Family: Student Services  
Level: AM3  
Position Profile Title: Administrator 3-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>5</td>
<td>$51,072</td>
<td>$68,988</td>
<td>$86,904</td>
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PROFILE SUMMARY:
Positions in this job profile perform supervisory and managerial work within a 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 3-Student Servs profile is characterized by the span of control, a single program or limited subset within a college, department or division. They administer the operational and/or budgetary operations of the program or limited subset and may participate in the development of the overall strategic vision and budget of college, department or division. The Administrator 3-Student Servs profile is distinguished from the Administrator 2-Student Servs profile by a smaller span of control.

PRIMARY POSITION RESPONSIBILITIES:
1. Develops, administers, and assesses a student service focused program or limited subset of a college, department or division, including budget, short and long term objectives,
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 policy, State and Federal Regulations
4. Develops and manages processes and systems to ensure efficient and effective workflow and support the strategic plan of the university, college, department or division.
5. Oversee collaborative, external relationships and opportunities to develop and enhance the identification, service, recruitment and retention efforts for the program.

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 major implications on the management and operations of an area within a department; the job may contribute to important strategy, operations, and business decisions that affect the department.

Decisions impact:
- Functions across the University
- Department
- Direct team
- Donors and Alumni
- Student/Parents
- Other External Agencies and Institutions
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**ACCOUNTABILITY:**  
Goals are defined by senior leadership, division and university mission, vision and strategies; existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

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. Is responsible for hiring, terminating, training and developing, responding to grievances, reviewing performance and administering corrective action for staff.

May monitor, inform, report, reconcile and/or move 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 department/unit, university-wide, and externally to:
- Exchange routine, factual information and/or answer routine questions.
- Exchange detailed information or resolve varied problems.
- Identify needs/concerns of others, determine potential solutions, resolve or redirect appropriately.
- Handle sensitive issues and facilitate collaboration.
- Persuade, gain cooperation and acceptance of ideas or collaborate on significant projects.
- Resolve conflict, negotiate or collaborate on major projects.
- Develop and maintain relationships with key contacts to enhance workflow and work quality.
- Access and/or work with sensitive and/or confidential information.

**TYPICAL REQUIREMENTS:**  
Bachelor’s degree in related field.

5 years of experience in service related field including program management, supervision and/or fiscal 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.