

M&P OCCUPATIONAL GUIDELINE

JOB FAMILY: STUDENT MANAGEMENT Level D, Pay Grade 11

LEVEL DEFINITION	<p>This level covers positions responsible for the leadership of programs, with a focus on enhancing the operations and aligning services with the operations of the unit.</p> <p>This level also covers senior subject-matter expert positions responsible for researching, designing and/or promoting broad-based, innovative, and strategic campus-wide initiatives and services.</p>
TYPICAL RESPONSIBILITIES	<p>May include: participating in the development of the unit's strategic plan, policies, and processes; managing the development, implementation, and evaluation of new University-wide initiatives, service/program models, business processes, policies, and systems; leading the ongoing evaluation of all services and processes provided by the unit, including developing measures for evaluating service/program effectiveness; developing and assessing a wide range of on-campus programs and services, identifies gaps in services, develops new opportunities; researching, ideating and activating multiple broad based initiatives; fostering excellence in programming, promotion and outreach; providing day to day managerial direction and guidance to a team within a unit; monitoring and managing workflows and workloads; identifying and recommending partners, projects and new initiatives; building coalitions and connections with key stakeholders and groups across the university, in government and in the community.</p>
DECISION MAKING /LEVEL OF ACCOUNTABILITY	<p>Problems faced are sometimes unclear, and may require understanding of a broader set of issues.</p> <p>Makes decisions regarding the management and effective delivery of services, the development and implementation of university-wide policies and system improvements, and the enhancement of operation of the unit.</p> <p>Determines criteria for assessing issues and opportunities. Systematically analyzes relationships between apparently independent problems and issues. Establishes clear goals and priorities needed to assess performance.</p> <p>Identifies relationships and linkages between different information sources. Anticipates issues that are not</p>

	<p>readily apparent on the surface. Develops solutions needed to resolve them.</p> <p>Identifies root causes and effects. Identifies trends as well as isolated events.</p>
SUPERVISION RECEIVED	<p>Works independently within University policies and procedures toward established goals and objectives.</p> <p>Work is reviewed in terms of achievement of objectives.</p>
SUPERVISION EXERCISED	<p>May manage a group of professional and support staff.</p>
COMMUNICATION	<p>Deals with the most complex and sensitive issues requiring the utmost diplomacy and interpersonal skill.</p> <p>Communicates day-to-day priorities and ensures policies, practices and procedures are understood.</p> <p>Seeks consensus with business partners and builds strong relationships.</p> <p>Consults with and presents persuasive arguments to a broad range of academic and administrative leaders, faculty and staff members, and student leaders.</p>
KNOWLEDGE REQUIRED	<p>Requires application of in-depth knowledge of a discipline or subject matter, as well as working knowledge of managing programs, projects and/or teams within a unit to achieve objectives.</p> <p>In-depth knowledge of relevant university policies, processes, procedures and guidelines, as well as applicable external standards, regulations, best practice, etc. gained through involvement in diverse practices and precedents.</p>
MINIMUM QUALIFICATIONS	<p>Undergraduate degree in a relevant discipline.</p> <p>Minimum of five to six years of related experience, or an equivalent combination of education and experience.</p>