**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**

Oversees staff development and monitors policy compliance. Responsible for the coordination and delivery of student programs and learning objectives, focusing on designated specialty program(s) in specified area or department.

**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.*

* Manages the work of assigned personnel, including assigning and reviewing work, providing guidance, and conducting performance evaluations.
* Plans, implements, and manages the operation and delivery of assigned program. Implements and enforces departmental and University policies and procedures.
* Liaises with University constituents to maintain and develop programming partnerships and logistics for events.
* Collaborates with internal and external departments on joint programs or projects. Assesses risk for all programmatic activities.
* Performs office management duties for the program. Coordinates and monitors the processing of necessary paperwork and maintenance of records and filing system to support program.
* Makes budget recommendations and monitors approved budget and expenditures; assists in identifying resources and funding sources as needed.
* Plans and organizes workshops, training programs, courses, program curricula, and training materials, in accordance with program goals.
* Serves as a resource to students, staff, and others on matters relating to program policies, procedures, and activities.
* Collects and analyzes program data and participates in evaluating program effectiveness. Identifies problems and makes necessary changes.
* Engages in public relations and promotional activities for the program. Implements recruiting and promotional strategies, in area of responsibility.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Master’s degree in related field.
* Four years of related experience.

**COMPETENCIES**

**Knowledge of:**

* Principles and practices of employee supervision in a unionized environment
* Risk management practices and procedures
* Applicable federal and state laws, guidelines, and regulations
* Principles and practices of administrative and budget management
* Theories and practices of college student development
* Microsoft Office and related software applications

**Skill in:**

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

**Ability to:**

* Assess and report data within administrative area
* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Respond to and manage student crises
* Develop performance measures to gauge effectiveness of administrative area
* Plan and organize workshops, training courses, curricula, and training materials
* 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