

# Job Family Definition Guide

The following is a list of job family names and definitions used to categorize non-bargaining unit represented Civil Service employees and Professional and Administrative (P&A) employees at the University of Minnesota.

Some positions include responsibilities that cross job families (e.g., administrative and financial). To determine which job family is most appropriate, consider the allocation of time in the position (e.g., 70% administrative duties and 30% financial duties would be included in the administrative job family). If responsibilities are equally distributed between two job families (e.g., 50% administrative and 50% financial), consider the most important skill set if the position were to fall vacant and be replaced. For example, if financial experience is the most essential skill set, the position would be included in the finance job family.

Keep in mind these definitions are intended to encompass all levels of the job family from an entry level professional to the top level director. The goal is to capture the essence of a job family or specialty within a family as a whole.

*This document is subject to change and refinement.*

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## Administration

The administration job family reflects positions that contain a broad cross-section of business administration functions across all operations of the University including managing or performing finance, budget, HR, and facilities responsibilities. Incumbents may provide professional administrative expertise by coordinating, researching, recommending, and implementing overall business administrative initiatives. They are required to interact with a variety of other offices within the unit. Positions may involve building relationships and engaging the outside community to promote the University, engaging community groups on issues of common interest, and helping address community issues.

### **Administration Operations**

Duties involve managing or performing the administrative operations of an organization including developing, implementing, and/or performing processes and procedures. Duties may involve a variety of administrative support duties to individuals, groups, or programs. Supervisory duties are often required.

### **Executive Administration/Coordination**

Duties require a great deal of independent initiative and direction, but exist solely for professional level support of senior executive management. Typical duties include representing the senior administrator in their absence, project management, meeting with various constituents, and offering advice to senior leadership team.

### **Program Administration**

Work directly with a specific program or project at University. These positions deal with general management of a program or center.

### **Project Management**

Duties involve planning, executing, and closing projects, often managing multi-functional project teams. Typical duties include defining project goals, building comprehensive work plan, facilitating commitment and productivities, removing obstacles, managing stakeholders, and motivating team members. Positions have significant latitude on managing project staff and budget. This is not a project process/procedure coordination position.

### **Compliance/Policy Analysis**

Work directly related to develop and evaluate programs to ensure University is in compliance with regulations and policies.

### **Senior Administration**

Jobs include the top administrators at a university or campus-wide level. These positions oversee entire areas of the University or entire colleges.

### **Community Relations and Partnerships**

Jobs involve administrative, managerial, or professional work planning and directing a community service or outreach program. Duties typically include fostering/maintaining external relationships, acting as a community liaison, and/or providing a service to one or more community groups. Jobs involve reaching and serving public stakeholders to promote the University, engaging community/industry/business groups on issues of common interest, and helping them to address those issues in ways that advance the University's research, teaching, and service mission. Typical functions include planning and/or directing a service program and networking with and serving as a liaison with between University faculty and staff and external partners.

Rev. 9/2015

# Advancement

## **Advancement Operations Generalist**

Develops and/or implements processes to support alumni relations, annual and major giving, and stewardship. Provides support in stewardship and recognition efforts for donors. Generates and oversees completion of memorandum of agreements (MOAs) and fund creation requests. Supports and engages with volunteers. Participates in the management and execution of activities to advance donor fundraising potential. Develops communications plans and strategies to support programming, services, and/or initiatives, and engage prospective alumni, donors and friends. Delivers proposals to prospective donors. May spend a small portion of time requesting and/or closing on gifts\*. Responsibilities may include management of comprehensive campaign operations, which includes campaign planning and execution, volunteer management, development of campaign priorities and key messages, campaign reporting, and donor stewardship.

\*If over 50% of time is spent on managing a portfolio of major gift donors, see the description for Major Gifts.

## **Alumni Relations**

Builds and maintains relationships between alumni and the University that enrich the lives of alumni, support student success, and advance the University. Interprets market research from alumni and creates programs and services for alumni. Understands University and unit priorities and taps alumni talent to support those goals. Monitors and evaluates program outcomes compared to goals. Identifies revenue opportunities to support alumni programs. Works with alumni volunteers through programs such as reunions, career services, mentorship, geographic outreach, alumni recognition, travel/tours, speakers, affinity and employer-based networks, etc. Develops strategic communications to inspire alumni to serve as ambassadors and advocates for the University, and inform them of engagement opportunities. Understands and utilizes databases, market segmentation, and data analytics. Represents the University to external constituencies as informed ambassadors. Conducts alumni fundraising and solicitation activities and programs. Responsibilities may include work for major campaigns.

## **Annual Giving**

Responsible for securing annual gift donations to the University. Duties may include identifying, acquiring, and prioritizing donor prospects. Solicits donors through multiple channels including mail, email, crowdfunding and/or telephone. Works with a portfolio of assigned donor prospects to establish, cultivate, and solicit ongoing relationships. Has annual fundraising goals and metrics, including metrics for broader campaigns. May be responsible for developing or implementing a comprehensive annual giving strategy. Manages and assesses the annual giving programs and activities for overall effectiveness. Writes acknowledgement letters and provides other stewardship in response to gifts.

## **Annual Giving and Stewardship**

Responsible for securing annual gift donations as well as supporting the stewardship program of the University. Duties may include identifying, acquiring, and prioritizing donor prospects. Solicits donors through multiple channels including mail, email, crowdfunding and/or telephone. Works with a portfolio of assigned donor prospects to establish, cultivate, and solicit ongoing relationships. Has annual fundraising goals and metrics, including metrics for broader campaigns. May create and distribute custom stewardship and impact reports, and custom thank you videos. Plans and executes stewardship events on campus. May develop or implement a broad-based annual giving and/or stewardship strategy.

## **Major Gifts**

Primary responsibility is to manage a dynamic portfolio of donors (50% of time or greater). Portfolio management includes donor cultivation and face-to-face solicitation of prospects and donors. Clear metrics exist related to gift

production, solicitations, substantive contacts and related activities. Positions in this series have less than 25% of their role involved with advancement operations and support, such as event management, annual giving, and marketing.

### **Planned Giving**

Primary responsibilities include marketing, cultivation, solicitation and stewardship of planned and other major gifts to increase both the quantity and size of such gifts in support of University-wide development. Primary responsibilities also include the training of University-wide development staff on gift planning strategies and the administration of realized planned gifts from bequests, beneficiary designations and other deferred giving strategies.

### **Prospect Development Administration**

Provides professional prospect research, prospecting, analytics, and business intelligence insights to fundraising and philanthropic strategy at the University. Typical functions include research, prospecting, prospect management, data and analytics, portfolio management, and strategic fundraising consulting using information and insights, etc.

### **Prospect Development – Research & Prospect Management**

Provides wealth and affinity research on donors, alumni and friends to support major gift development efforts. Recommends and implements prospecting, prospect management and portfolio management strategies. Builds relationships with the major gift development community to leverage prospect research in fundraising strategies. Partners with the development community to optimize major gift portfolio health and strategize on individual prospect strategies. May be assigned as the primary prospect development partner with central University of Minnesota Foundation teams or colleges, campuses or units University-Wide. May liaison with other Foundation development teams to align and consider complete major gift development strategy. May conduct analysis on donor or friend constituencies.

### **Stewardship**

Responsible for the support of the stewardship program of the University. Develops, implements, and supports the internal policy and process for stewarding donors for life, ensuring funds are used for purposes designated by donors. Creates and participates in new and innovative ways to build meaningful relationships with donors. Manages donor gift acknowledgements and proactively identifies opportunities to communicate with donors and alumni. May create and distribute custom stewardship reports, impact reporting, and custom thank you videos. Plans and executes stewardship events on campus. Manages communication between development staff and academic departments, programs, and research centers. May develop or implement a broad-based stewardship strategy.

### **Advancement - Other**

Administers advancement policies and procedures that may cover a variety of advancement functional areas or those not described within the existing advancement specialties offered.

Rev. 1/2021

# Animal Health

## **Clinical Veterinary Care**

Responsible for day to day operations of a clinical veterinary teaching hospital. Responsible for activities within the clinical veterinary care unit including the delivery of veterinary care for animals. Supports teaching and excellent patient care. May participate in animal care including assisting in surgery and pre-and-post-operative care. Develops and implements treatment plans. Develops, implements, and maintains adherence to policies, procedures, and performance standards to ensure animal care is provided in compliance with applicable laws and regulations and according to good clinical practice. Trains employees in proper medical procedures. May analyze finances, facility, and equipment needs. May provide guidance in facility renovation, design and/or expansion.

## **Lab Animal Care**

Responsible for the oversight of both husbandry and non-veterinary care of university-owned research and teaching animals to ensure compliance with Public Health Service and United States Department of Agriculture regulations. Develops, implements, and maintains procedures, policies and performance standards to ensure animal care is provided in compliance with federal and state regulations and in accordance with good laboratory practice (GLP) when applicable. Oversees facility standards and repairs to maintain compliance with regulations affecting animal research. May oversee development of new animal facilities, training and compliance concerning research animal care and welfare processes.

## **Lab Animal Medicine**

Provides clinical veterinary care and regulatory oversight of the university laboratory animal care and use program. Responsible for the diagnoses and treatment of diseases and injuries for all university-owned research and teaching animals housed primarily in Research Animal Resources (RAR) facilities. Oversees any activities with university-owned animals to ensure compliance with Public Health Service and United States Department of Agriculture regulations. Reviews and consults with scientists in the design and writing of grants and Institutional Animal Care and Use Committee (IACUC) protocols. Provides training and instruction to personnel on humane methods of animal use and experimentation.

Rev. 1/2021

# Athletics

## **Athletics Administration & Program Management**

Plans and manages all aspects of athletics operations, including administration, human resources, organization, facilities, and policy. Administers and manages the athletic department's budget and fiscal operations, which may include the ticket office and other revenue generating efforts. Responsible for the development of department policies and procedures. Responsible for compliance with league rules, policies and regulations for intercollegiate athletics. This specialty also includes individuals who oversee the operations of a sports program for a campus and supervise the team support functions including individual travel, lodging and food arrangements. Ensures coordination with the University of Minnesota system, and may act as the liaison with the Admissions Department assisting coaches with recruitment of student athletes and admission processes. Oversees philanthropic activities and acts as a liaison to all on-campus organizations, outside organizations and special events. Works with coaches, students, parents, faculty, and staff. Handles escalated issues involving student athletes.

## **Athletics Compliance**

Develops and enforces the compliance program for athletics, ensuring all university intercollegiate athletics are compliant with NCAA, Big Ten, and WCHA rules and regulations. Creates or modifies policies in compliance with regulatory requirements. Provides education on, and ensures compliance with, areas ranging from athlete recruitment, eligibility certification, academic programs, accreditation, admissions, financial aid administration, campus safety and fundraising. Conducts and analyzes investigations and resolves compliance issues.

