Position Profile

Family: Student Services
Level: AM2
Position Profile Title: Administrator 2-Student Servs
Salary Grade: 6
Salary Range:
   Minimum: $ 56,448.00
   Midpoint: $ 77,580.00
   Maximum: $ 98,712.00

PROFILE SUMMARY:
Positions in this job profile perform supervisory and managerial work within a subset of student related service. Duties performed include developing, implementing, and evaluating short and long-range goals and objectives. Employees develop, implement and enforce plans, policies, procedures, systems, programs and performance standards. They participate in strategic planning efforts as part of the management team. They are responsible for managing staff, equipment and facilities. They determine resource needs and priorities and make recommendations to executive management. They determine training needs and make appropriate arrangements for provision of training.

DISTINGUISHING CHARACTERISTICS:
The Administrator 2-Student Servs has full responsibility for multiple programs or units within the division or college. They participate in the development of the overall division strategic vision and budget.
Administrator 2-Student Servs is distinguished from the Administrator 1-Student Servs by the span of control. They direct the operations of multiple programs that are a subset of a college or a student service division.

PRIMARY POSITION RESPONSIBILITIES:
1. Provides functional leadership and oversight of multiple student services functions including strategic leadership, operational management and services development.
2. Plans, evaluates and revises procedures and practices to ensure efficient and effective workflow.
3. Provides subject matter expertise through advising and training for students, staff and external stakeholders regarding functional area and regulatory issues and policies.
4. Interprets and ensures compliance with federal, state, local and University regulations which impact students.
5. Supervision including plan, assign and approve work; rewards/discipline; respond to grievances; hire/fire (or effectively recommend); prepare and sign performance evaluations/reviews of employees including classified and/or professional faculty
6. Serves on the leadership team assisting in creation of long term strategies, goals, staffing plans, scholarship administration, program assessment and fiscal planning
7. Establish and maintain collaborative relationships with internal and external stakeholders including partner universities to promote the growth and support of international programming and students.

PROBLEM-SOLVING AND DECISION-MAKING:
Problems are highly varied, complex and often non-recurring; require novel and creative approaches to resolution. New concepts and approaches may have to be developed.

Decisions have significant, broad implications for the management and operations of a division/entire organization; contributes to decisions on the overall strategy and direction of the entire organization.

Decisions impact:
- Entire University
- Functions across the University

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- Department
- Direct team
- Student/Parents
- Other External Agencies and Institutions

ACCOUNTABILITY:
Goals are defined by senior leadership, division and university mission, vision and strategies; incumbent sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

Supervises work of classified or unclassified employees, including planning, assigning and scheduling work, reviewing work and ensuring quality standards, training staff and overseeing their productivity. Responsible for hiring, terminating, training and developing, reviewing performance and administering corrective action for staff.

Monitors, informs, reports, reconciles and/or moves funds within budgets, draft/develops budgets, approves within budgets and approves budget exceptions within the Unit/Department.

RELATIONSHIPS WITH OTHERS:
Collaborates and interacts within the Dept/Unit, University Wide, and Externally to:
- Exchange routine, factual information and/or answer routine questions.
- Develop and maintain relationships with key contacts to enhance workflow and work quality.
- Identify needs/concerns of others, determine potential solutions, resolve or redirect appropriately.
- Persuade, gain cooperation and acceptance of ideas or collaborate on significant projects.
- Resolve conflict, negotiate or collaborate on major projects.
- Handle sensitive issues and facilitate collaboration at the highest level.
- Exchange detailed information or resolve varied problems.
- Access and/or work with sensitive and/or confidential information.

TYPICAL REQUIREMENTS:
Master's Degree in Business Administration, College Student Services Administration or related field.

5 years of experience in student affairs related work including management responsibilities.

DISCLAIMER:
The above statements are intended to indicate the general nature and level of work performed by positions within this job profile. They are not designed to contain or be interpreted as an exhaustive list of all duties, responsibilities, skills, and qualifications required of all employees within positions covered by this job profile.

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