Position Profile

Family: Administrative Services
Level: AM3
Position Profile Title: Administrator 3-Operations
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 administrative operation for a department, school or college. 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 distinguishing characteristics of the Administrator 3-Operations are the range of responsibilities for administrative operations in a department, school or college including supervision and oversight of areas such as IT, budget, academic advising, student services, administrative and facilities positions and activities. Positions participate as a member of the leadership team of the department, school, college or division, participating in the development of the overall strategic vision and budget.

PRIMARY POSITION RESPONSIBILITIES:
1. Oversees and directs the daily, administrative operation of a department, school or college.
2. Develops, implements, and evaluates short and long term goals and objectives of the department, school, or college.
3. 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
4. Implements and oversees program budgets and strategies
5. May assist in the overall college or division budget and strategy.
6. Ensures compliance with applicable laws, rules, regulations, and policy
7. Maintains relationships to promote and develop the program mission and strategies including development of support services for program participants to provide information and resources that assist them with short and long term decision making.

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
- Department
- Direct team

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- Student/Parents
- Other External Agencies and Institutions

ACCOUNTABILITY:
Results are defined by department/college leadership 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.

Typically reports to a Director.

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. Has responsibility for making decisions on hiring, termination and pay adjustments.

Develops and approves program budget and exceptions to program budget. Assists in the development of the division/college/overall organization

RELATIONSHIPS WITH OTHERS:
Collaborates and interacts within the Dept/Unit, University Wide, and Externally to:
  - Exchange routine, factual information and/or answer routine questions.
  - Exchange detailed information or resolve varied problems.
  - Access and/or work with sensitive and/or confidential information.
  - 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.
  - Develop and maintain relationships with key contacts to enhance workflow and work quality.

TYPICAL REQUIREMENTS:
Bachelor’s degree and 5 years of experience in 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.