**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**

Oversees all business operations of a designated department or program through planning and organizing activities such as: budgeting; training, supervising, and scheduling staff; office administration; decision-making; and policy and procedure development and compliance.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Work under direction of a supervisor or manager. Serves a lead worker to employees who perform similar functions.

**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.*

* Supervises day-to-day department or program operations. Assists students, staff, faculty, and others on a wide range of administrative and fiscal matters.
* Oversees compliance and contracts for departmental programs and initiatives.
* Prepares the departmental budget; manages approved budget and makes decisions related to the appropriateness of requested expenditures; oversees purchase and payment requisitions and reconciliations.
* Implements and monitors bookkeeping and fiscal procedures for department.
* Prepares financial reports as appropriate to meet federal, state, university, and departmental regulations and requirements.
* Reviews departmental administrative policies and procedures for efficiency and effectiveness; develops and implements additional policies, procedures, and improvements.
* Devises, modifies, and/or supervises the maintenance and coordination of complex filing systems, records, and mailings.
* Serves as a liaison between the department and other University offices and represents the department/unit to other University and external offices and agencies.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

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

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

**COMPETENCIES**

**Knowledge of:**

* Principles and practices of employee supervision
* Principles and practices of record- and bookkeeping
* Principles and practices of budget management and business operations
* University policies related to administration of assigned department
* Microsoft Office and related software applications

**Skill in:**

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

**Ability to:**

* Develop and maintain organizational structures and systems
* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Develop and implement policy and protocol
* Produce detailed reports and analyses
* Generate fiscal reports, forecast expenses, and perform trend analysis to help plan and prioritize business operations
* 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