

# M&P OCCUPATIONAL GUIDELINE

## JOB FAMILY: STUDENT MANAGEMENT Level C, Pay Grade 9

<b>LEVEL DEFINITION</b>	This level covers positions responsible for providing comprehensive advisory services for an extensive number of programs, and/or developing, delivering and evaluating programs, services or projects.
<b>TYPICAL RESPONSIBILITIES</b>	May include: advising students in investigating alternate and/or additional educational options, including advising students about other Faculties at the University; managing admission decisions in complex cases and handling escalations for extremely sensitive or unusual matters; planning and evaluating recruitment programs and advising services; assessing and evaluating current offerings and re-designing current programs and services; identifying opportunities for improvement and developing business practices designed to facilitate change; linking initiatives across campus, and across community partners; providing advice and guidance to business stakeholders; leading projects and initiatives.
<b>DECISION MAKING /LEVEL OF ACCOUNTABILITY</b>	<p>Problems are complex and diverse and are usually resolved through analyzing and evaluating multiple components before the appropriate solution can be determined; draws on internal and external guidelines, policies, procedures, best practice, and past precedents to determine the best course of action.</p> <p>Resolves a variety of complex or integrated issues, and draws on a variety of information as it relates to the discipline or program of study and /or services, in addition to other programs/faculties.</p> <p>Decision-making often requires analysis, evaluation and independent judgement to problem solve. Anticipates issues that are not readily apparent. Proactive on the possible impacts of potential solutions.</p>
<b>SUPERVISION RECEIVED</b>	<p>Works with considerable autonomy, and occasionally under the direction of senior administrators and university-wide committees.</p> <p>Work is reviewed in terms of achievement of specific goals and objectives.</p>

<b>SUPERVISION EXERCISED</b>	May manage students or staff.
<b>COMMUNICATION</b>	<p>Provides subject matter expertise, ensures understanding of complex academic policies and administrative procedures, and influences student decision making.</p> <p>Communication often requires discretion, mediation, and coaching skills to engage in and resolve ongoing, sensitive or emotionally charged issues and disputes, to guide and manage expectations of those facing difficult and complex situations.</p> <p>Debates opinions, tests understanding, and clarifies judgments.</p>
<b>KNOWLEDGE REQUIRED</b>	<p>Knowledge is typically distributed across an extensive number of programs or services, typically in a large faculty or central unit.</p> <p>In-depth knowledge of a specific discipline or subject matter and/or broad knowledge of related programs or services in other units.</p>
<b>MINIMUM QUALIFICATIONS</b>	<p>Undergraduate degree in a relevant discipline.  Minimum of four to five years of related experience, or an equivalent combination of education and experience.</p>

Updated: July 1, 2018