**M6: Level Standards**

**GENERAL ROLE**

This level is accountable for providing management of a small- to moderate-sized office or department charged with providing a variety of cross-disciplinary services. Incumbents should generally have oversight of professional and non-professional staff, as well as business and/or administrative operations. Positions at this level do not exclusively serve as the supervisory level to only student employees

Incumbents:

* Modify practices and procedures to improve efficiency and quality of services delivered by subordinate staff.
* Ensure policies and procedures are followed and functions are carried out efficiently and correctly.
* Are accountable for setting goals and objectives for staff members to achieve operational objectives and service standards.
* Distribute work and monitor workload among staff.
* Evaluate and monitor the accuracy, quality, quantity, and timeliness of services and activities.
* May develop/enhance processes and procedures to improve efficiency or effectiveness of services, as a means to fulfill departmental or office initiatives.

**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 departmental policy and procedures.
* Understands the smallest details of an assigned area.

*🡪 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 are readily identified but cannot be understood and fixed in simple cause-effect terms.
* Variables affecting the problem are generally known.

*🡪 Course of Resolution*

* Utilizing an understanding of best practices and the way similar units run elsewhere, convincingly recommends, develops, and implements capital and process improvements to the area.

*🡪 Measure of Creativity*

* Problems require integrative solutions such as how technologies, processes, resources, and people all fit together.

**SCOPE AND MEASURABLE EFFECT**

* Serve as a manager of a moderate-sized department or office charged with carrying out cross-disciplinary tasks or functions
* Actions regularly affect a department or an office-centric outcome with departmental impact.
* Actions generally have a direct impact on controlling such things as staff size and nature of work and scope of services.
* Actions may have high-risk compliance or safety implications.
* Performance results tend to relate to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

**Job Template**

**GENERAL SUMMARY**

Provides leadership, development, planning, execution, coordination and evaluation of all student programs for student development. These programs may include student housing, financial aid, administration of Student Union, student events, career counseling, and recruitment.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under general direction of a manager. Manages professional and non-professional staff, as well as business and/or administrative operations of a moderate sized department of cross-disciplinary services.

**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 departmental processes for financial planning, budget, and purchasing within unit.
* Collaborates with university colleagues to develop and implement policy, logistics, and procedures.
* Prepares and executes assessment processes. Utilizes data to improve student processes.
* Serves as an authoritative resource to students, staff, and others on matters relating to program policies, procedures, and activities.
* Counsels and guides applicants regarding academic programs and requirements, eligibility, and options.
* Makes budget recommendations and manages approved budgets for programs or program sub-units. Approves expenditures and prepares budget reports and projections.
* Prepares studies, reports, and recommendations for area of assignment.
* Participates in various committees and advisory groups.
* Engages in public relations and promotional activities for the program. Plans and implements recruiting and promotional strategies, in area of responsibility.
* Plans and organizes special informational programs to promote the University and explain policies, procedures, and programs.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

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

**COMPETENCIES**

**Knowledge of:**

* Student development theory and diversity and inclusion practices
* Contract management principles and practices
* Budget development and management
* Principles and practices of employee supervision
* Microsoft Office and related software applications

**Skill in:**

* Strategic planning and goal setting
* 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:**

* Interpret and explain policies, goals, and issues
* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Plan and organize workshops, training courses, and curricula appropriate to program
* 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