

Job Template: Administrative Program Support 1

Occupational Group	Administrative Services						
Job Family	Administrative Programs/Services						
Job Path	Administrative Program Professional						
Job Title	Administrative Program Support 1						
Job Code	B01000	FLSA Status	N	Job Category	P	Job Level	1

P1: 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.

Incumbents:

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Assignments tend to be reoccurring and work outputs generally are delivered in a prescribed form/format.
- May alter the order in which work or a procedure is performed to improve efficiency and effectiveness.

INDEPENDENCE AND DECISION-MAKING

→ *Supervision Received*

- Works under supervision.
- Progress and outcomes are reviewed for consistency with instructions and established procedures.

→ *Context of Decisions*

- Determines the process of how work is to be done based on precedent, practice, and existing policy at the unit/office level.

→ *Job Controls*

- Receives some instructions with respect to details of most work assignments.

COMPLEXITY AND PROBLEM SOLVING

→ *Course of Resolution*

- Resolutions are typically generated by utilizing existing procedures or practice.
- Typically, problems can be quickly and relatively easily resolved.

Job Template: Administrative Program Support 1

Occupational Group	Administrative Services						
Job Family	Administrative Programs/Services						
Job Path	Administrative Program Professional						
Job Title	Administrative Program Support 1						
Job Code	B01000	FLSA Status	N	Job Category	P	Job Level	1

→ *Measure of Creativity*

- Tasks or activities are reoccurring with emphasis typically on precision and timeliness of execution

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 indirectly promote the general welfare of students, faculty and staff, and safeguard the institution by playing an important role within a process.

Job Template: Administrative Program Support 1

Occupational Group	Administrative Services						
Job Family	Administrative Programs/Services						
Job Path	Administrative Program Professional						
Job Title	Administrative Program Support 1						
Job Code	B01000	FLSA Status	N	Job Category	P	Job Level	1

Job Template

GENERAL SUMMARY

Provides assistance to managers, supervisors, and other personnel in routine administrative tasks for a designated office.

REPORTING RELATIONSHIPS AND TEAM WORK

Works under supervision of a supervisor or manager.

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.

- Provides general office support, including answering phones, responding to inquiries, and directing calls.
- Coordinates a variety of data processing functions central to the department needs; schedules and produces routine computer reports.
- Reviews records and data for accuracy, reconciles differences, and works with other staff and university offices to identify errors and make corrections.
- Maintains schedules for managers, supervisors, and other personnel. Schedules conference and day-to-day travel for the department and processes reimbursements.
- Compiles data and prepares statistical reports used to monitor or assess department activities, programs, and services or project future needs.
- Monitors office supply inventory and coordinates maintenance for office equipment.
- Maintains records and prepares necessary reports.
- Assists in preparation of budgets and monitors expenditures.
- Performs related work as required.

MINIMUM QUALIFICATIONS

- Associate's degree in related field.
- Two to three years of related experience.

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

Job Template: Administrative Program Support 1

Occupational Group	Administrative Services						
Job Family	Administrative Programs/Services						
Job Path	Administrative Program Professional						
Job Title	Administrative Program Support 1						
Job Code	B01000	FLSA Status	N	Job Category	P	Job Level	1

COMPETENCIES

Knowledge of:

- Recordkeeping systems
- Computer programming methods
- Data organization and management
- Basic accounting principles
- 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 work for data processing and maintain working files and production records
- Communicate effectively through both oral and written means
- Maintain records and prepare reports
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Learn new skills and be flexible
- 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

Job Template: Administrative Program Support 2

Occupational Group	Administrative Services						
Job Family	Administrative Programs/Services						
Job Path	Administrative Program Professional						
Job Title	Administrative Program Support 2						
Job Code	B01001	FLSA Status	E	Job Category	P	Job Level	2

P2: 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.

Incumbents:

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Tend to have assignments that are reoccurring and work outputs generally are delivered in a prescribed form/format.
- Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
- May 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 Received*

- Works under general supervision.
- Periodic checks on accuracy, quality, and timeliness of outcomes.

→ *Context of Decisions*

- Independently develops how work is to be done based on precedent, practice, and existing policy at the unit/office levels.

→ *Job Controls*

- Possess the latitude to adjust the work processes or methods to effectively and efficiently manage their work assignments.
- Guided by general procedures and professional norms.

Job Template: Administrative Program Support 2

Occupational Group	Administrative Services						
Job Family	Administrative Programs/Services						
Job Path	Administrative Program Professional						
Job Title	Administrative Program Support 2						
Job Code	B01001	FLSA Status	E	Job Category	P	Job Level	2

COMPLEXITY AND PROBLEM SOLVING

→ *Range of issues*

- Problems tend to be modestly technical or operational.

→ *Course of Resolution*

- Performs comparisons, verifications, reconciliations, compilations, etc. and such of data, program or student services/practices, or operational/staff output.
- Understands the end product/outcome and where to send and receive information and materials to fulfill the assigned responsibilities.

→ *Measure of Creativity*

- Once problems are identified, solutions generally can be resolved using conventional or standard procedures.
- Most of the obstacles, issues, or concerns can be handled with established practice and policy.

COMMUNICATION EXPECTATIONS

→ *Manner of Delivery and Content*

- Regularly provides information on finished materials to others.

SCOPE AND MEASURABLE EFFECT

- Actions typically 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 indirectly promote the general welfare of students, faculty and staff, and safeguard the institution by playing an important role within a process.

Job Template: Administrative Program Support 2

Occupational Group	Administrative Services						
Job Family	Administrative Programs/Services						
Job Path	Administrative Program Professional						
Job Title	Administrative Program Support 2						
Job Code	B01001	FLSA Status	E	Job Category	P	Job Level	2

Job Template

GENERAL SUMMARY

Performs office coordination duties. Facilitates workflow and the processing of administrative paperwork for a designated department.

REPORTING RELATIONSHIPS AND TEAM WORK

Works under general supervision of a supervisor or manager.

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.

- Writes and/or edits and disseminates informational, promotional, and occasional technical materials to support program activities.
- Serves as a resource to students, staff, faculty, and others on matters relating to administrative procedures and on some matters relating to program specialty.
- Reviews records and data for accuracy, reconciles differences, and works with other staff and university offices to identify errors and make corrections.
- Maintains schedules for managers, supervisors, and other personnel. Schedules conference and day-to-day travel the department and processes reimbursements.
- Maintains and monitors department/unit budget and records. Monitors and approves routine expenditures.
- Compiles data and prepares statistical reports used to monitor or assess department activities, programs, and services or project future needs.
- Assists in the maintenance and modification of complex filing and record keeping systems.
- Monitors office supply inventory and coordinates maintenance for office equipment.
- Maintains records and prepares necessary reports.
- Maintains schedules for managers, supervisors, and other personnel. Schedules conference and day-to-day travel the department and processes reimbursements.
- Stays abreast of changes to university policies and procedures and provides education and outreach in regards to policies.
- Performs related work as required.

Job Template: Administrative Program Support 2

Occupational Group	Administrative Services						
Job Family	Administrative Programs/Services						
Job Path	Administrative Program Professional						
Job Title	Administrative Program Support 2						
Job Code	B01001	FLSA Status	E	Job Category	P	Job Level	2

MINIMUM QUALIFICATIONS

- Bachelor’s degree in related field.
- Two years of related experience.

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

COMPETENCIES

Knowledge of:

- Recordkeeping systems
- Computer programming methods
- Data organization and management
- Basic accounting principles
- University policies and procedures
- Microsoft Office and related software applications

Skill in:

- Planning and organization
- Developing and maintaining effective and appropriate working relationships
- Website maintenance
- Written and verbal communication
- Critical thinking, problem solving and analysis

Ability to:

- Prepare work for data processing and maintain working files and production records
- Maintain records and prepare reports
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Perform multi-step processing, troubleshooting, and data reconciliation
- 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

Job Template: Administrative Program Support 3

Occupational Group	Administrative Services						
Job Family	Administrative Programs/Services						
Job Path	Administrative Program Professional						
Job Title	Administrative Program Support 3						
Job Code	B01002	FLSA Status	E	Job Category	P	Job Level	3

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 Received*

- 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.