## **Ticket Sales & Services**

Coordinates the day-to-day operations of the box office. Responsible for the sale and distribution of season, group, individual, and complimentary tickets for events. Promotes ticket sales with the patrons and the community. Sets up events and maintains seating manifests. Evaluates ticket prices and revenue trends and makes recommendations on pricing for future events. May prepare budgets, forecasts and compile summaries of total event costs, cost-per-contact and audience profiles.

## **Athletic Training**

Duties involve providing the highest level of physical and mental health care and performance enhancement for their assigned student-athletes and University teams.

## **Athletics Operations and Administration**

Duties include providing support to student-athletes, coaches and sport programs. Support and operational responsibilities include managing events, ticket operations, travel and equipment operations.

## **Coaching**

Duties include developing and maintaining a competitive intercollegiate sport program within the NCAA and Big Ten Conference. Directing all aspects of sport staff in recruiting, practice and game competitions. Responsible for the recruitment/hiring, goal setting, coaching and performance review of all sport staff. Instructing and teaching student-athletes in fundamentals of sport technique and strategy. Planning and executing practice and competition plans including the evaluation of opponents. Evaluating and recruiting qualified student-athletes.

## **Athletics – Other**

Administers athletics policies and procedures that may cover a variety of athletics functional areas.

# Audit

The audit function completes independent, objective, system-wide evaluations of the effectiveness of the University of Minnesota's risk management, control, and governance processes. These evaluations are used to provide assurance to University leadership and the Board of Regents.

## **Audit (General)**

Develops, plans, and evaluates internal audit programs for the organization's financial, operations, and managerial processes and systems to ensure compliance with all applicable regulations, laws, policies and standards; and identifies risks and opportunities for improvement. Collect, analyze, and verify information about the organization's systems and processes by reviewing internal documents and interviewing organizational members where required. Prepares audit result reports and recommendations for process and system improvements.

## **Audit (Information Systems)**

Develops, directs, plans and evaluates internal audit programs for the organization's information systems and related procedures to ensure compliance with the organization's policies, procedures and standards. Audits information systems applications to ensure that appropriate controls exist and that information produced by the system is accurate. Advises others on information systems, internal controls and security procedures. Prepares reports and recommendations for management on the results of information systems audits.

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# Business Development

## **Account Management**

Responsible for planning and selling of products, services and/or solutions across multiple lines of business for a defined group of existing clients/accounts (post-sales). May develop sales plans and strategies. Retains clients, grows opportunities, resolves problems and ensures high quality customer service. Reviews and reports on customer retention, business opportunity and market trends. Sells directly to the end purchaser or indirectly through partners.

## **Business Development Generalist**

Determines client needs and is responsible for the creation of long-term value for an organization from clients, markets, and relationships. Conducts research and product studies, evaluates patent/intellectual property issues, and develops costing and other financial models for product or technology candidates. Products include tangible and/or intangible products including ideas, technology, programs or other opportunities. Manages research findings, network contacts, and product files. Coordinates efforts with sales, marketing, technology, and other departments.

## **Intellectual Property & Product Management**

Responsible for proper disclosure of inventions. Ensures all intellectual property of the organization are protected and do not infringe on other patents. Prepares and manages intellectual property control plans in engagements with private business/industry research relationships. May require knowledge of legal requirements of technology disclosure, patent processes, patent infringement issues, intellectual property protection, trade secrets, copyrights, and trademarks. Prepares, communicates with, and educates client groups and teams on changes in legal compliance, policies, and practices. Responsibilities may include researching new products. Products include tangible and/or intangible products including ideas, technology, programs or other opportunities. Develops timelines, pricing, budgeting, packaging, and advertising. May also include developing marketing strategy, product direction, and future product development. Partners with designers, engineers, and suppliers to develop product requirements and specifications. Prepares and coordinates product introductions and updates.

## **Licensing**

Responsible for managing licensing projects and cases. May be responsible for identifying, evaluating, analyzing, and negotiating licensing opportunities for intellectual property rights, trademarks, patents or technology. May prepare invention summaries, and develop and implement strategies for marketing purposes.

## **Licensing and Account Management**

Responsible for managing licensing projects and cases. May be responsible for identifying, evaluating, analyzing, and negotiating licensing opportunities for intellectual property rights, trademarks, patents or technology. May prepare invention summaries, and develop and implement strategies for marketing purposes. Responsible for planning and selling of products, services and/or solutions across multiple lines of business for a defined group of existing clients/accounts (post-sales). May develop sales plans and strategies. Retains clients, grows opportunities, resolves problems and ensures high quality customer service. Reviews and reports on customer retention, business opportunity and market trends. Sells directly to the end purchaser or indirectly through partners.

## **Market Research**

Researches, analyzes, interprets, and monitors market conditions, trends, competitors, barriers, etc., to determine potential opportunities for products or services. May prepare forecasts and provide recommendations of product preferences, sales, market penetration, market practices and trends. Research may also include



involvement in marketing strategies, pricing, sales, and operations. Evaluates effectiveness and profitability of marketing programs and promotions, and suggests methods to strengthen customer satisfaction and retention.

### **Product Development**

Responsible for market characterization, research, discovery, definition, demonstration, evaluation, and development of new product ideas and enhancements to existing products. Products include tangible and/or intangible products including ideas, technology, programs, or other opportunities. Leads, plans, coordinates, and/or tracks all phases of the product life cycle from inception to introduction to the marketplace. May be involved in identifying market opportunities, and developing new product value propositions, design briefs, and/or pricing strategies.

### **Product Management**

Responsibilities may include researching new products. Products include tangible and/or intangible products including ideas, technology, programs or other opportunities. Develops timelines, pricing, budgeting, packaging, and advertising. May also include developing marketing strategy, product direction, and future product development. Partners with designers, engineers, and suppliers to develop product requirements and specifications. Prepares and coordinates product introductions and updates.

### **Sales**

Responsible for selling to both new and existing customers. Assesses customer needs and suggest products, services, or solutions. Develops and delivers sales suggestions to customers. May be responsible for identifying prospective customers, building relationships, and maintaining customers. May be responsible for the design, development, and implementation of sales programs to meet business goals.

### **Sales Operations**

Responsible for sales analysis, planning, budgeting, reporting, and/or operational support. Responsibilities may include collecting and analyzing data that drive sales performance such as sales trends, pricing, performance metrics, and other sales-related statistics. May create sales and revenue forecasts and produce reports that provide insight and guidance to management for sales strategy development and efficiency. May work closely with marketing and finance to create effective, strategic, and competitive sales proposals. May support individual sales representatives in administrative duties such as order processing, customer quotes, sales information management, product training and financing. In addition, may work with sales customers during the sales process to maximize benefits that may include handling customer concerns and issues. Does not close sales but supports sales representatives who do close sales.

### **Strategic Alliances**

Responsible for forming strategic alliances to create mutually beneficial partnerships. Prioritizes relationships, organizes, and maintains alliances. Participates in identifying, investigating, analyzing, negotiating, and/or forming strategic alliances. Collaborates with partners on projects and initiatives. Negotiates partnership terms that maintain the institution's brand integrity and value while leveraging the resources of alliance partners. Coordinates communications with partners and ensure all deliverables are met according to the partnership agreements.

### **Strategic Planning**

Assesses strategic growth opportunities and initiatives to plan and develop strategic objectives for the institution. Assesses customer input to verify opportunities versus strategic goals. Analyzes strengths, weaknesses, opportunities, and threats. Requires understanding of business processes, workforce planning, and operations. May collaborate with multiple areas throughout the strategic planning process.

**Business Development – Other**

Administers business development policies and procedures that may cover a variety of business development functional areas or those not described within the existing business development specialties offered.

Rev. 5/2020

# Campus Operations

## **Architecture**

Perform architectural design, development, and management duties for new building construction, building alterations and additions, and capital improvement projects. Identify design needs of buildings then prepare sketches, preliminary drawings, and schematic designs or technical drawings, blueprints, and architectural models using computer-aided design (CAD) and other tools. Conduct materials research and select materials, participate in bid preparation and evaluation, inspect projects for conformance and design both during construction and at final acceptance.

## **Athletics Property Management**

Plan and manage scheduling of events and programs for the facilities. Responsible for the management of special events, facility rentals and setup and tear down of events. May establish facilities revenue goals, manage and operate within budget. Plan and schedule maintenance and repair work for assigned facilities. Develop and implement facility policies regarding safety, security, liability, maintenance and personnel. May have accountability for facility construction, maintenance, and planning.

## **Bookstore Services**

Responsible for the day-to-day operations and management of a comprehensive campus bookstore including the procurement and retail distribution of textbooks, digital course materials, general books, school/office supplies, computers and accessories, insignia and graduation apparel, gifts, convenience items and related products. Responsible for establishing relationships with faculty and collegiate departments and supporting course material adoption. Ensure departmental objectives are met including policy, process, cost/budget and quality factors.

## **Building Maintenance - Custodial Primary**

Responsible for the operations of custodial functions in compliance with set policies and procedures. Additionally, may oversee limited maintenance functions and small building repairs and/or projects. Establish and monitor inventory levels and procurement activities to stay within budget. Oversee the operation, purchase and maintenance of cleaning equipment, materials and supplies. Notify appropriate personnel concerning the need for repairs or additions to building operating systems. Note: If the incumbent primarily oversees maintenance functions and staff, see the specialty description for "Building Maintenance - Maintenance Primary".

## **Building Maintenance – Maintenance Primary**

Manage the maintenance and repair operations of buildings and utility systems (water, plumbing, gas, electricity, HVAC, boilers) to provide a comfortable, safe and secure environment. Additionally, may oversee limited custodial functions. Ensure work is performed according to University operating procedures, state and city building codes, electrical and fire codes and system and equipment operating parameters. Recommend purchase of maintenance tools, equipment and supplies. Ensure that maintenance department objectives are met including project, cost, quality, and safety factors. Note: If the incumbent primarily oversees custodial functions and staff, see the specialty description for "Building Maintenance - Custodial Primary".

## **Building Management**

Accountable for managing vendors and service providers in the support of facility construction, maintenance and planning. Plan and schedule maintenance and repair work for assigned facilities. Develop and implement facility policies regarding safety, security, liability, maintenance and personnel. Plan and manage scheduling of events and programs for the facility. May be responsible for the management of special events, facility rentals and setup and tear down of events. May establish facilities revenue goals, manage and operate within budget. May also include project management and purchasing responsibilities.

## **Business Analysis (Non-IT)**

Compile, assess, translate, analyze, and document business requirements. Review, analyze, modify, advise, and recommend solutions to improve general business processes and planning. Create reports, charts, graphs, and

presentations to aid in proposing changes to business processes. Understand business structure, strategy, policies, life-cycle processes, operations, and development. May develop project proposals, charters, plans and estimates. Lead small projects.

### **Call Center**

Provides timely analysis of, and response to, customer contacts by telephone, email, or other methods in an inbound or outbound service center, consistent with service and quality standards. Documents, troubleshoots, and resolves customer inquiries. Conducts analysis of customer contact themes, trends, and service metrics and recommends operational improvements.

