

**I. DESCRIPTION OF WORK**

Positions in this banded class coordinate technical processing functions within a university program, often serving as the process and procedural expert. Positions coordinate the day-to-day functions of a program, plan and organize activities, communicate and interpret program information, policy and procedures, provide customer service to clients, and maintain business accounts and records. Work requires considerable knowledge of the assigned program and may require knowledge of related guidelines and information technology systems. Positions often serve as the main program contact, plan and coordinate day-to-day activities, and problem-solve process and procedural issues. Work may involve serving as a program assistant and/or supervisor. Work may involve coordination of transactional services.

Program areas of assignment may include one or more of the following: support of fund development, facilities coordination and administration, event coordination, program and administrative support services.

**II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL**

Contributing	Journey	Advanced
<p>Positions at this level coordinate the day-to-day functions of a program, plan and organize activities, communicate program policy and procedures, provide customer service to clients, and maintain routine business accounts and records. They serve as the main program contact, and problem-solve routine process and procedural issues.</p>	<p>Positions at this level independently coordinate programmatic activities and functions within a university program. They coordinate the day-to-day functions of a program, plan and organize activities, and communicate and interpret program policy and procedures. They provide customer service to clients, and maintain business accounts and records. They serve as the main program contact, plan and coordinate program activities, manage events, and problem-solve process and procedural issues. They may supervise other staff.</p>	<p>Positions at this level administer, oversee, and/or manage technical processing functions of a university program as well as serving as the process and program expert. They serve as the main program contact, plan and manage events, and problem-solve process and procedural issues.</p>

**III. COMPETENCIES**

<b>Competency</b>	<b>Definition</b>
<b>Knowledge – Program and Organization</b>	Knowledge of program procedures and methods and knowledge of the related business context, appropriate for the level of work. Knowledge of contemporary applicable technology (hardware, software, equipment and processes).
<b>Program Administration</b>	Ability to provide oversight for an on-going program. Ability to establish expectations and clear directions including the tasks and activities to accomplish the intended outcome and timeline. Ability to monitor delegated assignments or projects for results.
<b>Customer Service</b>	Ability to develop and maintain productive collaborative work relationships with all clients (internal and external who utilize services) by listening to the client, understanding and responding to apparent and underlying needs and continually seeking to provide the highest quality service to all.
<b>Communication – Verbal/Written</b>	Ability to convey information clearly, verbally and in writing, with and to individuals or groups to ensure information is shared and that messages are understood. Ability to demonstrate effective use of listening skills and displays openness to other people's ideas and thoughts. Ability to gain credibility by fostering respect for all individuals and points of view.
<b>Information/Records Administration</b>	Ability to compile, assimilate, organize, store and retrieve electronic and printed information. Ability to access, review, compile and analyze multiple sources of data and information to generate appropriate criteria for reports and presentations.
<b>Leadership</b>	Ability to establish expectations and clear direction to meet goals and objectives of on-going work for a group of employees. Ability to motivate and engage employees through effective communication.

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

**IV. COMPETENCY STATEMENTS BY LEVEL**

**Knowledge – Program and Organization**

Knowledge of program procedures and methods and knowledge of the related business context, appropriate for the level of work. Knowledge of the use of contemporary applicable technology (hardware, software, equipment and processes).

<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<p>Knowledge of federal and state policies affecting program areas. Ability to reference, research, and apply to address client and program needs. General knowledge of the purpose of the program’s organization including its mission, services, clients and measures of business effectiveness.</p> <p>Ability to process daily actions and requests within established guidelines and with knowledge of operational processes and procedures.</p> <p>Ability to use applicable technology, web-based data systems and programs needed to complete work assignments.</p>	<p>Knowledge of policies, procedures and precedents affecting program area(s). Ability to analyze and explain how policies or procedures apply to programmatic and client needs. Operational knowledge of the purpose of the program’s organization including its mission, services, clients and measures of business effectiveness.</p> <p>Ability to assess needs and assure assistance is appropriate to the situation. Ability to identify and understand non-specific issues and problems without standard resolutions and resolve them independently.</p> <p>Ability to modify processes using applicable technology, web-based data systems and programs.</p>	<p>Knowledge of state, federal, policy interpretations and precedents affecting program area(s), and unique situations. Ability to analyze and explain revisions, and implement initiatives. Ability to draft and recommend new procedures. Operational knowledge and the ability to articulate the purpose of the program’s organization including its mission, services, clients and measures of business effectiveness in order to adapt processes, procedures and activities to meet needs.</p> <p>Ability to identify, understand and provide possible resolutions for unique issues and problems that with broad impact and/or a broad range of client services.</p> <p>Ability to lead teams in the modification of processes using applicable technology web-based data systems and programs.</p>

**Program Administration**

Ability to provide oversight for an on-going program. Ability to establish expectations and clear directions including the tasks and activities to accomplish the intended outcome and timeline. Ability to monitor delegated assignments or projects for results.

