



JOB FAMILY CONCEPT

This family consists of five levels of administrative management work. Levels are distinguished based on the complexity of the work, level of supervision received, degree of autonomy, budget complexity and authority, the impact of recommendations or decisions on the organizational unit's policies and programs, degree of sensitivity and scrutiny, and organizational structure. This job family is distinguished from other professional or specialist job families by the primary responsibility for unit management and increased accountability. This job family is distinguished from supervisory levels of other families by the greater degree of responsibility of organizing, planning and leading a fiscal department, managing a larger staff, and serving as a strategic advisor. It is distinguished from other management job families by the responsibility for managing a broad range of functions in an area which requires a broad knowledge base in public administration. Positions in this family direct, manage, supervise and coordinate administrative activities and operations including the following:

- Organize department and determine department mission, vision and goals
- Strategic and long range planning and implementation
- Analysis and interpretation of rules and regulations
- System, program, policy and procedure development
- Staff selection, training, evaluation, supervision and performance management
- Create and manage budgets

TYPICAL FUNCTIONS

The typical functions listed are typical examples of work performed by positions in this job classification. Not all functions assigned to every position are included, nor is it expected that all positions will be assigned every typical function.

- Direct, motivate and manage the diverse functions and activities of staff and subordinate units/departments
- Develop and implement rules, regulations, processes, policies and procedures, ensuring necessary administrative actions and directives are carried out
- Develop, implement, manage and assess programs
- Develop, manage, analyze and administer budgets
- Prepare, develop or assist with annual budget projections and "what if" scenarios
- Advise senior administrator(s) of budget projections, problems, and adjustments
- Review past budgets and project future needs
- Create and implement long range and strategic plans
- Incorporate or coordinate unit plans with larger unit plans
- Develop, establish and implement priorities, goals, strategic focus and direction of unit/department
- Communicate priorities and goals to staff and subordinate units/departments
- Commit the organization to major obligations and expenditures



- Ensure compliance with applicable rules, regulations, processes, policies and procedures
- Participate in grant development and ensures compliance with reporting requirements
- Identify unit/department needs and make recommendations to executive management
- Identify processes for improvement, and direct changes to processes
- Promote efficient functioning and/or continuous improvement in services and/or operations
- Prepare, analyze and approve management reports
- Formulate response to inquiries from internal and external entities
- Represent the unit/department and/or University in response to inquiries from internal and external entities
- Act as signature authority for all documents and expenditures on behalf of senior administrator(s) for unit/department
- Advise senior administrator(s) of administrative operations, and potential and/or actual items of concern
- Analyze and resolve far-reaching, complex problems
- Manage, analyze and assess liabilities as they relate to unit/department
- Determine and implement course of action for meeting goals and objectives
- Represent the unit and senior administration on committees, to the public and with other units
- Explain, interpret and/or provide guidance on matters related to the unit's endeavors to students, staff, faculty, and the public
- Mediate interpersonal or interdepartmental conflict
- Maintain confidentiality on a variety of sensitive issues
- Manage facilities with regard to maintenance, property control and capital improvements
- Serve as subject matter expert
- Advise senior management on items as they relate to industry trends and best practices

LEVELS AND COMPETENCIES

The primary distinction between levels is reflected in the Level Descriptors. As levels increase, scope, complexity and degree of independence increase. Higher levels may perform duties of lower levels. Education and experience are stated at the minimum threshold for the level. Additional education or experience may be desirable for some positions.

Level 1

PCLS: 01001

*****Alternate PCLS: 09005**

Grade 80

Exempt

Descriptors

Work is performed under general direction. Direct a unit and budget that are small in complexity* AND scope*. Responsible for an important component of a comprehensive specialized program. Plans and performs the administration of program activities. Involved in the day to day activities of the program and performs professional duties related to the program. In conjunction with higher level managers and/or senior administrator(s), develops and participates in the planning process. Decisions made at this level will not impact the policy of another unit. May write grants.



Knowledge, Skills, and Abilities

Knowledge of contract administration. Knowledge of program. Knowledge of strategic, short and long range planning processes. Program/project management skills. Excellent public speaking, customer service, tact, diplomacy and persuasion skills. Ability to analyze information. Ability to communicate effectively in person and in writing. Ability to manage budget and personnel. Ability to build successful teams. Ability to resolve interpersonal conflict. Ability to analyze complex situations and propose viable solutions and courses of action. Ability to define appropriateness of requests.

Education and Experience

Bachelor's degree in relevant field and three years progressively responsible experience, or an equivalent combination of training and experience.

Level 2

PCLS: 01002

*****Alternate PCLS: 09055**

Grade 81

Exempt

Descriptors

Work is performed under general direction. Direct a unit and budget that is moderate in complexity* OR scope*. Responsible for multiple components of a comprehensive or specialized program. Respond to requests for information from external constituencies, including deciphering request and providing accurate information to correctly address request. Creates reports for use in executive level meetings. Identify financial needs and write grants to secure funding. Negotiate contracts, agreements and partnerships with outside agencies and organizations. In consultation with higher level managers, recommend new program creation, participate in creating new programs, develop processes and participate in the planning process. This level is distinguished from the lower level by the increased latitude to commit the unit/department to expenditures, increased latitude to determine priorities, and involvement in responding to requests for information. Decisions made at this level may impact the policy of another unit.

Knowledge, Skills, and Abilities

Same as level one, plus: Knowledge of granting processes. Knowledge of program design. Negotiation skills. Ability to decipher requests for information and formulate appropriate responses to such requests. Ability to synthesize information from multiple sources to create comprehensive reports. Ability to develop and implement policy. Ability to make complex decisions that may not be favorable to all parties. Ability to resolve interdepartmental conflicts.

