

I. DESCRIPTION OF WORK

Positions in this banded class administer and coordinate a variety of business and/or fiscal functions for a work unit, program or department. Work is characterized by a variety of business, fiscal and administrative functions. Work requires knowledge of applicable policies, procedures and information systems in order to communicate and process information. The range of duties includes, but is not limited to, program coordination, program marketing and customer service, budget management, event planning, report writing, summarizing and reconciling information or financial data, records and facilities management, personnel administration and closely related functions. Work may include the supervision of other(s).

II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

| Contributing | Journey | Advanced |
|--|--|--|
| <p>Positions at this level are business para-professionals who apply business, fiscal, and administrative functions to address the business needs of a work unit, program, or department. Work involves a limited variety of functional activities or services within business, and/or programs.</p> | <p>Positions at this level perform a variety of business, fiscal, and administrative functions to address the business needs of several program areas or intergraded services. Work may involve the supervision of others.</p> | <p>Positions at this level perform a variety of business, fiscal, and administrative functions to address the business needs of a department, unit, or organization. Work involves a variety of functional activities, most of which are not well defined. Work may involve the supervision of others.</p> |

III. COMPETENCIES

| Competency | Definition |
|---|---|
| Business and Records Administration | Knowledge of appropriate business practices and procedures. Ability to facilitate business processes and operations by ensuring continuity, integration of policies and procedures with the work unit goals and objectives. May require knowledge of financial management, personnel administration/management, payroll, purchasing, inventory control, facilities coordination/planning, information technology assessment and closely related work. |
| Financial Management | Ability to monitor and maintain the financial resources of the organization to meet organizational objectives and compliance. Ability to prepare budget documents and reports. Technical knowledge and skill and ability to perform analysis in business operations, accounting, and financial reporting. Ability to participate in allocating resources, planning, procurement, and oversight of budgets and contracts to ensure fiscal stability of the unit. |
| Information Processing and Decision-Making | Ability to compile, organize, summarize and analyze data. Ability to review information for compliance with laws and regulations. Ability to review, examine, and prepare documents. |
| Communication | Ability to communicate information to individuals or groups. Ability to deliver presentations suited to the characteristics and needs of the audience. Ability to clearly and concisely convey information orally or in writing to individuals or groups to ensure that they understand the information and the message. Ability to listen and respond appropriately to others. |
| Planning and Organizing Work/Supervision | Ability to develop plans to accomplish work operations and objectives. Ability to arrange and assign work efficiently. |

Note: Not all competencies apply to every position/employee; evaluate only those that apply. Competency statements are progressive.

IV. COMPETENCY STATEMENTS BY LEVEL

Business and Records Administration

Knowledge of appropriate business practices and procedures. Ability to facilitate business processes and operations by ensuring continuity, integration of policies and procedures with the work unit goals and objectives. May require knowledge of financial management, personnel administration/management, payroll, purchasing, inventory control, facilities coordination/planning, information technology assessment and closely related work.

| Contributing | Journey | Advanced |
|---|--|---|
| <p>Ability to coordinate varied records processing activities requiring the application of well-defined policies and procedures. Ability to prepare and review information for completeness and accuracy.</p> | <p>Ability to manage well-defined business functions for a department unit or an organization. Ability to collect and analyze information and prepare reports.</p> <p>Ability to apply policies and procedures related to business practices and internal control procedure.</p> | <p>Ability to manage a variety of business and records functions. Ability to perform research, data collection, analysis of information, and report writing.</p> <p>Ability to interpret policies and procedures to facilitate and ensure the application of sound business practices. May require the ability to integrate policies and procedures with work units external to the organization.</p> |

Financial Management

Ability to monitor and maintain the financial resources of the organization to meet organizational objectives and compliance. Ability to prepare budget documents and reports. Technical knowledge and skill and ability to perform analysis in business operations, accounting, and financial reporting. Ability to participate in allocating resources, planning, procurement, and oversight of budgets and contracts to ensure fiscal stability of the unit.

| Contributing | Journey | Advanced |
|---|---|--|
| <p>Ability to complete financial transactions, processes and practices for assigned areas. General knowledge of the organization's accounting and budget procedures.</p> <p>May require ability to compile and report financial data.</p> | <p>Ability to frequently serve as an internal resource on financial matters with responsibilities including reconciling budget expenditures and, monitoring accounts. May require ability to manage a budget with limited funding sources.</p> <p>May require ability to compile financial data for reporting purposes.</p> | <p>Thorough knowledge of the organization's accounting and budget procedures.</p> <p>Ability to approve expenditures and manage a unit or program budget typically comprised of several funding sources.</p> <p>Ability to compile and summarize financial data to participate in budget analysis and forecasting.</p> |

Information Processing and Decision-Making

Ability to compile, organize, summarize and analyze data. Ability to review information for compliance with laws and regulations. Ability to review, examine, and prepare documents.

| Contributing | Journey | Advanced |
|---|--|--|
| <p>Ability to identify problems that have established precedents and limited impact.</p> <p>Ability to compile and organize financial information and other data.</p> | <p>Ability to identify, recognize, and resolve problems that have established precedents and limited impact.</p> <p>Ability to compile, organize, and analyze financial information and other data. Ability to review, examine, and prepare documents.</p> | <p>Ability to assess and resolve problems that require research and review of policy and procedures.</p> <p>Ability to analyze moderately complex business operations and financial statements.</p> <p>Ability to make recommendations for approval.</p> |

Communication

Ability to communicate information to individuals or groups. Ability to deliver presentations suited to the characteristics and needs of the audience. Ability to clearly and concisely convey information orally or in writing to individuals or groups to ensure that they understand the information and the message. Ability to listen and respond appropriately to others.

| Contributing | Journey | Advanced |
|--|--|---|
| <p>Ability to convey factual information using standard written formats.</p> <p>Ability to communicate information clearly to others about services, processes, and procedures using prescribed or established guidelines.</p> | <p>Ability to explain and interpret programs, policies, and procedures using standard formats. Ability to advise others in most matters related to program operations.</p> <p>Ability to communicate factual information, general guidelines, and standard procedures.</p> | <p>Ability to develop and edit written documents and reports of information that usually spans across functional areas. Ability to provide documentation to explain and support conclusions.</p> <p>Ability to communicate interpretative information that spans across functional areas.</p> <p>Ability to respond to non-routine inquiries.</p> |

Planning and Organizing Work/Supervision

Ability to develop plans to accomplish work operations and objectives. Ability to arrange and assign work efficiently.

| Contributing | Journey | Advanced |
|---|--|--|
| Ability to coordinate tasks and establish priorities. Ability to direct, assess, and train student workers. | Ability to plan and facilitate the activities of the work units. Ability to evaluate and assess workflow and staffing resources. Ability to train and supervise student workers. | Ability to coordinate and direct work unit activities. Ability to develop new processes or procedures. Ability to supervise staff and student workers in applying operational policies and procedures. |

V. MINIMUM TRAINING & EXPERIENCE

Bachelor’s degree in business administration or a related discipline; or an equivalent combination of training and experience. All degrees must be received from appropriately accredited institutions.

Note: This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.