**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 Receive*d

* 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*

* 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**

* 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.
* Performance results tend to related to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

**Job Template**

**GENERAL SUMMARY**

Manages the day-to-day operations for any of the service areas within admissions.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under general direction of the Director of Admissions. Supervises admissions staff, and the administrative and business operations of an admissions work unit.

**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.*

* Interfaces with internal and external partners, leadership, and subject matter experts to identify key issues, develop recommendations, and implement project plans.
* Supervises subordinate staff in hiring, training, supervising, and evaluating the professional and support staff, in their area(s) of responsibility.
* Establishes goals, policies, procedures, and priorities.
* Supervises and coordinates territory management for the staff to market the best opportunities of recruitment nationwide and internationally.
* Performs complex data analysis and develops solutions that serve students, faculty, and staff.
* Streamlines and standardizes business processes while developing an environment of continuous process improvement. Works collaboratively with academic and administrative members of the University to review and improve policy and procedure.
* Creates and manages relationships with business partners across the University community to improve business processes.
* Counsels and guides applicants regarding academic programs and requirements, eligibility and options.
* Serves as admissions liaison with assigned University programs and departments; has final authority in admissions decisions of recruited students in assigned departments; responsible for the ultimate decision on all high-risk students.
* Participates in professional and technical conferences and workshops.
* Manages staff responsible for maintaining internal office files, records, and data collections.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Bachelor’s degree in related field.
* Seven years of related experience. One year’s experience must be: (1) overseeing large projects OR (2) in a supervisory capacity over a small unit.

OR

* An advanced degree in a related field
* Five years of related experience. One year’s experience must be: (1) overseeing large projects OR (2) in a supervisory capacity over a small unit.

**COMPETENCIES**

**Knowledge of:**

* Principles and practices of employee supervision
* Practices and procedures in admissions, considerable knowledge required
* Data trends as it relates to demographics, immigration, and college age populations
* Federal, state, and University regulations
* Support systems for data management
* Microsoft Office and other related software applications

**Skill in:**

* 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:**

* Evaluate data trends for admission decision making, considerable ability required
* Communicate effectively through both oral and written means
* 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