**P4: Level Standards**

**GENERAL ROLE**

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence. Positions at this level may supervise student or support employees.

Incumbents:

* Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
* Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
* Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* Works under direction.

*🡪 Context of Decisions*

* Decisions should involve selecting an approach from among alternatives, timing when certain tasks should be performed, determining how to best use available resources, and other similar choices.
* Decisions require more coordination and collaboration among different sources, taking into consideration the roles and impact on work outside the immediate organization.

*🡪 Job Controls*

* Has the latitude to make decisions on projects that they are accountable for delivering on.
* Free to plan and carry out all phases of work assignments.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Assignments are defined as less reoccurring or cyclical tasks, and primarily consist of development or refinement of programmatic or administrative objectives.

*🡪 Course of Resolution*

* Resolution and project completion require substantial planning and scheduling within the department in order to obtain and align resources when and where needed.

*🡪 Measure of Creativity*

* Problems are not amenable to strict technical resolution, requiring innovative thinking.

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Regularly provides information on finished materials to others.
* Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer's views.

**SCOPE AND MEASURABLE EFFECT**

* Incumbents may supervise a small homogenous department, with proportionate responsibility to perform daily responsibilities similar to the work of subordinate staff.
* Actions typically affect an individual, item, event, or incident, etc.
* Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
* Incumbents are typically designated as a lead or frequently assigned project leadership roles within a specific administrative/programmatic function or specialty area.
* Generally have a more direct impact on a larger action or process, such as serving as an approver in a process, where the process is “owned” by a different work unit.

**Job Template**

**GENERAL SUMMARY**

Responsible for day-to-day administration of student programs or service areas. Leads and trains staff, advises students, and develops, implements, and coordinates student development programs.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under direction of a supervisor or manager. Serves as 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.*

* Coordinates and leads administrative and technical support for program faculty, staff, and students. Resolves day-to-day administrative and logistical problems.
* Oversees general office operations. Processes and maintains necessary paperwork and records, including financial records and files required to support program.
* Assists in planning outreach programs, conferences, meetings, and seminars; may create and present training and outreach materials.
* Compiles program and student data and prepares reports to aid in evaluating student progress and program effectiveness. Recommends changes or improvements.
* Responds to inquiries from program participants, students, faculty, and others and explains program policies, procedures, and requirements, making referrals as appropriate.
* Assists in the management of external employer recruiting relationships. Researches current job market and hiring trends.
* Coordinates recruitment of students or participants into assigned program. Implements recruiting and promotional strategies and works with target population to develop applicant pool consistent with program goals and objectives, in assigned area of responsibility.
* Assists in identifying resources and funding sources, as needed.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Bachelor’s degree in related field.
* Five years of related work experience. One year of experience must be serving as an advanced team member.

**COMPETENCIES**

**Knowledge of:**

* Theories and practices of college student development
* Department mission and goals
* Career development industry
* Financial reporting structures
* Training and facilitation principles and practices
* Microsoft Office and related software applications

**Skill in:**

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

**Ability to:**

* Provide advice to program participants
* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Interpret educational records and related information
* Perform and coordinate administrative functions
* Plan events and workshops
* Manage records, organize data, and prepare reports
* 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