Contributing	Journey	Advanced
<p>Ability to complete daily work to meet established deadlines and client needs for a program or within a program. Ability to collect, organize, and disseminate program information.</p> <p>Ability to generate standard reports. Ability to monitor and maintain accounting records.</p>	<p>Ability to administer an aspect of a program or functional area. Ability to make recommendations for program expectations and direction. Ability to identify and understand issues, client needs and problems of a recurring nature to effectively address and resolve situations. Ability to track and monitor program outcomes. Ability to collect, research, and analyze information for processing, monitoring, or measuring data. Ability to develop internal processes and prioritize workload.</p> <p>Ability to generate reports with varying standards of application. Ability to reconcile and manage accounting records of moderate variety and complexity, including preparation of financial statements and reports.</p>	<p>Ability to establish expectations and clear directions for a defined program area independently. Ability to make decisions regarding the program expectations and direction to ensure program outcomes and timelines are met. Ability to identify, understand, and provide corrective alternatives for issues and problems of a more complex nature. Ability to adjust program priorities based on changing work environment and deadlines. Ability to analyze and develop information for monitoring and measuring work processes. Ability to determine program effectiveness and efficiency. Ability to identify trends in program operations or activities and make recommendations.</p> <p>Ability to manage the reporting of financial area or program(s), including preparation and analysis of financial statements and reports.</p>

**Customer Service**

Ability to develop and maintain productive collaborative work relationships with all clients (internal and external who utilize services) by listening to the client, understanding and responding to apparent and underlying needs and continually seeking to provide the highest quality service to all.

<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<p>Ability to respond promptly and accurately to clients based on established policies and procedures. Ability to explain established procedures and practices in terms of client needs and business results and goals. Ability to follow up on issues needing policy interpretation with higher-level staff or supervisor and responds back to clients.</p> <p>Ability to develop and maintain productive and collaborative work relationships.</p> <p>Knowledge of the clients' mission, goals and needs.</p>	<p>Ability to explain the application of policies and procedures in terms of client needs and business results and goals. Ability to identify options and make recommendations within established guidelines to meet competing needs.</p> <p>Ability to develop and maintain productive and collaborative work relationships in order to facilitate effective service in assigned area and problem resolution with clients.</p> <p>Knowledge of the value of program services to the client and how to deliver those services.</p>	<p>Ability to engage and act in the best interests of the organization by aligning service delivery with strategic goals and client's needs. Ability to maintain quality service standards and recommend improvements.</p> <p>Ability to enhance collaboration among individuals and groups. Ability to build consensus when dealing with opposing points of view, and resolve competing or complex issues. Ability to promote a high level of integrity among all staff.</p> <p>Knowledge of the unique needs of clients and ability to provide responsive services/answers tailored to their requirements.</p>

**Communication – Verbal/Written**

Ability to convey information clearly, verbally and in writing, with and to individuals or groups to ensure information is shared and that messages are understood. Ability to demonstrate effective use of listening skills and display openness to other people’s ideas and thoughts. Ability to gain credibility by fostering respect for all individuals and points of view.

<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<p>Ability to relay program information and explain processes to clients. Ability to respond to client needs within established parameters. Ability to request information needed to process work or to report factual information regarding work. Ability to document work as requested or according to guidelines. A higher-level staff member or supervisor may review some or all communication.</p>	<p>Ability to explain the application of processes and procedures using sources that clients can reference. Ability to convey information with specific references to guidelines, systems operation, vendor materials, policies and/or procedures or other sources. Ability to speak in terms of business results and goals in addition to using technical terms. Ability to compose communication describing the work, resolving an issue, or initiating or terminating a procedure. Ability to draft internal policy and work processes. Ability to create presentations using a variety of media to convey meaningful information to an individual or group.</p>	<p>Ability to advise and consult with clients to ensure accuracy of the communication and understanding of the message. Ability to place messages in context with the organization’s broader business perspective.</p>

**Information/Records Administration**

Ability to compile, assimilate, organize, store and retrieve electronic and printed information. Ability to access, review, compile and analyze multiple sources of data and information to generate appropriate criteria for reports and presentations.

Contributing	Journey	Advanced
<p>Ability to use applicable data management systems to maintain, manage, and monitor data for assigned program area(s). Ability to gather program data and information, and compile standard reports based on specific requests.</p> <p>Ability to explain and demonstrate for clients how to use software, databases and related forms and tools.</p>	<p>Ability to access, review, compile and store multiple sources of data and information to generate appropriate criteria for reports. Ability to determine sources and gather information, via interviews, surveys and other methods, to complete work in assigned program area(s). Ability to research, compile, explain, and present data. Ability to clarify the rationale for the information/records management policy and practices.</p> <p>Ability to train clients in how to use software, databases and related forms and tools.</p>	<p>Ability to develop and recommend new approaches to improve records and information management. Ability to evaluate and recommend changes to data collection and data presentation methods in response to complex requests. Ability to identify trends in information management and analysis, and discuss these with higher level staff. Ability to make recommendations for improvement. Ability to develop program tools applicable to assigned program area(s).</p> <p>Ability to maintain awareness of current and emerging technologies which could improve the efficiency and effectiveness of data management with other business systems.</p>

**Leadership**

Ability to establish expectations and clear direction to meet goals and objectives of on-going work for a group of employees. Ability to motivate and engage employees through effective communication.

Contributing	Journey	Advanced
<p>N/A</p>	<p>Ability to lead or supervise lower level staff in the performance of program activities and/or functions. Ability to mentor and assist others. Ability to train individuals and groups in area of expertise.</p>	<p>Ability to train, assign, supervise and review the work of others. Ability to perform and/or supervise several administrative functions. Ability to supervise a various functions of considerable complexity.</p>

**V. MINIMUM TRAINING & EXPERIENCE**

Bachelor’s degree; or 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.