculty and teaching assistants in assigned laboratory for designated department. Monitors compliance with all laboratory safety protocols.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under limited 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. Prepares samples for analysis or testing according to standard procedures.
* Performs tests or analyses according to standard practice; calculates results, documents and evaluates findings, and recommends methods for improving efficiency and/or effectiveness of demonstrations.
* Operates, tests, and calibrates analytical instruments, equipment, and related components. Makes adjustments and resolves problems.
* Maintains necessary records, proper laboratory conditions, and safety procedures. Maintains an adequate inventory of laboratory supplies.
* Investigates and tests new technologies. Identifies trends, evaluates needs, and recommends acquisition of hardware, software, and applications.
* Suggests edits and updates to lab manuals in assigned area of responsibility, and keeps current on new procedures.
* Assists students and others with technical problems related to laboratory techniques or equipment.
* Assists in conducting more complex analyses as requested.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Bachelor’s degree in related field.
* Three 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:**

* Gather, interpret, and record 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 laboratory equipment
* Research, document, maintain, and recommend software, hardware, applications, and databases
* Maintain the confidentiality of information and professional boundaries
* Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively