**M7: Level Standards**

**GENERAL ROLE**

This level is accountable for providing management of a moderate- to notably-sized department charged with providing a variety of cross-disciplinary services. Incumbents should have oversight of professional and non-professional staff, as well as business and/or administrative operations. Positions at this level do not exclusively serve as the supervisory level to only student employees.

Incumbents:

* Modify practices and procedures to improve efficiency and quality of service delivered by subordinate staff.
* Research and apply better ways to effectively achieve end results by, for example, arranging/rearranging the way work is performed, changing elements of processes, and adding or deleting new or unnecessary capabilities/functionalities for subordinate staff, as needed.
* Set staff objectives, immediate- and/or long-term, as a means to fulfill departmental or division initiatives.
* Provide analytical, technical, and advisory support to more senior members within the same disciplinary track
* May determine how to achieve directives set by directors, at a department level.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* Works under general direction.
* Seeks assistance only when unique situations arise, coupled with financial impact to the division, and political consequence.

*🡪 Context of Decisions*

* Work is focused on and regulated by specific division goals and milestones.

*🡪 Job Controls*

* Incumbents act based on own judgement as long as actions adhere to division policies and operating procedures, and remain focused on the division and departmental objectives.
* Subject to managerial controls through conferences, review of reports, and occasional departmental visits.
* Managerial controls are exercised on incumbents for matters of policy development and coordination, intermediate- and long-range planning, budgetary, and human resources based matters.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Problems are unique and unexpected.
* Challenges for problems arise due to lack of precedent or policy at a division or University level.

*🡪 Course of Resolution*

* Problems require response/adaptation to changing conditions or circumstances, necessitating enterprise and new approaches.
* Problem resolution should frequently require collaboration and coordination with units internal to the division, with occasional collaboration and coordination outside the division.

*🡪 Measure of Creativity*

* Incumbents are required to develop new policy for approval and conceptualize an implementation plan for new procedures or processes due to the new policy.

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Deliver statements and information in a combined persuasive and motivational fashion to subordinate staff, departmental and University administrators, and the campus community as a whole.

**SCOPE AND MEASURABLE EFFECT**

* Manage a department of notable size, complexity, and significance that, in part, directly affects how well the organization to which the department belongs operates.
* Actions regularly affect a department or a project outcome with division-wide impact.
* Actions generally have a direct impact on controlling such things as program scope, staff size and nature of work, scope of services, operating budget, etc.
* Actions may have high-risk financial, compliance, political or safety implications.
* Performance results tend to related to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

**Job Template**

**GENERAL SUMMARY**

Provides supervision over major functions in a designated department, including financial management. Plans and implements departmental administrative and business operations programs and goals, serving as the primary advisor for policies, planning, and strategies.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under the general direction of a manager. Manages professional and non-professional staff, as well as business and/or administrative operations of a large-sized department of cross-disciplinary services.

**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.*

* Oversees the planning and implementation of administrative programs and/or departmental services and activities and is responsible for the day-to-day delivery of business and administrative services.
* Directs the day-to-day operation and administration of departmental administrative services in accordance with program goals and objectives.
* Supervises the work of assigned personnel, including assigning and reviewing work, providing guidance, and conducting performance evaluations.
* Leads administrative planning and evaluation of policies, procedures, and services. Interprets policies and procedures to assigned staff.
* Manages, and is responsible for, the effectiveness of administrative programs in designated area(s) of responsibility.
* Plans and implements administrative program services and activities and supervises the day-to-day delivery of program content.
* Facilitates work between units within and outside the division to ensure continuity of programmatic services.
* Develops departmental budget in conjunction with top leadership. Monitors and approves expenditures. Supervises staff engaged in maintaining and monitoring financial records.
* Accountable for and supervises staff engaged in maintaining administrative records. Prepares annual and other periodic reports utilizing statistical data.
* Plans, organizes, and administers workshops, training programs, courses, and program curricula, 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 changes.
* Manages short and long-term projects to implement administrative changes, requiring identifying and coordinating the delivery of different duties for the larger work process between external work.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Bachelor’s degree in related field.
* Eight years of related experience. One year must be serving as a supervisor of a moderate-sized department or unit charged with carrying out cross-disciplinary tasks or functions.

OR

* Master’s degree in related field.
* Six years of related experience. One year must be serving as a supervisor of a moderate-sized department or unit charged with carrying out cross-disciplinary tasks or functions.

**COMPETENCIES**

**Knowledge of:**

* Several business and/or administrative processes
* Principles and practices of employee supervision, considerable understanding required
* Principles and practices of budgeting and accounting
* University purchasing policies
* Financial management and planning
* Federal, state, and local policies and regulations
* Microsoft Office and related software applications

**Skill in:**

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

**Ability to:**

* Ensure compliance with policies and regulations
* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Plan and organize workshops, training courses, and curricula
* Produce financial reports and maintain accurate records
* 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