

## Job Template: Business Operations Specialist 1

<b>Occupational Group</b>	Administrative Services						
<b>Job Family</b>	Business Operations						
<b>Job Path</b>	Business Operations Professional						
<b>Job Title</b>	<b>Business Operations Specialist 1</b>						
<b>Job Code</b>	B12000	<b>FLSA Status</b>	E	<b>Job Category</b>	P	<b>Job Level</b>	3

### **P3: 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 Received*

- Works under limited supervision.

→ *Context of Decisions*

- Utilizes general departmental guidelines to develop resolutions outside the standard practice.

→ *Job Controls*

- Possesses considerable freedom from technical and administrative oversight while the work is in progress.
- Defines standard work tasks within departmental policies, practices, and procedures to achieve outcomes.
- Serves as the advanced resource to whom more junior employees go to for technical guidance.

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<b>Job Title</b>	<b>Business Operations Specialist 1</b>						
<b>Job Code</b>	B12000	<b>FLSA Status</b>	E	<b>Job Category</b>	P	<b>Job Level</b>	3

### COMPLEXITY AND PROBLEM SOLVING

#### → *Range of issues*

- Handles a variety of work situations that are cyclical in character, with occasionally complex situations.
- Issues are regularly varied.
- Problems tend to be technical or programmatic in nature.

#### → *Course of Resolution*

- Assesses a variety of situations, and develops resolutions through choosing among options based on past practice or experience.

#### → *Measure of Creativity*

- Issues are solvable through deep technical know-how and imaginative workarounds.
- Most of the obstacles, issues, or concerns encountered require considering alternative practice or policy interpretation.

### COMMUNICATION EXPECTATIONS

#### → *Manner of Delivery and Content*

- Regularly provides information on finished materials to others.

### SCOPE AND MEASURABLE EFFECT

- Actions regularly 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 have an indirect impact on a larger action or process, such as serving as a single component in an approval process, where the process is “owned” by a different work unit.
- May be designated to guide or organize the work of several employees within the unit.

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<b>Job Path</b>	Business Operations Professional						
<b>Job Title</b>	<b>Business Operations Specialist 1</b>						
<b>Job Code</b>	B12000	<b>FLSA Status</b>	E	<b>Job Category</b>	P	<b>Job Level</b>	3

### Job Template

#### GENERAL SUMMARY

Responsible for oversight of front office operations for designated department.

#### REPORTING RELATIONSHIPS AND TEAM WORK

Works under limited supervision of a supervisor or manager.

#### ESSENTIAL DUTIES & 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.*

- Assists students, staff, faculty, and others with a wide range of administrative and fiscal matters.
- Prepares basic budgets and statements of condition for each assigned cost center.
- Assists with bookkeeping and fiscal procedures for department.
- Helps prepare financial reports as appropriate to meet federal, state, university, and departmental regulations and requirements.
- Ensures compliance with established departmental administrative policies and procedures.
- Assists with the maintenance and coordination of complex filing systems, records, and mailings.
- Serves as a liaison between the department and other University offices.
- Performs related work as required.

#### MINIMUM QUALIFICATIONS

- Bachelor's degree in related field.
- Two to three years of related experience.

#### COMPETENCIES

##### Knowledge of:

- Principles and practices of bookkeeping
- University policies related to administration of assigned department

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<b>Job Title</b>	<b>Business Operations Specialist 1</b>						
<b>Job Code</b>	B12000	<b>FLSA Status</b>	E	<b>Job Category</b>	P	<b>Job Level</b>	3

- Microsoft Office and related software applications

### **Skill in:**

- Planning and organization
- Leadership
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

### **Ability to:**

- Develop and maintain organizational structures and systems
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Produce financial 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

## Job Template: Business Operations Specialist 2

<b>Occupational Group</b>	Administrative Services						
<b>Job Family</b>	Business Operations						
<b>Job Path</b>	Business Operations Professional						
<b>Job Title</b>	<b>Business Operations Specialist 2</b>						
<b>Job Code</b>	B12001	<b>FLSA Status</b>	E	<b>Job Category</b>	P	<b>Job Level</b>	4

### **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 Received*

- 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.

## Job Template: Business Operations Specialist 2

<b>Occupational Group</b>	Administrative Services						
<b>Job Family</b>	Business Operations						
<b>Job Path</b>	Business Operations Professional						
<b>Job Title</b>	<b>Business Operations Specialist 2</b>						
<b>Job Code</b>	B12001	<b>FLSA Status</b>	E	<b>Job Category</b>	P	<b>Job Level</b>	4

### 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.

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<b>Occupational Group</b>	Administrative Services						
<b>Job Family</b>	Business Operations						
<b>Job Path</b>	Business Operations Professional						
<b>Job Title</b>	<b>Business Operations Specialist 2</b>						
<b>Job Code</b>	B12001	<b>FLSA Status</b>	E	<b>Job Category</b>	P	<b>Job Level</b>	4

### Job Template

#### GENERAL SUMMARY

Oversees the general business operations of a designated department through planning and organizing activities such as: budgeting; training and scheduling staff; office administration; decision-making; and policy and procedure compliance.