### **Campus & Capital Planning**

Define the land use, urban design, open space, density, and circulation networks as a comprehensive and planned system. Develop planning and urban design guidelines, evaluate land use and siting decisions, establish parameters for campus development sites. Lead the translation of academic priorities into defined capital projects through the feasibility analysis process. Responsible for planning, programming, and coordination of capital projects, addressing purpose, programming, facility cost, and financial impact. Represent user needs and coordinate or assist in the capital project delivery process. Manage jurisdictional interactions (long range planning, project planning, project review).

### **Civil/Structural Engineering**

Provides technical support for civil and or structural systems. May design structural systems and or civil infrastructure systems, size and specify equipment, prepare engineering calculations and studies, create design documents, and certify them for construction. May develop processes and policies for and oversee production, installation, operation, testing and maintenance and repair of civil and structural systems and equipment. Develop and ensure standards of code compliance, quality, cost, safety, reliability, timeliness and performance are met.

### **Construction Project Management**

Manage and/or coordinate residential, commercial, or industrial building projects from conceptual development through completion. Create assignments, timetables and assign responsibilities for team members. Select and manage contractors or sub-contractors to complete specific pieces of the project. Determine and coordinate materials and equipment. Maintain communication with architects, engineers, and owners regarding progress and changes. May inspect projects to ensure compliance with specifications and standards.

### **Contract Administration**

Manages or performs work associated with the planning, development and completion of contract requirements in the delivery or purchase of services, materials, research projects, products or equipment. May coordinate, negotiate, and administer contract proposals, bids, and/or requests for proposals. May collect, analyze and oversee technical, financial, and legal information for contract and bid documents. Oversees and evaluates contract services and compliance and advises on contractual rights and obligations. Requests or approves amendments to contract terms or contract extensions. Monitors performance against contract terms and documents according to service level agreements.

### **Dining & Food Services**

Responsible for production, service, staffing, adherence, and analysis of dining services department. Includes food procurement, preparation, training, recipe adaptation, menu development and nutrition/allergen planning. Responsible for budget estimates, forecasting customers and food volume, costing, inventory and ordering, waste reduction, and financial analyses. Enforces health, safety, and sanitation policies and procedures. Provides service oversight with an emphasis on creating a welcoming environment for customers and establishing successful customer recovery and appreciation.

**Electrical Engineering**

Provides technical support for electrical building and infrastructure systems and equipment. Research equipment options to meet functional requirements, design functional infrastructure and building systems, test systems and remedy problems as needed. May design, size and specify equipment, prepare engineering calculations and studies, create design documents, and certify them for construction. May develop processes and policies for and oversee production, installation, operation, testing and maintenance and repair of electrical systems and equipment. Develop and ensure standards of code compliance, quality, cost, safety, reliability, timeliness and performance are met.

**Emergency Communications**

Responsible for the daily operations for emergency systems, security systems, terminals, computers, and all other telecommunications equipment. Ensure staff have proper training and technology tools needed to perform the day-to-day functions. May provide leadership and direction of all activities including providing efficient performance during a declared emergency, coordinating the planning and preparation for emergency relief, providing liaison and coordination with all necessary parties.

**Emergency Management**

Responsible for the development of emergency and business continuity plans for all hazards. Works in collaboration with internal and external partners through planning, preparing, responding, and recovering for and from natural and human-made disasters. Identify points of threats and vulnerability and develop plans and training to reduce risk. Exercise plans to ensure timely and successful execution. Lead and manage processes for emergency preparedness, response, mitigation and recovery. Manages campus notifications systems. Provides Emergency Medical Services and Basic Life Support coverage at University sponsored internal and external events, continuing education, EMS courses, and emergency management assistance.

**Environmental Health & Safety**

Identify and assess risk to the health and safety of people in the workplace and the community. Recommend, develop and administer effective programs to protect occupational health, environmental health and physical assets of the University. Safely manage hazardous materials, radiation, biosafety, and minimize the impact of University operations on natural resources and public health. Monitor and report program outcomes to leadership and regulatory agencies.

**Event Management**

Responsible for planning, coordinating, publicizing, and implementing special events. Duties may include identifying priorities, setting goals, formulating event concepts, and establishing and executing work plans for a range of customized experiences strategically designed to enhance engagement and build community. May oversee and have accountability for the administration of events, budget, and assigning work to personnel as needed. May manage vendor relationships (proposals, contract negotiation, and payments). Selects venues, manages catering and menu planning, schedules entertainment, plans décor, handles setup and tear down, arranges guest and room accommodations, and meeting spaces. Handles audiovisual equipment needs and arranges transportation and staffing. Coordinates stakeholder outreach and invitations, advanced and on-site registration, and post-event follow-up and evaluations.

**Facilities, Capital & Space Planning**

Provides expertise in the areas of facilities management, capital planning and space planning. Coordinates long-range space and facilities planning, project planning and process oversight for new building construction, renovations, remodeling, and maintenance. May provide local oversight on health, safety and security issues. Serves as the liaison to central Campus Operation units. Note: See the specialty definition for "Facilities Management" if this role is also responsible for grounds, contracts, and construction project management.

**Facilities Management**

Responsible for coordinating multiple disciplines to ensure optimal operation and maintenance of the buildings, grounds and facilities of the institution. Responsibilities typically span across construction, remodeling,

renovation and maintenance. Duties may require the incumbent to estimate cost of projects, write contracts, negotiate and secure bids from contractors, and determine labor, materials, and equipment needed to complete projects. Frequently oversees the coordination of building space allocation and utilities layout. May inspect structures for health and safety concerns and ensure that utility systems are fully operational. This is the likely specialty for campus operation roles at system campus locations that are multi-disciplined. Note: Please see the descriptions for Housing Operations or Athletic Facilities Management if the role is responsible solely for oversight of a housing or athletic facility.

### **Farm Management**

Directs and coordinates all activities required for successful operation of the farm; supervises professional farm staff and student workers. Responsible for livestock and crops; oversees crop production, planting, harvesting, marketing, and maintaining compliance with local, state and federal regulations where applicable. Responsible for selecting, purchasing and maintaining all farm equipment, and for training and assuring its safe operation. Responsible for maintaining all farm property and buildings, and for the overall appearance of the farm. Assists in carrying out faculty plans for teaching, research and service on the farm. Maintains a farm enterprise accounting system; runs the farm as a business while operating within the budget set by the institution. Position may also involve maintaining close relations with the local agricultural community.

### **Greenhouse/Horticulture**

Involved in the selection, installation, cultural care, and pesticide application of greenhouse, landscape and/or zoological gardens. Ensures quality plant maintenance, design, and display. May be involved in the production and cultivation of botanical collections and displays of greenhouse plants. May work with specialized, continuous care and display of assigned permanent collections or installations, floriculture or ornamental horticulture under glass. Follows horticulture industry standard safety practices involving ergonomics, equipment, and personal protection equipment.

### **Housing Operations**

Manages and coordinates housing operations including occupancy management and forecasting; rate analysis and market studies, student applications, room assignments and billing, building information desks and associated services, summer conference operations, student communications, technology support, off-campus housing referral services and marketing/promotions. Ensure departmental objectives are met including policy, process, cost/budget and quality factors.

### **Inspectors**

Perform inspections on new and existing structures for compliance with and enforcement of state and local building codes, zoning ordinances, contract specifications, and safety regulations. Responsible for providing a review of construction plans for issuance of permits or investigate complaints of code violations and may assist building officials as needed.

### **Interior Design**

Participates in the planning and design of interiors for large-scale University capital projects; coordinates with University project teams as well as architects, designers, engineers, and construction companies. Oversees interior design elements: building and planning code requirements, specification preparation, construction costs and methods, and contract preparation and negotiation. Provides design services to select, procure, and supervise installation of finishes and furnishings for the University system; defines system-wide Interior Design guidelines and product standards with the University Architect. Responsible for project management of specialized interior projects, University predesigns, and capital projects.

### **Landscape Architecture**

Responsible for the design, development, and production of campus landscape projects and other projects related to the exterior physical environment of the campus. Ensures that all new construction and renovations, including buildings, plazas, "greens/commons", streetscapes, parking areas and other capital projects are integrated effectively and harmoniously into the existing campus landscape and meet the requirements of the campus

master specification and master plan. Prepares the landscape master plan, leads major internal and external planning efforts, and develops new concepts and techniques for landscape planning. Performs and oversees the design of campus landscape design projects, establishes project scope, schedule and budget. Recommends consultants and contractual arrangements for physical planning and design consultants, reviews bids and engages in negotiation with contractors.

### **Landscape/Grounds**

Responsible for the ongoing care and maintenance of the landscape and grounds of the institution, including snow removal.

### **Mailroom Services**

Responsible for the overall management and day-to-day operations of mail services including the timely, cost-effective and accurate handling, distribution and processing of internal and outbound mail, address pre-sort, business reply, postage due, international mail and other postal related services. Performs package shipping services (UPS, FedEx, etc.). Requires in-depth knowledge of postal regulations. Maintains related equipment and records, including expense reporting.

### **Mechanical Engineering**

Provides technical support for mechanical building and infrastructure systems and equipment. May design mechanical systems, size and specify mechanical equipment, prepare engineering calculations and studies, create design documents, and certify them for construction. May develop processes and policies for and oversee production, installation, operation, testing and maintenance and repair of mechanical systems and equipment. Develop and ensure standards of code compliance, quality, cost, safety, reliability, timeliness and performance are met.

### **Parking/Transportation/Fleet**

Responsible for day-to-day operation and management of integrated campus transportation systems, services, and infrastructure. May manage, operate and maintain parking ramps, garages, surface parking, streets, sidewalks and plazas. Responsible for parking, transit, paratransit, bicycle, pedestrian and sustainable/alternative transportation programs. May oversee fleet compliance documentation for licensed vehicles and equipment, administers fuel contract, and manages vehicle collision insurance, vehicle rentals, leases, acquisition and disposal of vehicles. May perform vehicle repair and maintenance functions, and manage fueling stations. Ensure departmental objectives are met including policy, process, cost/budget and quality factors.

### **Plan Examiners**

Review design plans, calculations, construction documents and conduct on-site inspections to ensure conformance with building and zoning codes. Ensure compliance with federal and state laws; city codes, ordinances, permits and licenses; and related property, use, and public health and safety. May issue building permits upon completion of the plan review.

### **Police**

Has power of arrest and enforces University ordinances, local, state, and federal laws. Patrol designated area to protect life and property, respond to emergency calls, maintain order, and prevent crime. Other duties range from traffic control to criminal investigations. May include supervision of police sergeants, officers, traffic control, and support staff.

### **Printing Services**

Responsible for day-to-day operation and management of offset printing, digital printing, copy services, bindery services, graphic design, web and electronic media development and design, augmented and virtual reality development, video production and copier leasing. Maintains and operates printing and finishing equipment and provides job estimating services. Assists customers in strategic communications planning. Ensure departmental objectives are met including policy, process, cost/budget and quality factors.

