**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**

Facilitates administrative and business services and special projects of designated department.

**REPORTING RELATIONSHIPS AND TEAM WORK**

Works under direction of a manager. Serves as an authority on administrative matters. Leads professional and non-professional staff, as well as business and/or administrative operations of a large department of cross-disciplinary services.

**ESSENTIAL DUTIES & 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.*

* Serves as a primary advisor regarding policies, long-range planning, strategies, and goals.
* Performs office management duties for the program. Determines workflow, monitors and processes necessary paperwork and maintenance of records and filing system.
* Reviews departmental administrative policies, procedures, and workflow for efficiency and effectiveness; recommends and implements additional policies, procedures, and improvements.
* Prepares and monitors departmental budget. Monitors and approves expenditures.
* Devises, modifies, and/or supervises the maintenance and coordination of complex filing systems, records, and mailings.
* Ensures compliance with University and State of Connecticut rules, policies, and procedures regarding financial responsibilities.
* Prepares comprehensive analyses and recommendations for administrative decision-making.
* Creates and monitors requisitions, purchase orders, receipt of goods, and related billings.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

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

*An equivalent combination of education and experience may be substituted for the degree and years requirement.*

**COMPETENCIES**

**Knowledge of:**

* Principles and practices of employee supervision
* Audit/reconciliation procedures
* Budget preparation and management
* University procurement procedures
* Microsoft Office and related software applications

**Skill in:**

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

**Ability to:**

* Prepare clear and concise reports
* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Coordinate staff engaged in multi-step processing, troubleshooting, and data reconciliation
* Maintain complex records and organize 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