**M5: Level Standards**

**GENERAL ROLE**

This level is the first with the primary function of managing employees. Incumbents may initiate and communicate a variety of staffing actions.

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, and interpreting and ensuring consistent application of organizational policies. Positions at this level do not exclusively serve as the supervisory level to only student employees.

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.
* Distribute work and monitor workload among staff.

**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, including the oversight of staff.
* 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.

Understands the smallest details of an assigned area.

*🡪 Measure of Creativity*

* Problems can be resolved within provided guidelines.
* Problems are not amenable to strict technical resolution, requiring innovative thinking.

**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:

* + Manage a small homogenous department.

OR

* Manage 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**

Under the direction of a manager, provides program management, program development and oversees day-to-day delivery of program content for an academic department or program. This position is responsible for providing administrative management including supervising, training, evaluating, and assigning work to lower-level and student staff. Monitors the administration and coordination of training and research in support of the University's academic mission.

**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.*

* Plans and implements program services and activities in accordance with program goals and objectives, and supervises the day-to-day delivery of program content. Monitors program’s compliance with University policies and procedures.
* Trains, supervises, evaluates, and coordinates the activities of program staff. Determines work schedules and assignments to most effectively meet program needs.
* Performs office management duties for the program. Directs workflow, coordinates and monitors the processing of necessary paperwork and maintenance of records and filing system.
* Makes budget recommendations and monitors approved budget and expenditures. Assists in identifying resources and funding sources as needed.
* Plans and organizes workshops, training programs, courses, program curricula and training materials, in accordance with program goals.
* Serves as a resource to students, staff, faculty, and others on matters relating to program policies, procedures, and activities.
* Engages in public relations and promotional activities for the program. Implements recruiting and promotional strategies, in area of responsibility.
* Participates in planning, development, design, and evaluation of program activities. Collects and analyzes program data and participates in evaluating program effectiveness.
* Contributes to planning outreach programs, conferences, meetings, and seminars.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

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

**COMPETENCIES**

**Knowledge of:**

* Principles and practices of employee supervision
* Financial management and planning
* Principles and practices of effective student interaction
* Various educational principles
* Microsoft Office and related software applications

**Skill in:**

* Planning and organization
* Written and verbal communication
* Interpreting and applying complex rules, policies, and regulations
* Developing and maintaining effective and appropriate working relationships
* Critical thinking, problem solving and analysis

**Ability to:**

* Plan and organize workshops/training courses/curricula and training materials appropriate to program
* Maintain and research databases and records
* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* 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