

Salt Lake Community College - Job Classification Standard

Program Manager 1,2,3

This family consists of three levels of managerial work. Levels are distinguished based on the complexity of the work, level of supervision received, degree of autonomy, budget complexity and authority, the impact of recommendations or decisions on the departments policies and programs, degree of sensitivity and scrutiny, and organizational structure. This job family is distinguished from other professional individual contributor job families by the primary responsibility for the management of contracts and grants specific to many academic disciplines. It is distinguished from other management job families by the responsibility for managing projects in coordination with faculty, principle investigators, etc., to achieve the outcomes desired in the contract and grant. These positions require excellent coordination, communication, and managerial skills, to span the different areas of responsibility. Program managers normally report to the Associate Dean, Chair, or similar administrative personnel.

Autonomy

Works under broad direction. Full accountability for own technical work or project/supervisory responsibilities. Receives assignments in the form of objectives. Establishes own milestones, team objectives and delegates assignments. Work is often self-initiated.

Influence

Influences organization, customers, and peers within industry on contribution of specialization. Significant responsibility for the work of others and for the allocation of resources. Decisions impact on success of assigned projects i.e. results, deadlines and budget. Develops business relationships with customers. Trains, manages performance, and development of employees.

Complexity

Highly complex work activities covering technical, financial and quality aspects and contributing to formulation of strategy. Work involves creative application of wide range of technical and/or management principles.

Skills

Advises on available standards, methods, tools and applications in own area of specialization and makes correct choices from alternatives. Can analyze, diagnose, design, plan, execute and evaluate work to time, cost and quality targets. Communicates effectively, formally and informally, with colleagues, subordinates and customers. Demonstrates leadership. Clearly understands relationships between own area of responsibility/specialization to the organization, takes customer requirements into account when making proposals. Takes initiative to keep skills up to date. Maintains awareness of developments in the industry. Can analyze requirements and advises others on scope and options for operational improvement. Demonstrates creativity and innovation in applying solutions.

Level 1

Level 2

Level 3

Supervision	Under immediate supervision, performs standard tasks using established methods, principles, concepts and procedures related to a specialized field. Judgments are made on routine matters of relatively small impact.	Under close supervision, performs varied duties and assignments involving some judgment. Resolves routine questions or problems, referring only complex issues to higher level. Some evaluation, originality and ingenuity required.	Under minimal supervision, performs complex assignments and fulfills broad responsibilities where required outcomes are defined, but methods and procedures may vary based on professional judgment precedent. Considerable latitude for unreviewed action. Confers with supervisor on unusual matters. Coordinates the work of others on projects and may assign work to and assist less experienced professionals or support staff. May act in an advisory capacity to managers or faculty.
Knowledge	Knows fundamental concepts, practices and procedures of particular field of specialization	Knows and applies fundamental concepts, practices, and procedures of appropriate to position plus particular field of specialization, with awareness of related fields.	Possesses and applies a broad knowledge of principles, practices and procedures of a particular field of specialization to the completion of difficult assignments. Also possesses knowledge of operation which affect, or are affected by own area related fields and areas
Minimum Education and Experience	Bachelors degree in discipline appropriate to position with 0-3 years experience.	Masters degree in discipline appropriate to position with 3-5 years experience.	Doctorate in discipline appropriate to position with 5-7+ years experience.
FLSA Status	Exempt	Exempt	Exempt
Job Grade	16	17	18

Job Classification approved by Human Resources November 21, 2011