**Project Management (Non-IT)**

Oversees all elements of large-scale projects from inception to completion for an organization. Incumbents are assigned to projects that can cross an unlimited number of functional areas such as Finance, Education, Communications, Campus Operations, etc. Establishes project goals, schedules, and budget, and ensures availability of optimal resources. Gather data to evaluate objectives, goals, and scope to define deliverables, and assign duties. Monitor progress toward goals and revise project plan as needed. Plan, develop, support, monitor, and manage a single or multiple project objectives within scope, time, quality, and budget constraints.

**Real Estate**

Directs real estate acquisitions and dispositions for the system, as well as negotiating and managing all leases where the University is either the landlord or the tenant. Integrates the management of University real estate assets into its decision-making processes while generating the highest return possible over the long-term in the strategic management of University real estate investments. Provides real estate services (i.e., property tax management, highest and best use of land, and lease vs. purchase decision-making) in support of the mission of the University.

**Security/Enforcement (Non-Police)**

Focus on deterring crime and protecting property, assets, and people against damage, fire, theft, trespassing and illegal entry. Maintain the physical security of offices and facilities, electronic surveillance, and automated security systems. Monitor access to buildings and grounds and employee identification card system. Report and/investigate potential criminal activity and notify local law enforcement if necessary. Respond to general calls for service, such as accessing locked buildings, assisting staff and visitors, and providing escorts. May be responsible for training new and current employees on safety and security policies and procedures.

**Shipping & Distribution**

Responsible for the day-to-day operation and management of campus materials management functions including receiving of purchased materials and goods; cross-docking, warehousing, replenishment; and oversight of efficient distribution of supplies and products. May be responsible for the effective operation of inventory control and tracking technology/software, as well as possible contracting for, and oversight of, external distribution resources. Ensure departmental objectives are met including policy, process, cost/budget and quality factors. Note: See the definition for "Purchasing" if the role is focused exclusively on the purchasing of materials.

**Space Planning & Management**

Provide space management services to ensure space assignments are aligned with user needs. Work with occupants to understand and articulate their business program, activities, space needs, and functional requirements. Space planning and analysis can include fit studies, occupancy and utilization reviews, and identification of options to optimize the use of certain types of spaces or locations. Provide and maintain space inventory data, floor plans, and occupancy information. Develop occupancy agreements, space changes, and updates to room assignments.

**Sustainability**

Plan, develop, implement, and maintain sustainability programs and projects, which enable the organization to balance economic, environmental, and social considerations across broad time horizons, physical spaces, and populations. Types of projects include energy use reduction, energy cost savings, waste management, recycling, building improvements and enhancements. Provide planning and coordination for communications, educational, and outreach components of projects. Contribute to the development and execution of communication plans to publicize, promote, and communicate sustainability efforts within and outside the campus community.

**U Card Services**

Responsible for the day-to-day operation and management of the campus identification card program including photo identification, associated banking feature, campus declining balance program and additional campus support services. Ensure departmental objectives are met including policy, process, cost/budget and quality factors.



### **Waste Management Services**

Responsible for the collection, transportation, disposal or recycling and monitoring of material waste to ensure a clean and safe campus environment. Oversees, assesses and recommends adjustments in Waste and Recycle routes. Monitors commodity rates, arranges for shipment and directs materials to ensure optimal financial returns. Manages all resources needed for proper handling of waste materials, from maintenance of waste transport trucks, and compliance with health codes and environmental regulations. Develops and updates waste management policies and procedures.

### **Workplace Health & Safety**

Responsible for the workplace health and safety of the organization and its employees. Conduct safety audits of buildings, facilities, tools and equipment. Develop and implement safety training and policies to identify/mitigate hazardous workplace conditions. Investigate accidents and work with others to identify causes of accidents and prevent recurrence. Maintain compliance with Occupational Safety and Health Administration (OSHA) and other local, state, and federal government regulations.

## **Campus Ops – “OTHER” OPTIONS**

### **Other - SMP**

Performs work that is similar in nature to other Campus Ops Services, Maintenance, and Protection (SMP) roles or performs functions across many of these areas to such an extent that a primary specialty cannot be identified. Examples of Campus Ops Services, Maintenance, and Protection roles include:

Campus Ops Services, such as bookstore services, dining/food services, mailroom services, fleet services, parking/transportation services, housing operations, printing services, shipping/distribution, and waste management services.

Building and Grounds Operations, such as landscape and grounds, building maintenance, call center, and facilities management.

Safety and Security, such as police, security/enforcement, and emergency communications.

### **Other - PDE**

Performs work that is similar in nature to other Campus Op Planning, Design, and Engineering (PDE) roles or performs functions across many of these areas to such an extent that a primary specialty cannot be identified. Examples of Campus Op Planning, Design, and Engineering (PDE) roles include:

Capital Planning and Design, such as architecture, campus and capital planning, construction project management, interior design, inspectors, landscape architecture, space and utilization planning, plan examiners, and real estate.

Engineering, such as mechanical, civil/structural, and electrical engineering.

Health and Sustainability, such as environmental health and safety, workplace health and safety, emergency management, sustainability and energy conservation.

Contract, Project, and Supply Chain Management, such as contract administration, purchasing, supply chain and logistics, and project management.

Rev 5/2019

## Education

Positions in the education job family **plan, develop, deliver, measure, evaluate, and administer** educational programs and services in the **community** and on **campus**.

Typical responsibilities include:

- Education Programs –develop and deliver educational programs to internal and external audiences. Have content expertise for the area of the educational program. This includes community, continuing, and professional education.
- Extension education – responsible for providing outreach education to the general public throughout the state. Educational programs are developed with associated University of Minnesota collegiate partner faculty in associated academic disciplines and with community stakeholders.
- Instruction – teach credit and non-credit courses, provide support and instruction to lab learning environments, develop and deliver curriculum, and plan and develop course materials, use and/or creation of scholarly and scientific research.
- Instructional consultation and support – provide teaching consultation and mentorship to faculty, instructional staff, and graduate students across the system; design, deliver, measure, and evaluate courses and workshops.
- Pre K-12 and early childhood education – plan and deliver early childhood education, responsible for child care center operations, oversee and ensure compliance with licensing requirements, provide care and activities to children, and mentor and supervise University students and staff.

Rev. 9/2014

## Finance

The finance job family includes positions focused on the financial activities of the University: from transaction processing to complex financial analysis and strategic planning. This family includes the functions of accounting, budgeting, financial forecasting and analysis, tax analysis and compliance, billing and collections, investment management, cash and debt management, and insurance. Members of this family provide service and leadership that supports the mission activities of instruction, research, and public service across the University. They are accountable for managing financial activities at a very detailed level within departments, and/or at the highest institutional level; across all funding sources and all types of transactions. They are responsible for the stewardship of University financial resources and must act in accordance with all relevant policies and regulations.

### **Accounts Payable and/or Accounts Receivable**

Prepares, records, verifies and pays vendor invoices and/or analyzes, reports and posts accounts receivable transactions on a timely basis and responds to vendor queries. Maintains, analyzes and reconciles accounts payable and/or accounts receivable ledger accounts, financial statements and reports. Develops, directs, plans and evaluates accounts payable and/or accounts receivable policies and procedures, and ensures external and internal controls and policies are adhered to. May process employee expenses reimbursement requests for payment. May ensure the effective delivery of billing information to customers, produce reports of accounts that are in arrears and analyses of bad debt, and prepares analyses and reconciliations of bill runs to detect fraud.

### **Budget Analysis & Financial Planning/Analysis**

Prepares, plans, compiles and reviews the budgets for university departments, taking into consideration actual performance, previous expenditures, and estimated expenses and income. Prepare reports for the comparison between the current situation and budgeted forecast. Maintains accurate spending records and establishes measures for budgetary control. Analyzes budget requirements for specific projects or departments encompassing short-term or long-term time periods. This position also analyzes and forecasts financial, economic, and other data to provide accurate and timely information for strategic and operational decisions. Analyzes the financial implications of proposed investments or other transactions so that senior managers can evaluate alternatives against business objectives. Evaluates industry, economic, financial, and market trends to forecast short, medium and long-term financial position. Data analyzed may include revenues, expenses, costs, prices, investments, cash flow, labor market trends, inflation, interest rates, and exchange rates. Do not match individuals to this specialty if their primary focus is on financial planning and analysis. Instead, see the description below for Financial Planning and Analysis.

### **Call Center**

Provides timely analysis of, and response to, customer contacts by telephone, email, or other methods in an inbound or outbound service center, consistent with service and quality standards. Documents, troubleshoots, and resolves customer inquiries. Conducts analysis of customer contact themes, trends, and service metrics and recommends operational improvements.

### **Cost Accounting and Pricing**

Prepares, records, analyzes, compares and reports on the cost of providing the university's services including the organization's prices for products, services or technologies. Analyzes capital budget requests. Maintains ledgers and financial statements. Examines, evaluates, and summarizes the strategic, financial, and administrative implications of proposed and/or implemented public pricing policy. Prepares reports for the comparison of costs and determination of profitability by product. Prepares estimates of new or proposed product costs to help ensure market competitiveness and develop profit projections. Analyzes actual versus standard costs and prepare reports of variances.

### **Credit and/or Collections**

Assess and advise on creditworthiness of prospective and existing customers and/or collects and negotiates terms of payment on overdue accounts with corporate and individual clients. Credit responsibilities include evaluating financial statements, credit histories, and any outstanding debts of potential borrowers. Compares various ratios

to industry standards, other borrowers, historical trends, and market conditions to determine whether or not sufficient cash flow exists to meet financial obligations and pay back loans. May collect and negotiate terms of payment on overdue accounts. Collection responsibilities include conducting investigations, formulating and implementing policies and procedures for follow-up on the collection of overdue accounts. Monitors collections, past due accounts, and determines policies on written, telephone, and personal follow-up. Refers problem accounts to collection agencies and/or legal counsel as appropriate.

### **Financial Generalist**

Responsible for financial oversight and fiscal operation within a college, administrative unit or department(s). May also spend a portion of time on financial administration of grants/research projects within a college or administrative unit. Typical responsibilities may include: financial analysis, financial management, financial forecasts/projections, financial reporting, financial transaction review and reconciliation, compliance with regulations, policies and procedures, auditing, approval, accounting, accounts payable, accounts receivable, budgeting, chart of accounts maintenance and safeguarding of University assets. May be responsible for identifying financial and compliance issues and recommending solutions. May be responsible for oversight of pre and/or post-award financial management and accounting of sponsored/grant projects and well as non-sponsored programs. Do not match individuals to this specialty if they spend 80% or more of their time exclusively in grants/research financial administration. Instead, see the description for Grants and Research Financial Administration.

