**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. Positions at this level may supervise student or support employees.

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 to improve efficiency and effectiveness.
* Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

**INDEPENDENCE AND 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 employees within the unit.

**Job Template**

**GENERAL SUMMARY**

Advises and assists in developing, implementing, and administering student-oriented educational, social, and recreational programs and special events.

**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.*

* Develops, coordinates, implements, and schedules programs of a curricular nature.
* Coordinates administrative and technical support as well as program logistics for program faculty, staff, and students.
* Responds to inquiries from students, faculty, and others regarding program policies, procedures, and requirements, making referrals as appropriate.
* Assists in developing, planning, and coordinating special events.
* Works closely with faculty/departments specific to their programming. Liaises with departments to ensure quality advising and program development.
* Assists and advises students and student organizations regarding program planning, use of facilities, program arrangements, services, and available equipment.
* Conducts studies, gathers data, evaluates information, and prepares reports for student programs and services.
* Explains and monitors compliance with University policies and procedures pertaining to student activities.
* Delivers workshops, seminars, and presentations to instruct, inform and/or train others in an area of specialization.
* Assists in developing and designing various informational and promotional materials and publications about student activities, student affairs, and the campus in general.
* Processes and maintains necessary paperwork, records, and files required to support events and programs.
* Leads student employees and staff as assigned.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Bachelor’s degree in related field.
* Three to four years of related professional experience.

**COMPETENCIES**

**Knowledge of:**

* Event planning best practices
* Creating and implementing community and campus service projects
* Student leadership development and training techniques
* Administrative and office operations and compliance
* Microsoft Office and related software applications

**Skill in:**

* Planning and organization
* Understanding students and fostering student success
* Developing and maintaining effective and appropriate working relationships
* Critical thinking, problem solving and analysis

**Ability to:**

* Perform and coordinate administrative functions
* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Develop and oversee program operations
* Provide educational support and advice to participants
* Process and maintain paperwork, records, and files
* 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