

**Ohio University – Compensation 2014**  
**Job Family: Academic Services | Career Track: Management**

Academic Services seeks to increase retention, engagement, and success of students at Ohio University by providing, academic program guidance, career development, skill assessment and development, identification and assisting with resolution of academic difficulties, and related services. LEVEL PROGRESSION ASSUMES INCLUSION OF RESPONSIBILITIES AT LOWER LEVELS.

	Management I	Management II	Management III	Management IV	Management V
<b>Accountabilities</b>	None specified.	<p><b>PEOPLE</b> Supervises and coordinates academic services staff work plans that are tactical or clerical in nature. Responsible for maintaining a work culture that is productive, customer service oriented, healthy, and valuing of diversity.</p> <p><b>OPERATIONS</b> Manages employees engaged in the administration of academic services. Plans, schedules, and prioritizes work across employees.</p> <p>Provides direct supervision to staff. Monitors work activities and customer feedback to ensure work is performed in an acceptable fashion.</p> <p>Provides technical leadership to projects and in the resolution of academic services issues.</p> <p>Develops and maintains positive relationships with internal and external customers and designated vendors.</p> <p><b>BUDGET</b> Approves expenditures within assigned budget.</p>	<p><b>PEOPLE</b> Manages, delegates, and prioritizes unit work plan.</p> <p>Responsible for establishing and cultivating a work culture that is customer service oriented, productive, healthy, and valuing of diversity.</p> <p><b>OPERATIONS</b> Directs academic advising, career counseling, and related academic programs; supervises and assesses program operations and projects.</p> <p>Creates and disseminates academic information to other University units, advisors, and students.</p> <p>May provide direct academic advising, career counseling, or other academic services to students, faculty, or other University personnel.</p> <p>Coordinates research and assessment within the unit; analyzes data and recommends policy/procedure modifications; proposes process improvement opportunities; may be responsible for developing and implementing new technology.</p> <p>Monitors changes in guidelines, laws, and regulations related to area of responsibility. Works with other University personnel to identify and implement necessary changes to ensure compliance.</p> <p><b>BUDGET</b> Assists with the development of budget or may develop budget for unit. Reviews and monitors budget.</p>	<p><b>PEOPLE</b> Determines and aligns staff work plans and goals with the overall strategies established for the planning unit.</p> <p><b>OPERATIONS</b> Provides oversight of staff; determines strategy; and advises on policies and procedures for a planning unit or significant subdivision of academic services. Leads the evaluation of services and monitors metrics.</p> <p>Oversees and/or researches new initiatives/policies.</p> <p>Develops, reviews, and oversees academic, career or related service processes, systems, tools, and standards. Manages internal and external consultants and vendors, including deadlines, resources, and costs.</p> <p>Establishes and fosters partnerships with key stakeholders across the University to ensure compliance and operational excellence.</p> <p>Responsible for identifying and implementing changes to policies to comply with new or revised laws and regulations related to area of responsibility to ensure compliance.</p> <p><b>BUDGET</b> Forecasts, develops, and manages budget.</p>	None specified.

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<b>Requirements</b>		<p>Knowledge and expertise in concepts, principles, and practices of academic advising, career counseling, or related field as well as management of employees typically obtained through a Bachelor's degree in career counseling, business management, or related degree and 3 or more years professional experience including supervision. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements. Specific knowledge, certifications, and licensure for the position.</p>	<p>Knowledge and expertise in concepts, principles, and practices of academic advising, career counseling, or related field as well as management of employees typically obtained through a Master's degree in academic advising, counseling, or related degree and 3 to 5 years of academic advising experience including significant management experience. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements. Specific knowledge, certifications, and licensure will apply at the position level.</p>	<p>Seasoned knowledge and expertise in theories, concepts, and practices of academic advising, career counseling, or related field as well as the management of employees typically obtained through a Master's degree in academic advising, counseling, or related degree and 6 or more years of academic advising experience including experience managing a team of professionals. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements. Specific knowledge, certifications, and licensure will apply at the position level.</p>	