### **Financial Planning and Analysis**

Analyzes and forecasts financial, economic, and other data to provide accurate and timely information for strategic and operational decisions. Analyzes the financial implications of proposed investments or other transactions so that senior managers can evaluate alternatives against business objectives. Evaluates industry, economic, financial, and market trends to forecast short, medium and long-term financial position. Data analyzed may include revenues, expenses, costs, prices, investments, cash flow, labor market trends, inflation, interest rates, and exchange rates.

### **Financial Reporting**

Prepares and distributes periodic financial statements for regulators, the general public and other interested parties. Ensures all reports and disclosures comply with applicable government regulations, professional standards and organization policies. Prepares consolidation journal entries, eliminates intercompany transactions and consolidates divisional and subsidiary financial accounts in a timely and accurate basis for inclusion in internal and external financial statements.

### **Fund Administration**

Responsible for the creation of and revisions to fund accounts; working with development staff and donors to prepare contracts documenting donor intent and administrative directives. Execute and review documentation known as Memorandum of Agreements (MOAs) summarizing specific gift designations by donors. Serves as liaison for development staff, University accounting staff and others within the Finance department. Performs other duties as assigned including process optimization, process documentation and fund database enhancements.

### **Grants and Research Financial Administration**

Responsible for pre- and/or post-award financial management of grants, research projects and/or contracts. Involves the monitoring of budgets, spending, approvals, and provides guidance and counsel. Provides policy and procedure interpretation to departments and assists in preparation of reports to federal and sponsoring agencies. Ensures compliance with sponsor terms, University policies/procedures and federal regulations. The position may advise the Principal Investigator on ways to achieve an effective, quality proposal and coordinates a timely submission process, ensuring appropriate approvals. Do not match individuals to this specialty if they spend more than 20% of their time involved in financial oversight and administration for non-grants/research. Instead see the description for Financial Generalist or Financial Planning and Analysis.

**Insurance Risk Management**

Responsible for optimizing insurance coverage to manage risk. Determine appropriate insurance risk and negotiate insurance premiums and coverage. Ensure insurance premiums are paid and claims are processed. May develop, recommend, and implement risk management and loss prevention programs to attain maximum protection.

**Investment/Portfolio Analysis**

Works to meet the investment goals of the organization. Monitors domestic and world situations, analyzing their effect on investments to ensure the successful management of portfolios. Responsible for recommending investment decisions and monitoring the portfolio after the selection and execution of investment decisions. Prepares quarterly reports of all investment activity.

**Payroll**

Prepares, documents and disburses payroll checks, payroll taxes and other employee payments. Evaluates current systems and recommends and develops efficiency improvements. Monitors and ensures proper documentation of employee payments. Prepares reports of payroll expenditures, including such items as tax payments and benefit plan disbursements.

**Purchasing**

Responsible for managing the purchasing of goods and services for the university. Negotiates favorable terms, volume discounts and long-term contracts with suppliers. Prepares and processes requisitions and purchase orders for the procurement of goods and supplies. Monitors the quality and timeliness of materials and goods supplied. Develops and implements strategies for cost reduction, supplier consolidation, quality improvements and process efficiencies. Actively researches and develops new sources of supply and/ or recommends possible substitute materials.

**Student Financial Services**

Provides financial aid eligibility and application counseling and assists in the administration of financial aid programs. Works with students and families to provide financial education, explain loan repayment options, terms and conditions for private, institutional, state and federal financial aid programs. May be responsible for direct student-related collection activity. Monitors, budgets, audits and reconciles multiple financial aid programs. Audits and reconciles payment option programs for the institution. Recalculates financial aid based on changes in student enrollment. May handle the ongoing reporting, reimbursement and close-out activities required for state and federal programs.

**Supply Chain and Logistics**

Performs supply chain and logistics functions, which may include material procurement, production planning, inventory control, outsourcing, vendor selection and distribution. Creates integrated processes among internal functions such as operations, purchasing and logistics, and outside suppliers. Focuses resources on continuous improvement of the movement of materials through various production processes and establishes key performance metrics and benchmarks relating to supply chain planning/forecasting to measure actual performance against goals.

**Tax**

Analyze and interpret tax regulations and prepare required tax reports so that the organization meets its tax obligations and objectives. Devises legal means to minimize tax liability using thorough knowledge of tax laws and regulations. Recommends alternative tax treatments to alleviate or reduce tax burden. Maintain tax information and records; prepare tax returns, tax declarations, and other required reports so that they are submitted accurately and on time. Analyze and interpret tax laws and regulations and prepare technical reports on how they impact the organization's operations.

**Technical Accounting**

Typically found in a central/system office. Performs work related to the establishment and maintenance of accounting policies and fiscal controls, prepares consolidated financial reports and statements according to GAP, and safeguards the organization's assets. Provides technical accounting, financial support and financial policy advice to managers and general accountants across the organization, including forecasting, flex analysis, budgeting, chart of accounts, and budget variance analysis. Involved in the development and installation of accounting systems, cost accounting methods, procedures and controls. Ensures senior management has accurate and timely information for making financial decisions through the preparation, maintenance and reconciliation of ledger accounts, balance sheets, operating statements and capital expenditure schedules and financial statements.

**Treasury**

Performs treasury operations involving cash funds, foreign exchange, debt and capital management. Analyze the organization's revenues, liabilities, credit conditions, and other financial indicators to forecast the organization's short, medium, and long-term cash flow position. Research financial institution products, investment options, funding sources, and financial instruments so that senior management has accurate and timely information for evaluating alternatives. Analyze cash flow information to prepare accurate and timely daily, weekly, and monthly cash status reports.

**Finance – Other**

Administers finance policies and procedures that may cover a variety of finance functional areas or those not described within the existing finance specialties offered.

Rev 1/2019

## Grants & Contracts

Positions with over 50% of time, on an annual basis, dedicated to grants and contracts-related work should be assigned to this job family. However, positions primarily responsible for accounting work including grants and contracts should be assigned to the finance job family.

See also: Finance Job Family Definition

### **Clinical Trials Administration**

Handles pre-award administration of clinical trials including cost analysis, budget development and negotiation with business and industry sponsors. Performs coverage analysis to determine if services being performed are eligible for Medicare and/or other insurance coverage or billable to research. Interprets protocols and builds out the master calendar and schedule of clinical trial events in the clinical trials management system. Facilitates pre award financial administration from inception until final contract approval. Partners with study teams to create budgets that cover University costs.

### **Grant Writer**

Assists the Principal Investigator (PI) with the development or completion of the narrative portions of grant proposals. May sometimes assist with writing portions of scientific content for grants. Typically responsible for editing, formatting, and submitting grant proposals. May conduct research on grants available through the government, corporations and foundations to support current and ongoing projects. Can assist with budget preparation for grant proposals. Develops relationships with potential funders via phone calls, visits, and letters of inquiry.

### **Grants/Contracts Generalist**

Involved with both pre-award and post-award activities that cut across many specialties within Grants and Contracts such as proposals, program development, contract negotiations, financial administration, reporting and compliance. May perform this work in support of the University's efforts to obtain and manage research grants, or may construct and manage a grant-making program serving internal and/or external researchers. Assists faculty in the development and submission of grant/contract proposals, or reviews external proposals that are submitted for consideration. Involved in the monitoring of budgets, spending, and approvals, and provides guidance and counsel. Cultivates relationships with sources of outside funding or research in support of funding needs or opportunities. Participates in the negotiation of research contracts. Responsible for pre and post-award financial management of grants, research projects, sub-awards and/or contracts. Prepares renewals and reports that are required by granting agencies and management. Ensures compliance with sponsor terms, University policies/procedures and federal regulations.

### **Pre-Award Administration**

Provide guidance and assistance to faculty members and researchers in the development, preparation, and submission of grant/contract proposals. Reviews and edits final grants to ensure all components are complete and compelling. Communicate with team members to ensure deadlines are met and proposals comply with applicable regulatory and agency requirements. Cultivates relationships with sources of outside funding in support of funding needs. Researches grant-making organizations and analyzes them to identify likely funding sources for specific projects and programs. May prepare progress reports for management and other forms of documentation that are required by funders. May prepare budgets to ensure allowable expenses and salaries are applicable and meet sponsor and institution requirements. Ensures compliance with institutional, state and federal regulations related to research.

### **Research Compliance**

Ensures the institution's compliance with research regulations and institutional policies and procedures related to research. This includes, but is not limited to, appropriate use of research data, human participants, laboratory animals and biologically infectious agents; adherence to conflict of interest processes, export controls, policies and

regulations; review of protocol and consent forms; and requirements related to record keeping, reporting and program evaluation. Responsible for building a culture of research compliance and compliance awareness through the use of governing bodies such as the Institutional Biosafety Committee and through compliance education and training that is delivered to individuals involved in research activities and the handling of research data.

### **Research Program Development**

Identifies new research opportunities and partnerships based on a deep understanding of the research projects, interests and activities of University faculty. Cultivates collaborative partnerships with the purpose of expanding and deepening research efforts. Identifies opportunities for multi-disciplinary research proposals that are responsive to research grant opportunities. Assists faculty in the development of the business and supporting sections of grant proposals. Trains and on-boards new research intensive faculty and continuously monitors, and responds to, investigator needs for training, education and other types of support. Tracks and analyzes data on internal and external trends affecting a unit's research program. May administer internal grants programs.

### **Sponsored Project Administration**

Review externally-sponsored proposals and awards and ensure adherence to both agency and institutional requirements/regulations. Submit grant and contract proposals to sponsors on behalf of the University. Negotiate and accept funded sponsored project awards and unfunded awards, including material transfer agreements, data use and confidentiality agreements. Issue and help manage associated subcontracts transferring a portion of the statement of work to outside collaborating entities. Interpret agency policy, federal regulations, and award terms and conditions for the campus research community. Train departmental research administrators in federal, agency, and institutional requirements related to sponsored projects. Obtain sponsor approvals and help resolve problems that arise during project performance. Assess changing federal and agency requirements to evaluate and minimize impact on the university research community.

### **Grants & Contracts – Other**

Administers grants/contracts policies and procedures that may cover a variety of grants/contracts functional areas.

Rev 11/2019



# Health Care

## **Adult Rehabilitative Mental Health Services (ARMHS)**

Performs adult rehabilitative mental health services (ARMHS) that enable the member to develop and enhance psychiatric stability, social competencies, personal and emotional adjustment, and independent living and community skills when these abilities are impaired by the symptoms of mental illness. Provides services that enable a member to retain psychiatric stability and functioning if they are at risk of losing significant functionality or being admitted to a more restrictive mental health service setting. Instructs, assists and supports members in areas such as medication education and monitoring, basic social and living skills in mental illness symptom management, household management and employment-related or community living transitions. This specialty is only available to positions in ARMHS certified entities.

## **Advanced Imaging**

Performs diagnostic computed tomography (CT), ultrasound, or magnetic resonance imaging (MRI) to aid in the determination of a diagnosis. Prepares patients for exams and educates patients on procedures. May transfer images to magnetic media to produce transparency. Assists in the maintenance of equipment to ensure proper function and availability. Provides support to physicians/clinicians or nurses. May train staff on equipment and procedures. May assist in setting up new or research protocols using ultrasound, MRI, or CT. Note: If the position primarily performs x-rays, select the Imaging specialty instead.

