## JOB FAMILY: STUDENT MANAGEMENT

**Level D, Pay Grade 11**

| LEVEL DEFINITION | This level covers positions responsible for the leadership of programs, with a focus on enhancing the operations and aligning services with the operations of the unit. This level also covers senior subject-matter expert positions responsible for researching, designing and/or promoting broad-based, innovative, and strategic campus-wide initiatives and services. |
| TYPICAL RESPONSIBILITIES | May include: participating in the development of the unit’s strategic plan, policies, and processes; managing the development, implementation, and evaluation of new University-wide initiatives, service/program models, business processes, policies, and systems; leading the ongoing evaluation of all services and processes provided by the unit, including developing measures for evaluating service/program effectiveness; developing and assessing a wide range of on-campus programs and services, identifies gaps in services, develops new opportunities; researching, ideating and activating multiple broad based initiatives; fostering excellence in programming, promotion and outreach; providing day to day managerial direction and guidance to a team within a unit; monitoring and managing workflows and workloads; identifying and recommending partners, projects and new initiatives; building coalitions and connections with key stakeholders and groups across the university, in government and in the community. |
| DECISION MAKING /LEVEL OF ACCOUNTABILITY | Problems faced are sometimes unclear, and may require understanding of a broader set of issues. Makes decisions regarding the management and effective delivery of services, the development and implementation of university-wide policies and system improvements, and the enhancement of operation of the unit. Determines criteria for assessing issues and opportunities. Systematically analyzes relationships between apparently independent problems and issues. Establishes clear goals and priorities needed to assess performance. Identifies relationships and linkages between different information sources. Anticipates issues that are not |
readily apparent on the surface. Develops solutions needed to resolve them.

Identifies root causes and effects. Identifies trends as well as isolated events.

**SUPERVISION RECEIVED**

Works independently within University policies and procedures toward established goals and objectives.

Work is reviewed in terms of achievement of objectives.

**SUPERVISION EXERCISED**

May manage a group of professional and support staff.

**COMMUNICATION**

Deals with the most complex and sensitive issues requiring the utmost diplomacy and interpersonal skill.

Communicates day-to-day priorities and ensures policies, practices and procedures are understood.

Seeks consensus with business partners and builds strong relationships.

Consults with and presents persuasive arguments to a broad range of academic and administrative leaders, faculty and staff members, and student leaders.

**KNOWLEDGE REQUIRED**

Requires application of in-depth knowledge of a discipline or subject matter, as well as working knowledge of managing programs, projects and/or teams within a unit to achieve objectives.

In-depth knowledge of relevant university policies, processes, procedures and guidelines, as well as applicable external standards, regulations, best practice, etc. gained through involvement in diverse practices and precedents.

**MINIMUM QUALIFICATIONS**

Undergraduate degree in a relevant discipline.

Minimum of five to six years of related experience, or an equivalent combination of education and experience.