**P5: Level Standards**

**GENERAL ROLE**

This level is accountable for serving in an advanced senior resource capacity in an area of specialization.

Incumbents:

* Serve in a subject leader and consultative capacity within an area of specialization.
* Serve in the most advanced capacity and frequently being assigned project leadership roles within a specific administrative/programmatic function or specialty area.

**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.
* 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.
* Must understand the smallest details of an assigned area.

*🡪 Measure of Creativity*

* Problems are not amenable to strict technical resolution, requiring innovative thinking for resolution.

**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**

* Actions regularly affect a department or a project outcome with department/office 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**

Under the direction of a manager, develops and delivers program content for an academic department or program. This position serves as a highly specialized and advanced resource for program content and the provision of programmatic services. This position monitors the administration and coordination of training and research in support of the University's academic mission.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under direction of a manager. Serves as a highly advanced resource for programmatic subject matter.

**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.*

* Assesses programmatic needs and delivers program services and activities in accordance with program goals and objectives. Monitors program’s compliance with University policies and procedures.
* Participates in planning, development, design, and evaluation of program activities. Collects and analyzes program data and participates in evaluating program effectiveness.
* Serves as a primary resource to students, staff, faculty, and others on programmatic policies, procedures, and activities.
* Performs office management duties for the program. Determines workflow, monitors and processes necessary paperwork and maintenance of records and filing system.
* Makes budget recommendations and monitors approved budget and expenditures. Assists in identifying resources and funding sources as needed.
* Coordinates workshops, training programs, courses, program curricula, and training materials, in accordance with program goals.
* Engages in public relations and promotional activities for the program, in area of responsibility.
* Collects and analyzes program data and participates in evaluating program effectiveness. Identifies problems and makes necessary changes.
* Assists in planning outreach programs, conferences, meetings, and seminars.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Bachelor’s degree in related field.
* Six to seven years of related experience. Two years of experience must be serving as an advanced/senior team member or working as a project lead.

**COMPETENCIES**

**Knowledge of:**

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

**Skill in:**

* Planning and organization
* Written and verbal communication
* Interpreting and applying complex rules, policies, and regulations
* Developing and maintaining effective and appropriate working relationships
* Critical thinking, problem solving and analysis

**Ability to:**

* Plan and organize workshops/training courses/curricula and training materials appropriate to program
* Maintain and research databases and records
* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* 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