## **Advocacy**

Provides individual advocacy and outreach services for Sexual Assault and Domestic Violence victims. May provide crisis intervention, counseling, information and referrals, court advocacy, and assistance with developing and implementing a personal safety plan. Also provides professional and community education and develops partnerships with other agencies.

## **Audiology**

Provides audiologic services to patients. Utilizes audiologic diagnostic procedures to assess auditory function and communication problems caused by hearing loss. Counsels patients regarding hearing status and needs. Provides findings to physicians. Recommends audiologic rehabilitation when appropriate. May provide clinical instruction and supervision to graduate students.

## **Care Coordination (Non-RN)**

Provides same-day and short-term support to medical and mental health patients to assess for social determinants of health. Connects patients to culturally appropriate community and county resources. Provides mental health education, chemical dependency harm reduction, suicidal ideation risk assessment and safety planning. Coordinates care with the care team of internal and external providers to ensure a collaborative approach with the patient regarding their health care goals. Documents care coordination efforts and patient visits to ensure continuity of care between clinic staff.

## **Case Management**

Provides referral, management, care coordination, and support services to individuals with complex mental and/or physical health needs. Ensures access to services. Gathers information to identify the functioning level of the recipient and need for services in all domains. Develops a service plan with the client (and family if applicable) designed to meet the needs of the client which were identified in the functional assessment. Monitors and maintains routine contact with the recipient, family members, providers, or other relevant persons regarding the status of the recipient and individual service plan and progress. Maintains records and complies with regulations.

Develops relationships with community agencies and other external resources. Facilitates effective referrals providing support to the client as needed, including arranging and/or providing transportation to clients when appropriate.

### **Clinical Laboratory Science**

Performs and validates routine and specialized laboratory tests associated with medical diagnostics and research protocols. Testing utilizes highly sophisticated biomedical instrumentation that requires support to maintain, operate and troubleshoot equipment issues. Performs specimen processing, reviews quality control (QC)/statistics, and verifies that results are accurate. Provides interpretative support for reports and recommends additional testing or review as appropriate. Certification (national) may be required. May direct and review the work of others, budget, provide purchasing oversight, and evaluate and assign responsibilities to laboratory personnel.

### **Clinical Pharmacy**

Provides comprehensive medication management services with patients and providers to ensure optimal patient care and education in regards to medications, ensuring medications are indicated, effective, safe, and convenient. Participates in pre-visit planning and coordinates plan with patient's care team and caregivers. Provides education and training regarding common diseases, medication use and monitoring for acute and chronic diseases, and prevention. Provides comprehensive, general and patient-specific drug information to providers, nurses, and other staff members. May be responsible for the overall direction of the pharmacy department/service, including practice management and the medication use system. Develops policies and procedures and assures regulatory compliance, directs pharmacy personnel, and ensures adequate support.

### **Community Health**

Identifies, promotes, coordinates, and/or implements health related programs for communities served by the organization. Tracks and gathers data regarding program metrics and prepares reports. May be responsible for developing collaborative relationships with agencies, educational groups, volunteers, and other community leaders. May lead volunteer programs that provide supplementary services to enhance community health. May present educational and promotional activities to stakeholders in the community.

### **Counseling**

Licensed Professional Counselor (LPC) or Licensed Professional Clinical Counselor (LPCC) that provides psychotherapy services. Assists those who are suffering with stress, anxiety, depression, bipolar disorder, negative behavior patterns, debilitating feelings, and various other mental conditions using talk therapy.

### **Dental Laboratory**

In collaboration with dentists and dental professionals, participates in the planning and designing of dental prosthesis for patients. May specialize in any of the following areas or perform work with all of them including crowns, veneers, bridges, ceramics, dentures, partial dentures, implants, and orthodontic appliances and splints. May plan and purchase digital dental design equipment, work with faculty to develop new digital design techniques, and provide digital design training. Note: Positions primarily responsible for fabricating and issuing ceramics or prosthetics should be classified in one of the following jobs: ***Dental Prosthetic Technician 5067*** or ***Dental Ceramic Technician 5065***.

### **Dental Therapy**

Provides clinical dental treatment, as well as educational, preventative, and therapeutic services to patients under the general supervision of a dentist (with a Collaborative Management Agreement). Assesses patients' needs, and

determines and performs appropriate dental/oral treatment. Records all information in the patients' dental records. Educates and promotes good oral health to patients.

### **Dietetics**

Consults on proper nutritional and dietary standards, designs diets for populations of patients, students, or other client groups. May analyze food content, develop specialized diets, and/or ensure food safety. Consults with physicians and other care providers regarding nutrition

### **Donor Eligibility**

Determines eligibility of potential donors based on internal and external regulatory standards. Determines suitability of tissue for procurement for transplant or research by analyzing past and current medical histories. Ensures accuracy and completeness of donor data and documentation. Reviews state or regional donor registries to determine if donors previously self-designated themselves as donors. Compassionately presents to grieving families the option of tissue donation. Acquires legal, informed authorization for tissue donation and donor medical/social history. Ensures tissue is procured, transported, and received in a manner that maintains viability for transplantation. Performs quality assurance duties.

### **Health Care Administration**

Contribute to and/or oversee operational, clinical, and business function activities of clinical sites. Formulate site policies and procedures, and assure regulatory compliance. Evaluate, design, and maintain work site organization and work processes to optimize operational efficiencies. May provide direction on daily operations. Maintain medical records in accordance with state and federal standards and laws. Track and confirm staff certification requirements are up-to-date and in compliance. Organize and analyze the information needed for a clear understanding of the clinical operations within a department. Establish and implement control systems for expenditures. Strengthen the billing and collecting systems for professional fees. May hire, mentor, and instruct staff. May develop business plans.

### **Health Coaching**

Supports employees in improving employee work/life balance and overall wellbeing. Duties may include conducting one-on-one coaching sessions, identifying employee needs and interests, evaluating work place conditions and providing recommendations to reduce or eliminate occupational injuries, illnesses, and financial losses. Assists clients in developing a wellness plan and identifying both short and long-term goals to improve client wellness.

### **Health Information**

Responsible for management of health information services including CPT and ICD-9 coding, medical record documentation, medical record flow, medical record content, and release of information. Performs computerized and paper tasks supporting clinical processes to ensure data access and integrity of patient information.

### **Histotechnology**

Receive, record, and perform histology laboratory testing in accordance with established laboratory protocol. Testing may include routine Histology tasks, special stains, IP stains, and Cytology prep. Perform gross surgical exam of small tissue biopsies and dictate findings. Perform all aspects of histology laboratory testing meeting the acceptability requirements of the Pathologists and following established protocols.

## **Imaging**

Operates x-ray and imaging equipment to make radiographs of portions of patient bodies. Maintains records and prepares reports. May develop x-ray film. Maintains equipment and supplies. May prepare and administer barium salts or other chemical mixtures to patients. May supervise or assist in planning, implementing, staffing, and directing of programs, procedures, and support personnel within a designated unit. Note: See the specialty definition for Advanced Imaging if the position is primarily performing ultrasound, MRI or CT scans.

## **Marriage and Family Therapy**

Licensed Marriage and Family Therapist (LMFT) that provides psychotherapy services for individuals, groups or within the context of marriage, couples and family systems. Assists those who are suffering with stress, anxiety, depression, bipolar disorder, negative behavior patterns, debilitating feelings, and various other mental conditions using talk therapy.

## **Medical Coding**

Performs assigned duties in the handling, review, analysis, and coding of patient medical records. Translates physician reports into specific medical codes. May prepare statistical reports, maintain indices according to established plans and procedures, and handle requests for medical information

## **Mental Health Intake**

Uses motivational interviewing skills to complete a thorough social, developmental diagnostic assessment (DA) to determine eligibility for mental health services through Minnesota Health Care Programs (MHCP). Assesses new patients to determine the nature, severity and impact of behavioral difficulty, functional impairment, subjective distress, strengths, and resources needed. Works with patients and collaborates with therapy, case management, adult rehabilitative mental health services, psychiatry, psychology and primary care providers to make recommendations and referrals to appropriate services.

## **Mental Health Nursing**

Provides professional nursing care to patients with a range of mental health issues. Prepares patient charts and records. Assesses patient mental health needs, provides psychotherapy services and treatments, administers prescribed drugs, and documents progress and other observations. Explains medical terms and procedures and provides information regarding prescribed medications and therapies, utilizing appropriate physician consultation. May oversee patient admission, transfer and discharge. May manage nursing operations that could include coordination of patient care, supervision of clinical staff and administrative and budget management. Ensures adherence to department policies and to nursing procedures, standards and practices. Note: This is the appropriate specialty for Mental Health Nurse Practitioners that provide psychotherapy.

## **Pathology**

Performs analysis and tests of necropsy specimens such as whole bodies, tissues, cells, body fluids, and feces to research disease. Performs autopsies, which may include photographs of surgical and autopsy specimens, keeps detailed records, and collaborates with other laboratory staff.

## **Pediatric Nursing**

Provides professional nursing care for children from birth through late teens. Prepares patient charts and records. Assesses patient needs, provides treatment, administers prescribed drugs, and documents progress and other observations. Explains medical terms and procedures to child and family and provides information regarding prescribed medications and therapies, utilizing appropriate physician consultation. May oversee patient admission, transfer and discharge. May manage nursing operations that could include coordination of patient

care, supervision of clinical staff and administrative and budget management. Ensures adherence to department policies and to nursing procedures, standards and practices.

### **Pharmacy**

Provides professional pharmaceutical services to patients by preparing, dispensing, and monitoring prescribed medications and solutions. Maintains patient records and educates patients on appropriate use of pharmaceutical products and of potential side effects. Assesses completeness and appropriateness of physician orders and makes changes as necessary. Consults with medical staff on the delivery of effective, safe and cost-effective drug therapies to improve patient outcomes. May be responsible for the overall direction of the pharmacy department/service, including the purchase, storage, compounding, packaging, and dispensing of drugs. Develops policies and procedures and assures regulatory compliance, directs pharmacy personnel, and ensures adequate staffing.

### **Physical Therapy**

Evaluates, plans, and provides effective physical therapy services to clients. Treats patients with disabilities, disorders, and injuries to relieve pain or develop/restore muscular functions. Utilizes various mechanical and electrical equipment as well as methods such as exercise, massage, heat, cold, water, light and/or electricity, etc.

### **Physician Assistant**

Provides comprehensive health care to patients under the supervision of licensed physicians and other medical staff. Documents patient histories and performs complete physical examinations, reaches tentative diagnosis and orders appropriate laboratory tests and treatments. Counsels patients on health and disease and performs other therapeutic procedures.

