

## DRAFT – September 26, 2018

### ADMINISTRATIVE JOB FAMILY – PROJECT MANAGEMENT

#### 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.).

#### PROJECT MANAGEMENT

The Project Management role is responsible for all phases of project management from project design to completion.

The **Project Management** role is distinguished from the **Administrative Professional** in that its focus is solely on full complement of project management.

#### **PROJECT MANAGEMENT 1**

##### Typical Functions

- Coordinates and tracks multiple projects in conjunction with other university personnel or contractors.
- Plans work schedules, determines key milestones and measurement criteria, and creates time and budget estimates for projects.
- Prepares and communicates cost estimates or scope changes for projects.
- Prioritizes tasks within projects.
- Monitors projects, identifies problems, and communicates with project teams.
- Ensures projects remain on schedule and within budget.
- Meets with clients to review projects, to develop specifications, and to assist with completion of work.
- Manages communications between project stakeholders.
- Identifies individuals to complete project tasks.
- Reviews estimates and prepares for project work to begin.

##### Complexity and Decision Making Authority

Provides support to assigned area of expertise. Resolves questions or problems within established policies and procedures, and refers new or complex issues to higher level. Decisions impacting budget, scope, and schedule are typically made in consultation with stakeholders and supervisor.

##### Knowledge, Skills, and Abilities

Knowledge of project management principles. Basic computer skills. Effective oral and written communication skills. Time management skills. Customer service skills. Problem solving skills. Ability to manage multiple projects or estimates. Ability to analyze and document project failures and successes. Ability to lead meetings effectively. Ability to hold others accountable for project outcomes.

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### Education/Experience

High school graduation and five years experience in relevant area of expertise, or an equivalent combination of education, training, and experience. Associate's degree or trade school completion preferred.

### Licenses/Certifications

Certified Associate in Project Management, Project Management, or other relevant certification preferred.

## PROJECT MANAGEMENT 2

### Typical Functions

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- Coordinates and assesses multiple projects which are moderately complex in nature. Develops scope of projects and identifies necessary resources.
- Analyzes costs, benefits, and feasibility of projects.
- Coordinates and oversees project activities of various groups of internal and external stakeholders, personnel, and vendors.
- Prioritizes and assigns tasks to both department and university personnel.
- Tracks projects.
- Anticipates and mitigates risks.
- Evaluates requested changes to projects and communicates changes to project team members.
- Ensures deliverables are completed and outcomes are achieved on schedule.
- Prepares cost estimates.
- Recommends expenditures related to the project within well-defined guidelines.
- Creates and updates project documentation.
- Identifies, captures, and analyzes project performance metrics for evaluation.
- Creates and disseminates project related reports.
- Designs and delivers project related training.
- Develops, implements, and improves processes and procedures.
- May be responsible for tracking expenditures.
- May be responsible for proposal development.

### Complexity and Decision Making Authority

Projects are typically complex and relate to a specific area of expertise. 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

Knowledge of multiple project management knowledge areas. Excellent oral and written communication skills. Advanced analytical skills. Advanced computer skills. Skilled with resource allocation. Ability to deliver projects on time and within financial restrictions. Ability to monitor and adjust key processes. Ability to supervise and motivate others. Ability to hold others accountable for project outcomes. Ability to design and deliver training. Ability to hold others responsible for project outcomes.

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### Education/Experience

Bachelor's degree in relevant field and three to five years project management experience related to area of specialty or an equivalent combination of education, training, and experience.

### Licenses/Certifications

Project Management certification or other relevant certification may be required.

## PROJECT MANAGEMENT 3

### Typical Functions

- Develops project scope for large-scale complex projects that may have far-reaching impact.
- Manages all phases of projects, including managing and overseeing activities of various groups of internal and external stakeholders, personnel, and vendors.
- Manages procurement solicitations and selection.
- Manages preparation and processing of contracts related to projects.
- Recommends expenditures related to the project.
- Develops estimates sometimes from limited information.
- Enforces project timelines and negotiates changes to timelines and scope of project.
- Negotiates with vendors, and reviews and resolves disputes related to project deliverables.
- Monitors contract terms and ensures deliverables are being met.
- Interprets and applies policies and procedures.
- Performs record management functions.
- Tracks projects.
- Creates, disseminates, and delivers high-level reports, presentations, and status updates for key stakeholders.
- Creates and submits proposals to secure funding.
- May mentor and train other employees.

### Complexity and Decision Making Authority

Typically 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 issues within scope of responsibility.

### Knowledge, Skills, and Abilities

Expert level knowledge of multiple project management knowledge areas. Knowledge of the capital planning process. Knowledge of university procurement and contracting processes. Excellent oral and written communication skills. Advanced analytical skills. Advanced computer skills. Excellent organizational skills. Ability to deliver projects on time and within financial restrictions. Ability to monitor and adjust key processes. Ability to supervise and motivate others. Ability to hold others accountable for project outcomes. Ability to design and deliver training. Ability to produce high-level comprehensive reports.

### Education/Experience

Bachelor's degree in relevant field, and five to seven years progressively responsible project management experience related to area of specialty or an equivalent combination of education, training, and experience.

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*Licenses/Certifications*

Project Management certification or other relevant certification may be required.