

Job Template: Educational Program Manager 1

Occupational Group	Academic Programs/Services
Job Family	Educational Programs/Services
Job Path	Educational Program Leadership
Job Title	Educational Program Manager 1
Job Category: M	Job Level: 5
FLSA Status: E	Job Code: A10000

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 Received*

- 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.

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→ 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.

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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.

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- 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

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- 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

Job Template: Educational Program Manager 2

Occupational Group	Academic Programs/Services
Job Family	Educational Programs/Services
Job Path	Educational Program Leadership
Job Title	Educational Program Manager 2
Job Category: M	Job Level: 6
FLSA Status: E	Job Code: A10001

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 Received*

- 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*

Job Template: Educational Program Manager 2

Occupational Group	Academic Programs/Services
Job Family	Educational Programs/Services
Job Path	Educational Program Leadership
Job Title	Educational Program Manager 2
Job Category: M	Job Level: 6
FLSA Status: E	Job Code: A10001

- 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.

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Occupational Group	Academic Programs/Services
Job Family	Educational Programs/Services
Job Path	Educational Program Leadership
Job Title	Educational Program Manager 2
Job Category: M	Job Level: 6
FLSA Status: E	Job Code: A10001

Job Template

GENERAL SUMMARY

Provides advanced program management, leads program development and oversees day-to-day delivery of program content for an academic department or program. This position is responsible for supervising a substantial number of professional staff, as well as business and/or administrative operations related to training, research, educational, or counseling programs designed to support the University's research activities, educational outreach services, and the academic curriculum.

REPORTING RELATIONSHIPS AND TEAMWORK

Works under 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.

- Oversees the planning and implementation of program and/or departmental services and activities and is responsible for the day-to-day delivery of program content.
- Directs the day-to-day operation and administration of the program and/or departmental services in accordance with program goals and objectives. Oversees program coordination and logistics and prepares necessary reports.
- Selects, trains, supervises, and evaluates professional staff.
- Develops budget recommendations and manages approved program budget. Identifies funding sources as needed.
- Develops, administers, and evaluates workshops, training programs, courses or curricula, in accordance with program goals.
- Serves as a resource and specialist to students, staff, faculty, and others on matters relating to program policies, procedures, and activities.
- Drafts and prepares reports for submission to internal and external entities.
- Evaluates effectiveness of program services and policies through the collection and analysis of program data. Develops policies and procedures and monitors compliance.

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Job Path	Educational Program Leadership
Job Title	Educational Program Manager 2
Job Category: M	Job Level: 6
FLSA Status: E	Job Code: A10001

- Engages in public relations and promotional activities for the assigned program.
- Performs related work as required.

MINIMUM QUALIFICATIONS

- Master's degree in related field.
- Five years of related experience. One year overseeing large projects OR in a supervisory capacity over a small unit.

COMPETENCIES

Knowledge of:

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

Skill in:

- Planning and organization
- Program development
- Interpreting and applying complex rules, policies, and regulations
- Proposal development and writing
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving, and analysis

Ability to:

- Identify and resolve complex program issues
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Produce reports for university, state, regional, and federal agencies
- Manage financial records at an institute level

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Job Category: M	Job Level: 6
FLSA Status: E	Job Code: A10001

- 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

Job Template: Educational Program Manager 3

Occupational Group	Academic Programs/Services
Job Family	Educational Programs/Services
Job Path	Educational Program Leadership
Job Title	Educational Program Manager 3
Job Category: M	Job Level: 7
FLSA Status: E	Job Code: A10002

M7: Level Standards

GENERAL ROLE

This level is accountable for providing management of a moderate- to notably-sized department charged with providing a variety of cross-disciplinary services. Incumbents should 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 service delivered by subordinate staff.
- Research and apply better ways to effectively achieve end results by, for example, arranging/rearranging the way work is performed, changing elements of processes, and adding or deleting new or unnecessary capabilities/functionalities for subordinate staff, as needed.
- Set staff objectives, immediate- and/or long-term, as a means to fulfill departmental or division initiatives.
- Provide analytical, technical, and advisory support to more senior members within the same disciplinary track
- May determine how to achieve directives set by directors, at a department level.

INDEPENDENCE AND DECISION-MAKING

→ *Supervision Received*

- Works under general direction.
- Seeks assistance only when unique situations arise, coupled with financial impact to the division, and political consequence.

→ *Context of Decisions*

- Work is focused on and regulated by specific division goals and milestones.

→ *Job Controls*

Job Template: Educational Program Manager 3

Occupational Group	Academic Programs/Services
Job Family	Educational Programs/Services
Job Path	Educational Program Leadership
Job Title	Educational Program Manager 3
Job Category: M	Job Level: 7
FLSA Status: E	Job Code: A10002

- Incumbents act based on own judgement as long as actions adhere to division policies and operating procedures, and remain focused on the division and departmental objectives.
- Subject to managerial controls through conferences, review of reports, and occasional departmental visits.
- Managerial controls are exercised on incumbents for matters of policy development and coordination, intermediate- and long-range planning, budgetary, and human resources based matters.