### **Primary Care Nursing**

Provides professional nursing care to patients. Prepares patient charts and records. Assesses patient conditions, provides treatments, and administers prescribed drugs, documents progress and other observations. Explains medical terms and procedures and provides information regarding prescribed medications and therapies, utilizing appropriate physician consultation. May oversee patient admission, transfer and discharge. May manage nursing operations that could include coordination of patient care, supervision of clinical staff and administrative and budget management. Ensures adherence to department policies and to nursing procedures, standards and practices.

### **Psychology**

Provides specialized assessment, individual and group therapy, and community referrals through networking with other social and health care organizations. Completes psychological diagnostic work involving psychological testing, scoring, interpretation, and reporting. Provides clinical, coordinative and support functions for adolescents, adults and families with mental health issues. May provide clinical supervision to staff and/or trainees. May provide didactic training, seminars, and/or consultation. Primary responsibility may be performing the duties of psychometrics, which includes the administration and scoring of psychological tests and provision of detailed results for the use of a psychologist. This specialty also includes Licensed Psychologists (LPs) providing psychotherapy.

### **Public Health**

Works to promote and protect the health of the people in the community with the emphasis on preventing illness and injury by working to improve conditions to support optimal health. Work may include providing education on healthy behaviors, recommending policies, providing vaccines to prevent disease, partnering to set safety

standards, tracking, monitoring, and reporting disease outbreaks, and creating nutrition programs. Work may also focus on eliminating disparities and promoting health care equity, access, and quality.

### **Public Health Nursing**

Provides key population based nursing functions and delegated medical treatments. Participates in, plans, evaluates, directs, and/or coordinates public health nursing programs to assess, promote, maintain, and improve the level of health in the community through special programs and clinics. This may include coordinating supply chain, logistics, temperature control, and proper handling of vaccine, inventory of supplies, and adherence to standing orders and protocols. May provide health education to community groups or other health professionals. May have responsibility for program development, health case management and community health services to individuals, families and the community.

### **Quality Assurance**

Works to ensure regulatory / accreditation compliance and process improvement in a clinical, laboratory or production setting. Performs internal auditing and may correct data inconsistencies. Prepares audit documentation, final reports and corrective actions. Documents policies, systems, programs, procedures and instructions to ensure the quality of the work, product or test results generated. May establish workflow as it relates to document control in accordance with internal and external stakeholders. Participates in project and change management. May be responsible for training staff to follow quality practices and use quality tools.

### **Respiratory Therapy**

Provides and monitors therapeutic administration of medical gases, aerosols, humidification, and pharmacological agents related to respiratory care procedures. Applies and monitors therapeutic mechanical ventilator support. Provides CPR and maintenance of natural airways and insertion and maintenance of artificial airways. Assesses and monitors response to respiratory care treatment or evaluates for treatment and diagnostic testing. Obtains physiological specimens and interprets physiological data. Makes suggestions for modifications in treatment. Provides cardiopulmonary rehabilitation. Instructs patients in techniques for the prevention, alleviation, and rehabilitation of deficiencies, abnormalities, and diseases of the cardiopulmonary system. Implements provider orders for respiratory care services. May perform duties in support of research activity.

### **Social Work**

Provides social work services. This may consist of any of the following: Assessment, counseling, discharge planning, financial aid coordination, and other aid assistance to patients, residents and families. May provide individual or group therapy. May interview patients, residents and relatives to obtain social history relevant to medical problems and planning. Helps patients with environmental difficulties, which interfere with obtaining maximum health benefits from medical care. May participate in and/or conduct team staffing and family conferences in order to facilitate communication and implement treatment recommendations. May provide didactic training, seminars, consultation and/or community outreach. Please note: The Minnesota Board of Social Work requires a license to provide social work services, so employees in this specialty must hold appropriate licensure. This specialty is appropriate for employees providing psychotherapy who hold a Licensed Independent Clinical Social Worker (LICSW) license who assist those suffering with stress, anxiety, depression, bipolar disorder, negative behavior patterns, debilitating feelings, and various other mental conditions using talk therapy.

### **Speech-Language Pathology**

Provides evaluation and intervention services with individuals experiencing speech, language, swallowing/feeding, or other communication differences and disorders from various cultural and linguistic backgrounds utilizing evidence-based practice. Conducts assessments and diagnostic procedures. Analyzes and interprets a variety of communicative and swallowing/feeding behaviors to determine a need for intervention. Develops individualized, inter-professional intervention plans. Facilitates maintenance of function, and/or rehabilitation for individuals

with developmental, neurological, or physical conditions. Monitors and documents progress in compliance with federal law and regulations of funding sources. Provide education and training to individuals and caregivers, including other healthcare and educational professionals. May provide clinical instruction and supervision to graduate students.

### **Tissue Recovery**

Performs surgical recovery of human tissue for both transplantation and research/educational purposes. Verifies legal authorization for tissue donation, confirms donor identity, performs external body exam and draws specimens, and completes documentation. Duties also include assisting with tissue processing, distribution, sterilization, equipment preparation, and tissue and specimen delivery. Complies with internal and external policies, procedures, standards, and regulations. May provide training on recovery functions.

### **Health Care - Other**

Performs professional work within a health care specialty not described within the existing health care specialties offered or that may cover a variety of health care functional areas.

Rev. 1/2021

# Human Resources

The human resources job family deals with designing and implementing human resources programs and providing consultation to management in regards to appropriate practices for management of human resources. Typical functions include staffing, compensation, benefits, employee & labor relations, HR consulting, academic training and support, organization development, HRMS, affirmative action and EEO, centralized payroll, etc.

## **General Lane (AKA: Other Lane)**

Administers human resources policies and procedures that may cover a variety of human resources functional areas.

## **Benefits**

Develops, implements and/or administers the organization's benefit programs such as health, dental, life, disability, time off and retirement plans. Ensures programs are well-communicated, cost effective, competitive and comply with legislated requirements.

## **Change Management**

Plans and implements change management activities associated with a major organizational activity such as aligning workgroups after a re-organization, a cultural or strategic shift in direction, the implementation of a major initiative, or the ongoing improvement of operational effectiveness and efficiency. Gathers input from key stakeholders, documents the changes needed, conducts impact analysis and assesses change readiness. Develops communications, change management and training plans and materials. Manages the change process end-to-end to ensure minimal disruption to operations. Anticipates problems and works to minimize risks. May use tools/processes such as Lean Business, Six Sigma or equivalent methodologies.

## **Compensation**

Designs, evaluates and/or administers the organization's compensation programs in the areas of merit pay, salary structure and range management, incentive plans and job evaluation. Participates in external salary surveys, evaluates positions and recommends appropriate salary range, creates and analyzes reports, and ensures compliance with federal and state pay regulations.

## **Employee Relations**

Coordinates employee relations programs to ensure compliance with policies and practices. Develops and implements policies and procedures in areas such as grievance procedures and exit interviews. Researches and partners with management to respond to employee concerns and grievances. Documents and maintains employee relations records.

## **HR Call Center**

Provides timely responses to customer inquiries by telephone and/or email in an inbound or outbound service center, consistent with service and quality standards. Troubleshoots and resolves customer complaints. Conducts analysis on phone and email trends and/or service metrics and recommends operational improvements.

## **HR Generalist**

Coordinates and administers a variety of programs and activities covering multiple HR functions. Works in conjunction with, and under the general direction of, HR or local management to develop, manage and/or administer the organization's programs in areas such as employee relations, employment law, recruitment, training, organizational development and total rewards. Ensures compliance with legal and institutional policies, guidelines and regulations.

## **Human Resources Information System**

Responsible for processing and maintaining information within a Human Resource Information System (HRIS). Produces statistical summaries and special reports from the HRIS. Maintains the integrity of data and ensures the most efficient and cost-effective systems and applications. May assist in the development of systems



specifications, design and development from the end user perspective. Continually monitors HR information needs to meet changing requirements.

### **Leadership & Talent Development**

Partners with management to assess, measure and enhance the performance of employees in support of the organization's business goals and objectives. Promotes desired organizational culture through initiatives focused on engagement, leadership development, management development, change management, client satisfaction, interpersonal skills, team development and communication. May design and execute training programs.

### **Payroll**

Prepares, documents and disburses payroll checks, payroll taxes and other employee payments. Evaluates current systems and recommends and develops efficiency improvements. Monitors and ensures proper documentation of employee payments. Prepares reports of payroll expenditures, including such items as tax payments and benefit plan disbursements.

### **Talent Acquisition**

Sources, recruits, screens, interviews and recommends internal and external candidates for positions at all levels. May utilize the services of employment agencies. Places employment ads in appropriate sources, ensures the maintenance of accurate and concise records and reports concerning all phases of the recruitment process, including EEO statistics.

### **Training**

Develops and/or conducts training related to employee development. Evaluates organizational training needs and effectiveness. Serves as liaison with outside training vendors. May prepare training materials, visual aids and lesson plans.

### **Technical Training**

Develops and/or conducts technical training. Evaluates employee technical training needs and effectiveness. Serves as liaison with outside technical training vendors. Works closely with both IT and the business to understand system and training needs for applications and packages supported. Develops documentation for custom applications and packaged applications. May prepare materials, visual aids, lesson plans and create content for computer-based learning.

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### **Total Compensation**

Designs, evaluates and/or administers the organization's compensation and benefit programs in the areas of merit pay, salary structure and range management, incentive plans, job evaluation, health, dental, life, disability, time off and retirement. Ensures programs are well communicated, cost effective, competitive and comply with legislated requirements.

### **Labor/Employee Relations**

Responsible for overseeing employee and labor relations policies, programs, and functions, negotiating collective bargaining agreements and managing dispute resolution processes for the organization.

Rev 8/2018

# Information Technology

The information technology job family deals with improving work processes and customer satisfaction through providing expertise in electronic data processing and computing. Typical functions include computer hardware/software development, installation, and analysis, systems development, web development/design, computer networking, telecommunications (voice and data), systems security, data management, and business analysis.

## **Academic Technology**

Provides academic technology consultation to assist instructors in the pedagogically sound use of technology in their teaching; plans and delivers faculty development in response to faculty and institutional needs in a variety of formats including individual coaching, seminars, and workshops on the effective use of technology to enhance teaching and learning. *Note: Individuals that perform generalist work related to academic technology should be placed here.*

## **Agile Process Management**

Assists and leads a team to identify and reinforce team rules, teaches agile practices, identifies, and eliminates barriers to success, coordinates work with other teams and supports teams to meet delivery goals. Work is completed by scrum teams of up to 10 members, with project work broken down into goals to be achieved in short cycles called sprints. Individuals working in this specialty, depending on level, may be referred to as a Scrum Master, Release Train Engineer, Solution Train Engineer or other similar title.

## **Application/Software Development**

Analyzes, designs, develops, documents, codes, tests, and debugs IT applications and software. This may include end-user applications, systems software, native applications or mobile cloud applications. Collaborates with developers, project managers, and business analysts. Understands requirements, resolves issues, and implements new solutions. Creates readable, testable, scalable, and maintainable source code utilizing best practices. Monitors new technologies, performs security testing, maintains operational status of applications, troubleshoots, and resolves technical problems.