Education and Experience

Bachelor's degree in relevant field and five years progressively responsible experience, or an equivalent combination of training and experience.



Level 3

PCLS: 01003

Grade 82

Exempt

Descriptors

Work is performed under long-range administrative direction. Direct a unit and budget that are moderate in complexity* AND scope*, which may be mission critical to the program or unit. Act as a sounding board for unit executive management, and provide advice on industry trends and best practices. Act on behalf of executive management in their absence. In conjunction with executive management, set direction for larger reporting unit. Participate in the accreditation process on the behalf of the unit. Recommend and create new programs, develop processes and participate in the planning process. Respond to requests for information from external constituencies, including deciphering request and providing accurate information to correctly address request. Identify financial needs and write grants to secure funding. Negotiate partnerships, agreements and contracts with external organizations and agencies. This level is distinguished from the lower levels by the significance of serving as a sounding board for executive management, participating as a management representative in the accreditation process, and the responsibility for independently developing, recommending and creating new programs and policies free from supervisor's review.

Knowledge, Skills, and Abilities

Same as level two, plus: Knowledge of the accreditation process. Knowledge of industry best practices and trends. Public administration skills. Ability to develop and initiate sound recommendations to executive management. Ability to recommend process improvements. Ability to formulate response to inquiries. Ability to identify larger unit to address requests for information when necessary. Ability to create and implement effective long range and strategic plans. Ability to develop and recommend programs/projects. Ability to balance needs of department and the needs of the university.

Education and Experience

Bachelor's degree in relevant field and six years progressively responsible experience, or an equivalent combination of training and experience. Advanced degree preferred.

Level 4

PCLS: 01004

Grade 83

Exempt

Descriptors

Work is performed under long-range administrative direction. Direct or manage a major unit and budget that are large in complexity* OR scope*, which may include a unit that has significant mission critical MAU wide impact. Responsible for a comprehensive unit that has multiple operations, programs or projects. Act on behalf of executive management in their absence. Set direction and policies for larger reporting unit. Interprets and applies applicable policies and regulations. Creates reports or prepares documents for consideration that impacts funding or strategic planning. Participate in the accreditation process on the behalf of unit. Recommend and create new programs, develop processes and participate in the planning process. Respond to



requests for information from external constituencies, including deciphering request and identifying appropriate staff to provide response to request. Identify financial needs and write grants to secure funding. Works with external organizations and agencies in negotiating partnerships, agreements and contracts. This level is distinguished from the lower levels by the impact decisions have on the MAU, the authority to regularly act on behalf of executive management, and the increased responsibility for setting direction and policies for larger reporting unit.

Knowledge, Skills, and Abilities

Same as level three, plus: Extensive knowledge of processes to understand how activities affect MAU. Increased depth and breadth of knowledge and accountability in unit operations. Expert planning and leadership skills. Strong public administration skills. Ability to mediate conflict and motivate. Ability to identify, organize, plan and allocate resources.

Education and Experience

Master’s degree in relevant field and five years progressively responsible experience, or an equivalent combination of training and experience.

Level 5
PCLS: 01005

Grade 84
Exempt

Descriptors

Work is performed under long-range administrative direction. Direct or manage a major unit and budget that are large in complexity* AND scope*, or multiple complex* units. Accountable for major functional area(s) with significant mission critical system or university wide impact. Positions at this level are given administrative freedom to plan, develop, coordinate, implement and assess policies, procedures, regulations, strategic and long-range plans that have a system wide impact. In order to fulfill responsibilities, may lead work of staff in another unit. Authorized to commit the university to major expenditures and obligations. Broad discretion given to negotiate partnerships, agreements and contracts with external organizations and agencies and commit the university to the terms negotiated with these organizations/agencies. This level is distinguished from the lower levels by the impact and consequences of decisions made at this level affecting University-wide processes and policies.

Knowledge, Skills, and Abilities

Same as level four, plus: Expert knowledge of system wide policies and/or responsibilities. Expert leadership, persuasion and public administration skills. Ability to create, implement, assess, and shape the direction of programs and policies based on system needs and strategic, University-level goals and objectives. Ability to direct and manage multiple complex units.

Education and Experience

Master’s degree in relevant field and six years progressively responsible experience, or an equivalent combination of training and experience. PhD preferred.



- * **Complexity:** Refers to higher level interpretation of and diversity of rules and regulations (e.g. Federal, State and University policies and regulations, state statutes and laws, funding sources, contracts). Complexity increases as the application, interpretation, and frequency of working with these rules and regulations increases. Complex positions typically work with external constituencies, multiple departments, faculty, and campuses. Complexity increases as positions more frequently work with these entities. Complexity increases as positions manage more diverse functional units which require increased breadth or depth of knowledge.

- * **Scope:** Refers to the impact that a unit/department has on the university or those it impacts, or the size of the organization. Scope also refers to the impact of recommendations or decisions a position has on policies and programs, and the political sensitivity or scrutiny of the unit/department. Functional departments within the Administrative Management family are ones that are responsible for a distinct service which has a cohesive staff that can easily share and transfer ideas, knowledge and contacts. Common functional areas include communications, finance, human resources, development, IT, etc.

- ** **Lead:** Provide day-to-day guidance, training and direction for staff in addition to other duties. Regularly assign and review work. Is fluent in assigned area of responsibility.

- ** **Supervise:** Hire, train, evaluate performance and initiate corrective action.

- *** Exemption status determined on a case-by-case basis. Essential functions of each job will be reviewed and evaluated in accordance with Fair Labor Standards Act regulations.

[July 2009 revisions included formatting document for consistency and adding alternate PCLS information.]