**M5: Level Standards**

**GENERAL ROLE**

This level is the first full level of managing. Incumbents may initiate and communicate a variety of staffing actions (i.e. performance review and scheduling). These positions generally supervise a small number of staff.

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, interpreting and ensuring consistent application of organizational policies.

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.
* Distributes work and monitors workload among staff.

**DECISION MAKING**

*🡪 Supervision Receive*d

* Works under direction
* Seeks supervisory 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, which include the oversight of staff
* Given the latitude to make daily operational decisions

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Problems arise from normal departmental operations

*🡪 Course of Resolution*

* Identifies issues and gathers facts
* Must understand the smallest details of a circumscribed area

*🡪 Measure of Creativity*

* Problems can be resolved within provided guidelines

**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:

* + Supervise a small homogenous department, with proportionate responsibility to perform daily responsibilities similar to the work of subordinate staff.

 OR

* Supervise 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**

Ensures facilities are in compliance with federal and state policies and procedures. Ensures employees are following federal, state, and University safety guidelines. Manages animal care activities and facilities for research projects.

**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.
* Manages daily operations, including animal health, breeding, feeding, and culling decisions.
* Plans and implements programs of general care for animals used for research and instructional purposes. Monitors compliance with animal care regulations including federal regulations, approved research protocols, and standards of health.
* Coordinates maintenance and upgrading of animal facilities and related equipment. Makes recommendations for changes to ensure compliance with departmental needs and schedules.
* Makes recommendations and implements policies or standards for safety of both employees and animals used in research.
* Develops and maintains record keeping systems to support the program. Coordinates and monitors the processing of necessary paperwork and prepares reports and future budget recommendations.
* Ensures appropriate inventory of animal care supplies.
* Coordinates animal and facility use with researchers.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Bachelor’s degree in related field.
* Six years of related experience.

**COMPETENCIES**

**Knowledge of:**

* Principles and practices of employee supervision
* Federal regulations regarding animal maintenance, handling, restraint, and other standards of animal care
* Standard laboratory practices and research protocols
* Microsoft Office and related software applications

**Skill in:**

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

**Ability to:**

* Prepare and maintain accurate records and reports
* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Operate applicable equipment and machinery
* Maintain breeding programs for a variety of animal species and academic needs
* 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