

UNIVERSITY SERVICES PROGRAM ASSOCIATE TITLE DEFINITION

I. DEFINITIONS

UNIVERSITY SERVICES PROGRAM ASSOCIATE

These are paraprofessional positions that spend the majority of time (more than 50%) providing support to an office or department that is primarily responsible for a student program or a program area unique to higher education. These positions perform a combination of complex program-related and/or administrative program functions that support student programs, social programs that compliment classroom learning, instructional programs or research programs. Positions at this level provide support to administrators, faculty, academic and/or research staff. Positions require considerable knowledge of the program area to enable the employee to work effectively and independently in a wide range of work situations. Positions exercise a high level of complexity as evidenced by the degree of involvement, interpretation of regulations and impact of decisions required. Positions have a significant role and responsibility to make complex independent judgments and decisions within the scope of their responsibility as a result of delegated authority. The worker activities are governed by a variety of complex rules and regulations, which often require analysis and interpretation. Performance of these worker activities requires extensive contact with operating units within the department and/or between campus departments, the general public, and may include student contact. Positions at this level may also perform lead-work duties, including training, assigning work, and reviewing the work of others in the assigned program areas. Work is performed under general supervision.

COMPLEX PROGRAM- RELATED FUNCTIONS

Positions perform a combination of complex, program duties in support of a professional program area(s) for the majority of the time. Positions relieve supervisors 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 institutions of higher education, federal and non-federal granting agencies, federal government, and local units of government, 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.

Examples of positions in complex program areas unique to higher education include positions in the Admissions/ Registrar or Bursar's office that administer campus-wide programs (e.g., oversee student records, course records, grade change reports, student tuition, fee records, and student account service hold records; and collect student account receivables); positions that coordinate and administer school or college-wide student programs such as student records, registration, and degree audit report systems; positions located in an academic department that serve as the primary administrator for a student program such as the graduate, undergraduate, or certificate program.

COMPLEX ADMINISTRATIVE – RELATED FUNCTIONS

Positions assigned to this allocation function independently in order to relieve administrators, faculty, academic or research staff 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 lead worker, if accompanied by two or more permanent administrative support positions.

Positions perform a combination of complex duties in support of critical administrative functions including but not limited to communication, fiscal, grants, resource services, and technology maintenance for the majority of the time. Positions have the responsibility and designated role of relieving supervisory or administrators, faculty, academic or research 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, administrators, faculty, academic, or research staff 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 Complex Program allocation for less than a majority of the time.

II. QUALIFICATIONS

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

III. RELATED TITLES

University Services Associate 1 or 2, Student Status Examiner