**M5: Level Standards**

**GENERAL ROLE**

This level is the first with the primary function of managing employees. Incumbents may initiate and communicate a variety of staffing actions.

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, and interpreting and ensuring consistent application of organizational policies. Positions at this level do not exclusively serve as the supervisory level to only student employees.

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.
* Distribute work and monitor workload among staff.

**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 office/departmental policy and procedures.

*🡪 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 tend to be operational in nature.

*🡪 Course of Resolution*

* Identifies issues and gathers facts.

Understands the smallest details of an assigned area.

*🡪 Measure of Creativity*

* Problems can be resolved within provided guidelines.
* Problems are not amenable to strict technical resolution, requiring innovative thinking.

**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:

* + Manage a small homogenous department.

OR

* Manage 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**

Plans, develops, creates, innovates, designs, and directs marketing and promotional outreach initiatives of University departments, programs, and services.

**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.
* 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. Prepares necessary reports, resolves problems, and makes changes to accommodate changing priorities and needs.
* Develops, implements, and monitors departmental budgets.
* Coordinates, plans, and promotes initiatives with departments and programs. Oversees public relations and promotional activities of the program, including planning and development of strategies.
* Develops, administers, and evaluates workshops, training programs, courses or curricula, in accordance with program goals.
* Serves as a resource to students, staff and others on matters relating to program policies, procedures, and activities.
* Evaluates effectiveness of program services and policies through the collection and analysis of program data. Identifies problems and institutes changes or makes recommendations for major changes.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

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

**COMPETENCIES**

**Knowledge of:**

* Principles and practices of employee supervision
* FERPA
* Program management
* Microsoft Office and related software applications

**Skill in:**

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

**Ability to:**

* Develop and evaluate workshops/training courses/curricula appropriate to the program
* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Interpret educational records and program 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