**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**

Manages the centralized financial and administrative activities in a school/college. Serves as a resource to the school/college in interpreting financial policies and regulations, and resolves issues related to budgets and expenditures.

**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.*

* Administers, manages, and supervises the activities of staff in multiple units and campuses to ensure compliance with applicable policies, regulations, and sponsor guidelines.
* Manages the day-to-day operations of assigned units by directing professional staff who are responsible for budgets, financial reports, personnel actions, and administrative duties.
* Establishes work priorities/workflow and resolves management or personnel issues. Provides training, support, and guidance for staff, and evaluates job performance.
* Assists in developing the priorities, policies, procedures, and financial planning for all departments and centers within a school/college.
* Meets with school/college leadership for the development, coordination, and monitoring of funds and to resolve complex financial issues with school/college wide impact.
* Serves as a resource to the school/college in interpreting financial policies and regulations.
* Prepares data and presentations for annual budget. Collaborates with management to forecast budget needs based on enrollment pressures.
* Identifies, oversees, researches, and provides resolution to technical and financial issues. Prepares or supervises the preparation of comprehensive reports and analyses.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Master’s degree in related field.
* Six to seven years of related experience.

**COMPETENCIES**

**Knowledge of:**

* University policies and procedures
* Budget preparation and analysis
* Principles and practices of employee supervision
* Generally accepted accounting principles
* Systems analysis and data processing procedures
* Purchasing agreements
* Federal and state statutes
* Microsoft Office and related software applications

**Skill in:**

* Negotiation
* Planning and organization
* Developing and maintaining effective and appropriate working relationships
* Critical thinking, problem solving and analysis

**Ability to:**

* Produce financial reports and analyses in clear concise formats
* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Resolve fiscal or regulatory problems governing grants and contracts
* Analyze business trends
* 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