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ADMINISTRATIVE JOB FAMILY – ADMINISTRATIVE PROFESSIONAL

JOB FAMILY CONCEPT:

The Administrative job family is responsible for supporting, coordinating, supervising, managing, or directing administrative activities and operations in support of programs, projects, departments, schools, colleges, or institutes. Administrative roles perform, lead, supervise, or manage a broad range of administrative, program, technical, clerical, or office support activities. This includes but is not limited to grants and contracts, financial services, human resources, student services, and general administrative, medical or academic areas.

Administrative roles support the management of the University of Tennessee and may provide professional administrative expertise by coordinating, researching, recommending, and implementing overall administrative initiatives. The Administrative job family is designed to cover a broad cross section of administrative functions where a general knowledge base is required. Positions specializing in a particular functional area should be classified in the functional job family if available (e.g. Financial Services, Student Services, etc.).

ADMINISTRATIVE PROFESSIONAL

The Administrative Professional role performs functions that require specialized education to support a project or program. Coordinates and implements training, quantifies the effectiveness of initiatives, analyzes and interprets data, and creates reports for stakeholders. Applies theory and concepts gained through training and experience. May be responsible for program or project administration and/or supervise staff.

The **Administrative Professional** role is distinguished from the **Administrative Assistant** in that it demonstrates a level of expertise in one or more specialized areas and is responsible for the interpretation and application of broad policies and procedures. The **Administrative Professional** may perform functions described in the **Administrative Assistant** role, but not as the primary responsibility of the position. The **Administrative Professional** role exercises significant independence and autonomy and collaborates with leadership on areas of greater complexity. The competencies for the **Administrative Professional** role typically require knowledge and experience in a non-clerical program or specialty area specific to the position responsibilities.

The **Administrative Professional** role is distinguished from the **Administrative Management** role in the management role is primarily responsible for staff and resource management of a department, division, college, campus, or institute. The **Administrative Management** role provides senior-level strategic expertise and guidance, and has increased accountability.

ADMINISTRATIVE PROFESSIONAL 1

Typical Functions

Perform all aspects of coordination and planning for project, program, or other area of responsibility. Drafts contracts, budgets, and documents for review and submission. Ensures accuracy of submissions. Assists in the planning of procedures, processes, services, and systems. Identifies opportunities for new programs, and assists in their development. Review policies and requirements to ensure compliance. Provides advice and acts as a resource to internal and external contacts. Promotes program to and works with external constituents to facilitate program. Gathers, compares, and analyzes data to make recommendations for future operations of program. Identifies and proposes new venues to promote and expand program. Identifies requirements and reporting needs, and prepares internal and external reports. Identifies and investigates areas of concern and brings them to supervisor's attention. May participate

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in program development or evaluation. May provide work direction to volunteers and program support staff. May draft communications regarding program.

Complexity and Decision Making Authority

Progress and outcomes are frequently reviewed. Work is largely guided by established policies and procedures. New or unusual problems are referred to supervisor.

Knowledge, Skills, and Abilities

Knowledge of applicable regulations and policies for program, project, or funding sources. Public speaking skills. Ability to establish and maintain effective working relationships with individuals and groups. Ability to successfully work as a member of a team. Ability to communicate effectively, both orally and in writing. Ability to provide work direction to volunteers and support staff.

Education/Experience

Bachelor's degree in relevant field and two to three years relevant experience, or an equivalent combination of training and experience.

ADMINISTRATIVE PROFESSIONAL 2

Typical Functions

Oversee the daily operations for assigned program/project. Interprets requests and determines how and where to submit reports and documents. Acts as a liaison between the university and external stakeholders. Investigates and mitigates potential negative impacts to institution, and negotiates terms and conditions to resolve problems. Conduct needs assessment and analysis of work effectiveness. Adopts or modifies methods and standards to accomplish goals. Makes recommendations for development of new programs to supervisor. Deliver and may develop training. May negotiate and administer contracts, and work with appropriate parties on corrections. Coaches, mentors, and provides work direction to program/project staff. May make recommendations for short and long term planning. May develop and administer program budget.

Complexity and Decision Making Authority

Required outcomes are defined, but methods and procedures may vary based on judgment or precedent. Some problems do not have pre-determined resolutions and require innovative approaches to solve them.

Knowledge, Skills, and Abilities

Advanced knowledge of specialty area. Negotiation skills. Excellent communication skills. Ability to interpret requests for information. Ability to analyze data and effectiveness.

Education/Experience

Bachelor's degree in relevant field and four to five years relevant experience, or an equivalent combination of training and experience. Master's degree in relevant field preferred.

ADMINISTRATIVE PROFESSIONAL 3

Typical Functions

Leads the daily operations, including administrative functions and services, for assigned program/project. Supervises staff associated with program/project. Determines program effectiveness. Identifies and conducts research for new opportunities. Responsible for program/project development keeping in mind the mission and vision of the reporting unit. Serves in an advisory or consulting role for unit, and provides consultation in area of expertise. Contributes to the

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development of policies and creates procedures for unit. Directs the financial activities of the unit. Submits proposals to secure funding. Creates and implements procedures to ensure compliance with applicable regulations, policies and procedures. Negotiates contracts. Serves as liaison and strategic partner with external stakeholders. Gathers, analyzes, and synthesizes data to create complex reports. Responds to complex requests for information. Develop, implement, and assess training.

Complexity and Decision Making Authority

Works independently on work assignments, which may include highly complex or strategic assignments, reviews progress and evaluates results updating management as appropriate. Analyzes, compares and evaluates various courses of action and has the authority to make independent decisions on complex or difficult issues, which may involve unusual circumstances and incomplete or conflicting data. May be authorized to make commitments with external partners. May take a new perspective when utilizing existing solutions.

Knowledge, Skills, and Abilities

Subject matter expert level knowledge for specialty area. Expert level knowledge of applicable regulations, policies, and procedures. Expert level knowledge of long range planning process. Excellent communication skills. Negotiation skills. Ability to gain support among external partners. Ability to create innovative solutions for complex problems.

Education/Experience

Bachelor's degree in relevant field and seven years progressively responsible experience, or an equivalent combination of training and experience. Master's degree preferred.