**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**

Under the direction of a manager, develops and delivers program content for a student service department or program. This position serves as a highly specialized and advanced resource for program content and the provision of programmatic services. Responsible for the coordination and delivery of student programs and learning objectives, focusing on designated specialty program(s) in specified area or department.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under direction of a manager. Serves as a highly advanced resource for programmatic subject matter.

**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.*

* Assesses programmatic needs and delivers program services and activities in accordance with program goals and objectives. Monitor’s compliance with departmental and University policies and procedures.
* Participates in planning, development, design, and evaluation of program activities. Collects and analyzes program data and participates in evaluating program effectiveness.
* Serves as a primary resource to students, staff, and others on programmatic policies, procedures, and activities.
* Liaises with University constituents to maintain and develop programming partnerships and logistics for events.
* Collaborates with internal and external departments on joint programs or projects.
* Performs office management duties for the program. Determines workflow, monitors and processes 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.
* Coordinates workshops, training programs, courses, program curricula, and training materials, in accordance with program goals.
* Collects and analyzes program data and participates in evaluating program effectiveness. Identifies problems and makes necessary changes.
* Engages in public relations and promotional activities for the program, in area of responsibility.
* Assists in 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.

OR

* Master’s degree in related field.
* Four years of related experience.

**COMPETENCIES**

**Knowledge of:**

* Principles and practices of employee supervision in a unionized environment
* Risk management practices and procedures
* Applicable federal and state laws, guidelines, and regulations
* Principles and practices of administrative and budget management
* Theories and practices of college student development
* Microsoft Office and related software applications

**Skill in:**

* Classroom management
* Planning and organization
* Understanding students and fostering student success
* Developing and maintaining effective and appropriate working relationships
* Critical thinking, problem solving, analysis, and decision making

**Ability to:**

* Assess and report data within administrative area
* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Respond to and manage student crises
* Develop performance measures to gauge effectiveness of administrative area
* Plan and organize workshops, training courses, curricula, and training materials
* 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