#### REPORTING RELATIONSHIPS AND TEAM WORK

Work under direction of a supervisor or manager. Serves a lead worker to employees who perform similar functions.

#### ESSENTIAL DUTIES & 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 day-to-day department operations. Assists students, staff, faculty, and others with a wide range of administrative and fiscal matters.
- Handles contracts for departmental programs and initiatives.
- Assists in the preparation of departmental budget and management of approved budget; makes recommendations related to the appropriateness of requested expenditures; processes purchase and payment requisitions and reconciliations.
- Monitors bookkeeping and fiscal procedures for department.
- Prepares financial reports as appropriate to meet federal, state, university, and departmental regulations and requirements.
- Reviews departmental administrative policies and procedures for efficiency and effectiveness and recommends improvements; implements policies and procedures.
- Oversees the maintenance and coordination of complex filing systems, records, and mailings.
- Serves as a liaison between the department and other University offices.
- Performs related work as required.

#### MINIMUM QUALIFICATIONS

- Bachelor's degree in related field.
- Four to five years of related experience.

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<b>Occupational Group</b>	Administrative Services						
<b>Job Family</b>	Business Operations						
<b>Job Path</b>	Business Operations Professional						
<b>Job Title</b>	<b>Business Operations Specialist 2</b>						
<b>Job Code</b>	B12001	<b>FLSA Status</b>	E	<b>Job Category</b>	P	<b>Job Level</b>	4

### COMPETENCIES

#### Knowledge of:

- Principles and practices of record- and bookkeeping
- Principles and practices of budget management and business operations
- University policies related to administration of assigned department or program
- Microsoft Office and related software applications

#### Skill in:

- Planning and organization
- Leadership
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

#### Ability to:

- Develop and maintain organizational structures and systems
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Develop and implement policy and protocol
- Produce detailed reports and analyses
- Generate fiscal reports, forecast expenses, and perform trend analysis to help plan and prioritize business operations
- 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: Business Operations Specialist 3

<b>Occupational Group</b>	Administrative Services						
<b>Job Family</b>	Business Operations						
<b>Job Path</b>	Business Operations Professional						
<b>Job Title</b>	<b>Business Operations Specialist 3</b>						
<b>Job Code</b>	B12002	<b>FLSA Status</b>	E	<b>Job Category</b>	P	<b>Job Level</b>	5

### **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 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.
- 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.

## Job Template: Business Operations Specialist 3

<b>Occupational Group</b>	Administrative Services						
<b>Job Family</b>	Business Operations						
<b>Job Path</b>	Business Operations Professional						
<b>Job Title</b>	<b>Business Operations Specialist 3</b>						
<b>Job Code</b>	B12002	<b>FLSA Status</b>	E	<b>Job Category</b>	P	<b>Job Level</b>	5

→ *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: Business Operations Specialist 3

<b>Occupational Group</b>	Administrative Services						
<b>Job Family</b>	Business Operations						
<b>Job Path</b>	Business Operations Professional						
<b>Job Title</b>	<b>Business Operations Specialist 3</b>						
<b>Job Code</b>	B12002	<b>FLSA Status</b>	E	<b>Job Category</b>	P	<b>Job Level</b>	5

### Job Template

#### GENERAL SUMMARY

Oversees all business operations of a designated department or program through planning and organizing activities such as: budgeting; training, supervising, and scheduling staff; office administration; decision-making; and policy and procedure development and compliance.

#### REPORTING RELATIONSHIPS AND TEAM WORK

Work under direction of a supervisor or manager. Serves a lead worker to employees who perform similar functions.

#### ESSENTIAL DUTIES & 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.*

- Supervises day-to-day department or program operations. Assists students, staff, faculty, and others on a wide range of administrative and fiscal matters.
- Oversees compliance and contracts for departmental programs and initiatives.
- Prepares the departmental budget; manages approved budget and makes decisions related to the appropriateness of requested expenditures; oversees purchase and payment requisitions and reconciliations.
- Implements and monitors bookkeeping and fiscal procedures for department.
- Prepares financial reports as appropriate to meet federal, state, university, and departmental regulations and requirements.
- Reviews departmental administrative policies and procedures for efficiency and effectiveness; develops and implements additional policies, procedures, and improvements.
- Devises, modifies, and/or supervises the maintenance and coordination of complex filing systems, records, and mailings.
- Serves as a liaison between the department and other University offices and represents the department/unit to other University and external offices and agencies.
- Performs related work as required.

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<b>Job Code</b>	B12002	<b>FLSA Status</b>	E	<b>Job Category</b>	P	<b>Job Level</b>	5

### MINIMUM QUALIFICATIONS

- Bachelor's degree in related field.
- Four to five years of related experience.

### COMPETENCIES

#### Knowledge of:

- Principles and practices of employee supervision
- Principles and practices of record- and bookkeeping
- Principles and practices of budget management and business operations
- University policies related to administration of assigned department
- Microsoft Office and related software applications

#### Skill in:

- Planning and organization
- Leadership
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

#### Ability to:

- Develop and maintain organizational structures and systems
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Develop and implement policy and protocol
- Produce detailed reports and analyses
- Generate fiscal reports, forecast expenses, and perform trend analysis to help plan and prioritize business operations
- 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