

Salt Lake Community College - Job Classification Standard

Student Services Manager 1,2,3

The Student Services Managerial job family requires both professional and managerial expertise which address the needs in any of the departments within Student Services. Managerial levels are distinguished based on the complexity of the work, scope of supervision, degree of autonomy, budget authority, the impact of recommendations or decisions on the department's policies and programs, degree of sensitivity and scrutiny, and organizational size and structure. Positions in this family direct, manage, and supervise activities and operations in consultation with their Director, and they assist Directors and Administrators with: the vision, goals and mission; organizing work groups; strategic and long range planning and implementation; analysis and interpretation of rules and regulations; system, program, policy and procedure development; staff selection, training, evaluation, supervision and performance management; managing functional budgets. May coordinate services at several campus locations and online services.

The most typical position titles in this job family are Manager and Assistant Director.

This job family is distinguished from the Professional job family by the primary responsibility for unit management and increased accountability for organizing, planning and leading services, supervising staff, assisting with budgetary responsibilities, and serving as a strategic advisor to the Director.

This job family is distinguished from other Director/Administrator job family by the absence of major budgeting responsibility and the lesser degree of responsibility for oversight of the department's goals, accountability and strategic planning which requires broader experience in administration.

Autonomy

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

Influence

Influences department, students, and peers within areas of assignment or specialization. Significant responsibility for the work of others and for the allocation of resources. Decisions impact success of assigned projects, i.e. results, deadlines and budget. Develops relationships with other staff, faculty and community. Trains, manages performance, and development of employees. May assume responsibilities of director and act on his/her behalf.

Complexity

Highly complex work activities covering service, budgetary and quality aspects. Contributes to formulation of strategy. Work involves flexible application of wide range of professional and/or management principles.

Skills

Manages professionals, specialists and/or support staff in planning and delivery of services. Demonstrates leadership, creativity and innovation in applying solutions. Develops quality standards. Insures that applicable laws, standards, rules and regulations are applied fairly and appropriately. Addresses the needs of college administrators, faculty, community groups and students. Plans, schedules and monitors work activities in order to meet time and quality targets. Hires, trains and supervises professional and/or support staff. Communicates effectively, formally and informally, with students, colleagues, subordinates, faculty and external agencies. Plans and develops proposals and grants. Manages projects and monitors expenditures. Uses software applications, college managements systems, and specialized database systems. Engages in departmental assessment and evaluation. Develops and maintains working relationships with and supports Director/Administrator.

Level 1

Level 2

Level 3

<p>Supervision</p>	<p>Under directed supervision, performs tasks using established methods, principles, concepts and procedures related to professional and management issues in area of assignment. Judgments are made on regular matters. Acts in an advisory capacity to Directors.</p>	<p>Under general supervision, performs varied duties and assignments involving professional and managerial judgment. Resolves questions or problems referring only complex issues to higher level. Evaluation, originality and ingenuity required. Acts in an advisory capacity to Directors.</p>	<p>Under minimal supervision, performs complex assignments and fulfills broad responsibilities where required outcomes are defined, but methods and procedures may vary based on managerial judgment or precedent. Considerable latitude for unreviewed action. Confers with Director on unusual matters. Acts in an advisory capacity to Directors.</p>
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Knowledge	Knows fundamental concepts, practices and procedures of particular area of assignment. Knows fundamental managerial concepts and practices.	Knows and applies fundamental concepts, practices, and procedures appropriate to position plus particular area of assignment, with awareness of related areas within Student Services. Applies fundamental managerial concepts and practices.	Knows and applies a broad knowledge of principles, practices and procedures of a particular area of assignment to the completion of difficult assignments. Also possesses broad knowledge which affect operations within own area and related areas of Student Services. Possesses broad knowledge of administration, managerial concepts and practices.
Minimum Education and Experience	Bachelors degree in discipline appropriate to position with 0-3 years experience.	Bachelors degree in discipline appropriate to position with 3-5 years experience.	Bachelors degree in discipline appropriate to position with 5-7+ years experience.
FLSA Status	Exempt	Exempt	Exempt

Job Classification approved by Human Resources July 1, 2011