

OPERATIONS PROGRAM ASSOCIATE TITLE DEFINITION

I. DEFINITION

OPERATIONS PROGRAM ASSOCIATE

Positions perform complex administrative duties in support of a professional program area or areas. Positions require considerable knowledge of the program area(s) to enable the employee to work effectively and independently in a wide range of work situations under general supervision. Positions have a significant role and responsibility to make complex and independent judgements within the scope of their responsibility as a result of delegated authority. The work is governed by a variety of complex rules and regulations such as statutory language, administrative code or rules, policies, and/or procedures that are applied and often require analysis and interpretation. Positions frequently develop complex databases to maintain program information and prepare statistical data analysis or reports. Positions may, but are not required to, perform leadworker duties, including training, assigning and reviewing the work of other permanent employees.

Positions in this classification meet one of two following allocations:

1) **Unit Specific Program:**

Under general supervision, positions perform a combination of complex, unit specific program duties in support of a professional program area(s) for the majority of the time. Positions relieve supervisors or program specialists of the less complex professional tasks. Decisions usually result in approval or denial of a request in the program area and may have impact across program lines. Positions serve as a liaison with other state agencies, federal government, local units of government, courts and law enforcement agencies, other states, the general public, or the private sector to obtain, provide, or exchange complex information. Positions provide support in program compliance activities; perform quality assurance reviews within the program area, identify deficiencies, and provide feedback as necessary to effectively recommend changes in the policies and procedures of the program area.

2) **Administrative Program:**

Positions assigned to this allocation function independently in order to relieve program managers from administrative processes. Most positions have delegated authority for limited decision-making in the office management functions. Others make effective recommendations to program managers with overall responsibility for the program, with only certain functions delegated to the paraprofessional position. Positions in this allocation are either the sole responsible office management/administrative support position **or** are formally designated as leadworker by the program or management services supervisor in this office management position, if accompanied by one or more permanent administrative support positions.

Under general supervision, positions perform a combination of complex duties in support of critical administrative functions (communication, fiscal, human resources, staff and resource services, technology maintenance) for the majority of the time. Positions have the responsibility and designated role of relieving supervisory or professional staff of the burden of the *overall* administrative system and duties. Positions have clearly stated responsibility for the development/modification, monitoring, evaluation, and implementation of office management and

administrative support procedures and policies. Positions in this allocation are regarded as the subject matter experts for complex office management activities and may provide recommendations to program supervisors/department chairs or have delegated authority for final approval of all procedures and policies within the work unit. Positions require a working knowledge of the program area. Positions serve as a liaison with administrative professionals within and outside of the campus. Positions may perform additional duties in support of the unit-specific program similar to those performed by paraprofessionals found in the Unit-Specific Program allocation for less than a majority of the time. These positions report to a program supervisor (a professional staff person or manager) who has little direct responsibility for managing the administrative area.

II. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment.

III. RELATED POSITION TITLES

1. Positions that perform routine clerical support activities for the majority of time and are more appropriately classified as Clerical Assistant.
2. Positions that perform routine or complex administrative office support activities that implement existing policy and procedures for the majority of the time and are more appropriately classified as Office Associate or Office Operations Associate.
3. Positions that perform work activities in a specific administrative functional area for a majority of the time and are more properly classified by a more specific classification such as Financial Specialist, Payroll & Benefits Specialist, etc.
4. Positions that perform paraprofessional administrative duties with a broad scope providing support to a division administrator or agency head, with confidential duties and reporting relationships that are more appropriately classified as Academic Department Associate, Academic Department Specialist, Dean Assistant, Executive Staff Secretary, Executive Staff Assistant, University Executive Staff Assistant, or University Business Specialist.
5. Positions performing confidential administrative duties as defined in s. 111.81(15), Wis. Stats., that are more appropriately classified as Program Assistant-Confidential and Program Assistant Advanced-Confidential.
6. Positions that perform paraprofessional administrative support for a student program or a program area unique to higher education and are more appropriately classified as University Services Program Associate.