Family: Student Services
Level: AM4
Position Profile Title: Manager 1-Student Servs
Salary Grade: 4
Salary Range:
  Minimum: $ 41,664.00
  Midpoint: $ 56,184.00
  Maximum: $ 70,704.00

PROFILE SUMMARY:
Positions in this job profile manage the day-to-day operations for a unit in Student Services. They provide ideas and subject matter expertise while ensuring effective, efficient workflow and adherence to policy and standards. They assist with budget accountability and management of staff activities and training.

DISTINGUISHING CHARACTERISTICS:
The distinguishing characteristics of the Manager 1-Student Servs profile is the responsibility for the day to day operations and objectives of a functional unit or program within an student services department or unit. Positions manage within a budget and provide supervision for employees carrying out the daily work within the program or functional unit.

PRIMARY POSITION RESPONSIBILITIES:
1. Provides operational level management of the day to day operations for the functional unit
2. Ensures compliance with university policy, federal and state regulations and contractual agreements.
3. Manages functional unit budget and keeps leaders informed of fiscal needs and results.
4. Develops processes for effective and efficient workflow and adherence to quality standards.
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 and provide for training provisions
6. Provides subject matter expertise to internal and external stakeholders by advising and providing student service related information, resources.
7. Manages outreach and engagement efforts including serving as the liaison for the functional unit with groups, agents, sponsors, students and other constituents to communicate and implement long and short-term goals

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; your job may contribute to important strategy, operations, and business decisions that affect the department.

Decisions impact:
  • Department
  • Direct team
  • Students/Parents
  • Other External Agencies and Institutions

ACCOUNTABILITY:
Results are defined by department leadership, university and division/college vision, mission 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.
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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.

Monitors, informs, reports, reconciles and/or moves funds within program budget.

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.  
• 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.

Collaborates and interacts within Dept/Unit to:  
• Access and/or work with sensitive and/or confidential information.

TYPICAL REQUIREMENTS:  
Bachelor’s degree in related field to program focus.

Experience working with population of program participants.

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.