Job Template: Administrative Program Support 3

Occupational Group	Administrative Services						
Job Family	Administrative Programs/Services						
Job Path	Administrative Program Professional						
Job Title	Administrative Program Support 3						
Job Code	B01002	FLSA Status	E	Job Category	P	Job Level	3

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: Administrative Program Support 3

Occupational Group	Administrative Services						
Job Family	Administrative Programs/Services						
Job Path	Administrative Program Professional						
Job Title	Administrative Program Support 3						
Job Code	B01002	FLSA Status	E	Job Category	P	Job Level	3

Job Template

GENERAL SUMMARY

Assists in managing the business functions for an operation with narrow to moderate authority. Performs office management duties.

REPORTING RELATIONSHIPS AND TEAM WORK

Works under limited supervision of a supervisor or manager.

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.

- Conducts regular process optimization and improvement evaluations of administrative, financial, and facility functions.
- Participates in planning and developing administrative and program activities.
- Plans, coordinates, and executes events to include space, food, publicity, travel, and other technical and administrative logistics.
- Serves as a resource to students, staff, faculty, and others on matters relating to administrative procedures and on some matters relating to program specialty.
- Reviews records and data for accuracy, reconciles differences, and works with other staff and university offices to identify errors and make corrections.
- Maintains schedules for managers, supervisors, and other personnel. Schedules conference and day-to-day travel the department and processes reimbursements.
- Assists in preparing operating budget. Maintains and monitors department/unit budget and records. Monitors and approves routine expenditures.
- Compiles data and prepares reports used to monitor or assess department activities, programs, and services or project future needs.
- Oversee the maintenance and modification of complex filing and record keeping systems.
- Maintains records and prepares necessary reports.
- Stays abreast of changes to University policies and procedures and provides education and outreach in regards to policies.
- Performs related work as required.

Job Template: Administrative Program Support 3

Occupational Group	Administrative Services						
Job Family	Administrative Programs/Services						
Job Path	Administrative Program Professional						
Job Title	Administrative Program Support 3						
Job Code	B01002	FLSA Status	E	Job Category	P	Job Level	3

MINIMUM QUALIFICATIONS

- Bachelor's degree in related field.
- Three to four years of related experience.

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

COMPETENCIES

Knowledge of:

- Recordkeeping systems
- Computer programming methods
- Data analysis and management
- Basic accounting and budgeting principles
- University policies and procedures
- Microsoft Office and related software applications
- applications

Skill in:

- Planning and organization
- Developing and maintaining effective and appropriate working relationships
- Website maintenance
- Critical thinking, problem solving and analysis

Ability to:

- Prepare work for data processing and maintain working files and production records
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Perform multi-step processing, troubleshooting, and data reconciliation
- Assemble and organize data and prepare reports
- 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

Job Template: Administrative Program Support 3

Occupational Group	Administrative Services						
Job Family	Administrative Programs/Services						
Job Path	Administrative Program Professional						
Job Title	Administrative Program Support 3						
Job Code	B01002	FLSA Status	E	Job Category	P	Job Level	3

Job Template: Administrative Program Support 4

Occupational Group	Administrative Services						
Job Family	Administrative Programs/Services						
Job Path	Administrative Program Professional						
Job Title	Administrative Program Support 4						
Job Code	B01003	FLSA Status	E	Job Category	P	Job Level	4

P4: 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 Received*

- Works under direction.

→ *Context of Decisions*

- Decisions should involve selecting an approach from among alternatives, timing when certain tasks should be performed, determining how to best use available resources, and other similar choices.
- Decisions require more coordination and collaboration among different sources, taking into consideration the roles and impact on work outside the immediate organization.

→ *Job Controls*

- Has the latitude to make decisions on projects that they are accountable for delivering on.
- Free to plan and carry out all phases of work assignments.

Job Template: Administrative Program Support 4

Occupational Group	Administrative Services						
Job Family	Administrative Programs/Services						
Job Path	Administrative Program Professional						
Job Title	Administrative Program Support 4						
Job Code	B01003	FLSA Status	E	Job Category	P	Job Level	4

COMPLEXITY AND PROBLEM SOLVING

→ *Range of issues*

- Assignments are defined as less reoccurring or cyclical tasks, and primarily consist of development or refinement of programmatic or administrative objectives.

