**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**

Coordinates and manages the day-to-day administrative activities and provides some program support to the University’s research activities, educational outreach services, and the academic curriculum. Administrative management includes supervising, training, evaluating and assigning work to lower level and student staff.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under direction of a supervisor, manager, or Dean’s Office. Serves as a lead staff member 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.*

* Manages general office operations and processes and maintains necessary paperwork to support academic program, including financial and personnel records.
* Assists in the planning, development, design implementation, and evaluation of activities to achieve program objectives.
* Conducts studies, collects necessary data evaluates information and prepares analytical reports related to program specialty.
* Plans, develops, and implements methods and techniques of informing/educating.
* Delivers educational program content through regular presentations, outreach activities, and educational material.
* Advises prospective and current students regarding academic program planning and course selection.
* Provides hiring support and processes paperwork for new and hiring positions.
* Ensures sufficient course enrollments meet established guidelines. Establishes master schedule in conjunction with guidelines.
* Serves as program representative to potential applicants, current students, and the general public. Serves as a liaison between program and other University offices, external organizations, and the public.
* Maintains grant purchases and website content. Purchases and processes various grant related requests.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

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

**COMPETENCIES**

**Knowledge of:**

* University payroll procedures and policies
* Budgeting and financial planning
* Financial aid and scholarship opportunities and regulations
* University grant management procedures and policies
* Office administration and management
* Microsoft Office and related software applications

**Skill in:**

* Planning and organization
* Developing and maintaining effective and appropriate working relationships
* Critical thinking, problem solving, and analysis
* Interpersonal and diplomatic communication with constituents

**Ability to:**

* Communicate effectively through both oral and written means
* Perform and coordinate administrative functions
* Provide educational counsel and support for students
* 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