Family: Student Services  
Level: AM1  
Position Profile Title: Administrator 1-Student Servs

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<tr>
<th>Salary Grade</th>
<th>Minimum</th>
<th>Midpoint</th>
<th>Maximum</th>
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<tbody>
<tr>
<td>8</td>
<td>$86,688</td>
<td>$119,232</td>
<td>$151,764</td>
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PROFILE SUMMARY:  
Positions in this job profile are responsible for the oversight and management of the overall operations of a student related service. Responsibilities include developing, implementing, and evaluating philosophy, 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 1-Student Servs profile are the oversight and management of the overall operations of a student related service with university wide scope. Positions have overall strategic and fiscal responsibilities and supervise other managers that carry out the strategic plan in functional areas. They participate on the leadership team for the university wide division or department, participating in the overall strategy, mission and budget.

PRIMARY POSITION RESPONSIBILITIES:  
1. Develops, implements, oversees and assesses vision and operational resources in a department with university wide scope including financial resources, budget, policies and procedures; short and long-term action plans.
2. 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.
3. Ensures compliance with University policies, state and federal laws and regulations, and industry standards.
4. Advise and maintain relationships to promote and develop the department mission and strategies including development of support services and programs for students, parents and the campus community to provide information that assists them with short and long term decision making.
5. Oversees collaborative, internal and external relationships that develop and enhance student service focused departments and programs.
6. Provides subject matter expertise, including education and communication to inform and align the fulfillment of the mission and strategy of the division.
7. Serves as a member of the leadership team for the division, department, center or institute with university wide scope.

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  
- Donors and Alumni  
- Student/Parents  
- Other External Agencies and Institutions

ACCOUNTABILITY:  
Results are defined by university and division strategy, mission and vision; 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 Vice Provost, Vice President, Assistant/Associate Vice President, Dean, or other senior level administrator.

Supervises work of other supervisors/managers, including planning, assigning, scheduling and reviewing work, ensuring quality standards. Responsible for hiring, terminating, training and developing, responding to grievances, reviewing performance and administering corrective action for staff. Plans organizational structure and job content.

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.  
- 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.  
- Exchange detailed information or resolve varied problems.  
- Access and/or work with sensitive and/or confidential information.

TYPICAL REQUIREMENTS:  
Bachelor’s degree in Business Administration, College Student Services Administration, or related field  
6-8 years of experience program focus including experience in management responsibilities
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**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.