→ *Course of Resolution*

- Resolution and project completion require substantial planning and scheduling within the department in order to obtain and align resources when and where needed.

→ *Measure of Creativity*

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

COMMUNICATION EXPECTATIONS

→ *Manner of Delivery and Content*

- Regularly provides information on finished materials to others.
- Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer's views.

SCOPE AND MEASURABLE EFFECT

- Incumbents may supervise a small homogenous department, with proportionate responsibility to perform daily responsibilities similar to the work of subordinate staff.
- Actions typically 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 are typically designated as a lead or frequently assigned project leadership roles within a specific administrative/programmatic function or specialty area.
- Generally, have a more direct impact on a larger action or process, such as serving as an approver in a process, where the process is “owned” by a different work unit.

Job Template: Administrative Program Support 4

Occupational Group	Administrative Services						
Job Family	Administrative Programs/Services						
Job Path	Administrative Program Professional						
Job Title	Administrative Program Support 4						
Job Code	B01003	FLSA Status	E	Job Category	P	Job Level	4

Job Template

GENERAL SUMMARY

Serves as the department/unit head's agent for administrative and business matters.

REPORTING RELATIONSHIPS AND TEAM WORK

Works under direction of a manager. Leads professional and non-professional staff, as well as business and/or administrative operations of a moderate sized 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.”

- Represents the department/division head to all levels of University officials, outside agencies and others, with authority to act in behalf of the department/unit head.
- Advises and assists department/unit head on the full range of complex administrative and business matters related to programs and activities.
- Serves as a principle source of information regarding the interpretation and application of policies and regulations governing department/unit activities and programs.
- Establishes internal operating procedures and makes changes as needed to improve efficiency or effectiveness.
- Develops and makes recommendations for budget requests and manages approved budget. Approves expenditures and serves as an authoritative source of budget and fiscal information.
- Oversees a system of accounting and fiscal record keeping in accordance with standard accounting practice.
- Compiles data and information from a variety of sources to generate and prepare narrative and informational reports.
- Engages in public relations and promotional activities. Facilitates and assists in planning meetings, conferences, and events.
- Performs related work as required.

Job Template: Administrative Program Support 4

Occupational Group	Administrative Services						
Job Family	Administrative Programs/Services						
Job Path	Administrative Program Professional						
Job Title	Administrative Program Support 4						
Job Code	B01003	FLSA Status	E	Job Category	P	Job Level	4

MINIMUM QUALIFICATIONS

- Bachelor’s degree in related field.
- Four to five years of related experience.

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
- Principles and practices of budget development and monitoring
- University, Federal, and State rules and regulations governing all relevant aspects of contracts and affiliation agreements
- Microsoft Office and related software applications

Skill in:

- Planning and organization
- Project management
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

Ability to:

- Interpret complex records, assemble and organize data of a complex nature, and prepare and submit reports in appropriate formats
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Create operational workflows and systems
- 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

Job Template: Senior Administrative Program Support

Occupational Group	Administrative Services						
Job Family	Administrative Programs/Services						
Job Path	Administrative Program Professional						
Job Title	Senior Administrative Program Support						
Job Code	B01004	FLSA Status	E	Job Category	P	Job Level	5

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 Received*

- 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.

Job Template: Senior Administrative Program Support

Occupational Group	Administrative Services						
Job Family	Administrative Programs/Services						
Job Path	Administrative Program Professional						
Job Title	Senior Administrative Program Support						
Job Code	B01004	FLSA Status	E	Job Category	P	Job Level	5

→ *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: Senior Administrative Program Support

Occupational Group		Administrative Services					
Job Family		Administrative Programs/Services					
Job Path		Administrative Program Professional					
Job Title		Senior Administrative Program Support					
Job Code	B01004	FLSA Status	E	Job Category	P	Job Level	5

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.

Job Template: Senior Administrative Program Support

Occupational Group	Administrative Services						
Job Family	Administrative Programs/Services						
Job Path	Administrative Program Professional						
Job Title	Senior Administrative Program Support						
Job Code	B01004	FLSA Status	E	Job Category	P	Job Level	5

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