COMPLEXITY AND PROBLEM SOLVING

→ Range of issues

- Problems are unique and unexpected.
- Challenges for problems arise due to lack of precedent or policy at a division or University level.

→ Course of Resolution

- Problems require response/adaptation to changing conditions or circumstances, necessitating enterprise and new approaches.
- Problem resolution should frequently require collaboration and coordination with units internal to the division, with occasional collaboration and coordination outside the division.

→ Measure of Creativity

- Incumbents are required to develop new policy for approval and conceptualize an implementation plan for new procedures or processes due to the new policy.

COMMUNICATION EXPECTATIONS

→ Manner of Delivery and Content

- Deliver statements and information in a combined persuasive and motivational fashion to subordinate staff, departmental and University administrators, and the campus community as a whole

SCOPE AND MEASURABLE EFFECT

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Occupational Group	Academic Programs/Services
Job Family	Educational Programs/Services
Job Path	Educational Program Leadership
Job Title	Educational Program Manager 3
Job Category: M	Job Level: 7
FLSA Status: E	Job Code: A10002

- Manage a department of notable size, complexity, and significance that, in part, directly affects how well the organization to which the department belongs operates.
- Actions regularly affect a department or a project outcome with division-wide impact.
- Actions generally have a direct impact on controlling such things as program scope, staff size and nature of work, scope of services, operating budget, etc.
- Actions may have high-risk financial, compliance, political or safety implications.
- Incumbents' actions generally have a direct impact on controlling such things as program scope, staff size and nature of work, scope of services, operating budget, etc.
- Incumbents' actions may have high risk financial, compliance, political or safety implications.
- Performance results tend to related to efficiency, degree of waster/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

Job Template: Educational Program Manager 3

Occupational Group	Academic Programs/Services
Job Family	Educational Programs/Services
Job Path	Educational Program Leadership
Job Title	Educational Program Manager 3
Job Category: M	Job Level: 7
FLSA Status: E	Job Code: A10002

Job Template

GENERAL SUMMARY

Provides advanced program management, supervises program development, and oversees day-to-day delivery of program content for an academic department or program. This position is responsible for supervising a substantial number of professional staff, as well as business and/or administrative operations related to training, research, educational, or counseling programs designed to support the University's research activities, educational outreach services, and the academic curriculum.

REPORTING RELATIONSHIPS AND TEAMWORK

Works under the general direction of a manager. Supervises professional and non-professional staff, as well as educational program business and/or administrative operations of a large sized department with 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.

- Oversees the planning and implementation of educational programs and/or departmental services and activities and is responsible for the day-to-day delivery of program content.
- Directs the day-to-day operation and administration of the program and/or departmental services in accordance with program goals and objectives. Possess accountability for program coordination and logistics.
- Facilitates work between units within and outside the division to ensure continuity of programmatic services.
- Selects, trains, supervises, and evaluates professional staff.
- Develops budget recommendations and manages approved program budget. Identifies funding sources as needed.
- Screens applicants for admission to program and assists in making admission decisions.
- Recruits qualified students or participants into the program through promotional activities and contact with target population; assesses educational need of target population and recommends courses of action to meet those needs.

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- Develops, administers, and evaluates workshops, training programs, courses or curricula, in accordance with program goals.
- Oversees training and research activities conducted through the program.
- Responsible for the public relations and promotional activities of the program, including planning and development of strategies.
- Serves as a resource and specialist to students, staff, faculty, and others on matters relating to program policies, procedures, and activities.
- Drafts and prepares reports for submission to internal and external entities.
- Evaluates effectiveness of academic program services and policies through the collection and analysis of program data. Develops policies and procedures and monitors compliance.
- Performs related work as required.

MINIMUM QUALIFICATIONS

- Master's degree in related field.
- Six years of related experience. One year must be serving as a supervisor of a moderate sized department or unit charged with carrying out cross-disciplinary tasks or functions.

COMPETENCIES

Knowledge of:

- Academic/educational program to be served, a considerable understanding required
- Principles and practices of employee supervision
- Financial management and planning
- Advanced principles and practices of student interaction
- Various educational principles
- Office administration and management
- Microsoft Office and related software applications

Skill in:

- Planning and organization
- Program development
- Interpreting and applying complex rules, policies, and regulations

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- Proposal development and writing
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving, and analysis

Ability to:

- Identify and resolve complex program issues
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Produce reports for federal, state, University, and regional agencies
- Manage financial records at an institutional level
- 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