## **Audiovisual Engineering**

Designs and supports audiovisual systems to meet the broadcasting and remote meeting needs of the university. Selects, installs, configures, troubleshoots and maintains audiovisual technologies such as cameras, lighting, audio equipment (microphones, speakers, etc.) and other communications equipment. May provide software and user interface development specific to audiovisual equipment. May provide consultation for departments on system upgrades and repairs. May provide instruction on use of audiovisual technology.

## **Business Analysis**

Analyzes business operations and recommends solutions in alignment with business goals. Compiles, validates, analyzes, interprets, and translates data. Gains understanding of business operations, processes, and planning. Creates reports, charts, graphs and presentations and recommends new strategies to improve business operations.

## **Business Intelligence and Data Analysis**

Conducts data analysis, interprets data, analyzes results, and communicates results or recommendations. Collects, aggregates, analyzes, interprets, and summarizes business, operations, customer, and economic data from multiple sources to drive insights into business performance. Evaluates the business and end user data

requirements and develops analytical and reporting tools to address needs. Develops, deploys, and maintains reports and dashboards, which include query tools, data visualization, and interactive dashboards. Communicates findings and insights to stakeholders and provides business strategy recommendations for optimizing business performance. Identifies and defines process and data improvements. Ensures overall compliance and data integrity by conducting audits and analyses. Trains users on reporting tools.

### **Business Relationship Management**

Serves as a strategic partner between IT and the University. Participates in the formation of University strategic goals and delivers IT results to advance them. Understands, defines, and supports the relationship between the IT function and the end customers across the University. Ensures IT delivery aligns with business needs. Acts as a communication liaison to facilitate relationships and brings understanding between the business and IT staff.

### **Business/Systems Analysis**

Works in conjunction with IT Development and business units. Develops and implements new systems as well as enhancements of current systems. Identifies and analyzes business needs, gathers requirements, and defines the goals and scope of the work. Evaluates evolving business requirements and makes recommendations for appropriate systems alternatives and enhancements to current systems. Evaluates new applications and identifies systems requirements. Prepares communications and makes presentations on system enhancements and alternatives. Creates detailed test cases and documents all programming and systems changes.

### **Cloud Engineering**

Designs, plans, integrates, maintains, and supports cloud architecture. Works with stakeholders across the University to evaluate cloud systems and identify appropriate solutions. Implements cloud services and integrates with in-house applications and systems.

### **Course & Media Production**

Assists instructors or others providing training in the use of technology in delivering online course content. This work involves animation, video production, web page design, photo editing and manipulation, graphic design, and audio engineering among other functions.

### **Data Architecture**

Collaborates with cross-functional teams to understand University data structure requirements. Defines standards for how data will be captured, stored, consumed, integrated and managed across the organization. Translates standards into a usable blueprint. Defines, designs, and develops data structures and complex conceptual, logical, and physical data models. Controls metadata strategy, data cleansing, and security strategy. Optimizes overall data and information flow. Increases efficiency and enables accessibility within security boundaries.

### **Data Center Infrastructure Operations**

Operates and controls all computing equipment relating to infrastructure and applications, including servers, mainframes, databases, software, and security measures. Designs, develops, and maintains the physical infrastructure, network, and layout of a data center. Provides an architectural framework for servers, hardware, peripherals, and connections. Ensures adequate HVAC, power, and bandwidth to maintain the target environment for servers and other hardware. Performs reliability testing and plans emergency or disaster procedures. Develops and implements data center business plans, policies, and procedures including emergency or disaster procedures. In collaboration with business units and other IT departments, prioritizes data center needs and evaluates results to determine if organizational objectives are being met. Analyzes and resolves data center issues and escalates security issues.

**Data Engineering**

Designs, builds, implements, and maintains data processing channels for data extraction, transformation, and loading to connect large data sets from a variety of sources. Develops, maintains, and uses infrastructure solutions such as data warehouses, data lakes and data access APIs to transform data into a usable format enabling users to consume and analyze data more efficiently. Prepares and manipulates data using tools, languages, data processing frameworks, and databases.

**Data Science**

Conducts data analysis to extract knowledge and insights from complex, high dimensional and high-volume datasets. Uses data preparation, modeling and predictive modeling, analysis, processing, algorithms, and systems. Applies knowledge of statistics, machine learning, programming, data modeling, simulation, and advanced mathematics to recognize patterns, identify opportunities, pose questions, and make valuable discoveries. Generates and tests hypotheses and analyzes and interprets the results of experiments. Conducts research and applies knowledge of existing and emerging data science to inform solutions across a broad array of functions and business decisions and presents findings.

**Database Administration**

Performs administration and maintenance of databases. Develops, designs, configures, and manages databases to ensure integrity, security, and accessibility of University data. Plans, coordinates, and implements security measures. Performs installations, upgrades and patching, backup and recovery, performance tuning, monitoring, and configuration.

**Database Design**

Evaluates, designs, codes, develops, optimizes, modifies, and implements complex database applications to meet user needs. Works with other developers to integrate databases and other applications. Contributes to developing strategies for data acquisition, archive recovery, and database implementation.

**DevOps Engineering**

Conducts product development, deployments, and maintenance of automated software tools. Develops and implements plans, policies, and procedures related to deployment processes. Establishes measures to determine if user needs are being met such as customer responsiveness, application performance, and deployment release schedules.

**Endpoint Engineering**

Engineers and administers enterprise endpoint environments for PC and MAC computers, tablets, mobile devices, and peripherals. Ensures stability, reliability, and performance. Deploys standardized applications and uses new tools. Creates innovative and sustainable solutions. Leverages multiple tools and systems. Manages large scope of diverse devices that may include imaging, application packaging, delivery, patching and security.

**Enterprise Application Administration**

Supports, troubleshoots, documents, develops, and maintains cloud, on-premise enterprise software applications, and academic information systems. An enterprise application is used University-wide to support business objectives. Ensures the enterprise environment is fully utilizing available technology to enhance productivity and improve work processes. Creates and presents end-user training programs, creates custom reports to better utilize system information, maintains user accounts and permissions, and regularly audits permissions to minimize vulnerabilities. Reviews software update release notes, ensures compatibility, communicates feature changes, and schedules updates.

### **Identity Access Management (IAM) Architecture**

Plans, conducts research, evaluates, designs and develops identity access management systems. Applies engineering, hardware and software design to develop University IAM structure.

### **Instructional Design**

Analyzes, designs, develops, and implements online courses, web-based training, and face-to-face training curricula. Analyzes learner needs and collaborates with subject matter experts and business management and provides input for course content. Creates learning experiences and materials that are inclusive, accessible, and effective for the acquisition and application of knowledge and skills. Provides instruction and guidance to trainers and facilitates technical use training during introduction of new courses. Develops and monitors metrics for evaluating training and curricula effectiveness.

### **IT Multidiscipline**

Manages, administers and supports three or more information technology specialties within the IT Job Family. Works with a variety of tools and technologies across areas of information technology to plan, analyze, develop, configure, administer, maintain, optimize, or implement systems or applications software, hardware, databases, networks, processing, operations, end-user support, training, security etc.

### **Network Administration**

Plans, installs, monitors and maintains University networks to ensure secure and reliable operation. Maintains all firewalls, switch stacks, switches, and routers as well as network hardware. Resolves connectivity issues and service disruptions, tests the network for weaknesses and creates and maintains a disaster recovery plan. Conducts research on problems, measures network traffic load, evaluates new technologies, studies network system operations and recommends changes, or provides cable and equipment installations. Creates long-term planning and implementation strategies to ensure the network meets current and future needs and requirements. Evaluates new network hardware and software. Recommends upgrades, patches and new equipment. Provides support and guidance to network users.

### **Network Architecture**

Plans, conducts research, evaluates, designs and develops network systems by applying engineering, hardware and software design to develop the University infrastructure system.

### **Product Management**

Provides input from the perspective of the end customer. Serves as primary contact to delivery teams for information, work prioritization, and decision-making. Focuses on the business side of product development and interacts with stakeholders to understand the business, its needs, and priorities. Communication is a significant component of this work. Individuals working in this specialty, depending on level, may be referred to as Product Owners, Product Managers, Solution Managers or Epic Owners or other similar titles.

### **Project Management IT**

Manages all aspects of a diverse IT project or multiple IT projects, typically involving multiple disciplines within the IT function. Gathers required data from end-users to evaluate objectives, goals, and scope to create technical specifications. Plans, conducts, and supervises the completion of information technology projects, generally involving large projects or more than one project. Serves as liaison between business units and technical aspects of projects. Reviews progress, evaluates outcomes and recommends actions to assure deadlines, standards, and

cost targets are met. Directs the work of other project team members, including computer systems analysts, software developers, information security analysts, and computer support specialists.

### **Quality Assurance/Testing**

Designs, develops, and implements testing strategies and test plans. Performs testing and analysis on overall hardware, software, and networking systems. Develops and executes test plans and scripts designed to detect problems in software applications and software. Maintains records of test progress and results and recommends quality improvements. Resolves defects, diagnoses errors, and revises programs as needed.

### **Security Architecture**

Designs, integrates, and implements information systems security infrastructure. Assesses potential systems and process vulnerabilities to determine security infrastructure requirements. Develops policies and procedures to prevent unauthorized access. Educates and communicates security requirements and procedures to users. Recommends and implements changes to enhance systems security and prevent unauthorized access. Conducts research on security trends, new methods, and techniques used in unauthorized access of data to eliminate the possibility of system breach. Guides and directs best practices for the protection of information. Ensures compliance with regulations and privacy laws.

### **Security Governance Risk and Compliance**

Improves the information security of the University. Conducts information security risk assessments. Develops policy for maintenance and exception management. Provides expertise on information security regulations and standards, such as PCI DSS, HIPAA, or NIST. Assesses the information security posture of collegiate and administrative units. Conducts information security risk assessments by analyzing security controls and processes. Interviews subject matter experts, and reviews various vulnerability and compliance reports. Participates in incident response activities.

### **Security Operations**

Evaluates, tests, recommends, coordinates, monitors and maintains information systems and cyber security policies, procedures and systems, including access management for hardware, firmware and software. May involve work with identity and access management including working with application, system, and business process owners to design and implement access management controls and account provisioning. Conducts vulnerability assessments and password audits. Monitors systems, networks, databases, and Web for potential system breaches. Identifies security risks and exposures, determines the causes of security violations and suggests procedures to stop future incidents and improve security. Responds to alerts from information security tools. Reports, investigates and resolves security incidents. Educates and communicates security requirements and procedures to all users. Recommends and implements changes to enhance systems security and prevent unauthorized access. Conducts research on security trends, new methods, and techniques used in unauthorized access of data to eliminate the possibility of system breach. Ensures compliance with regulations and privacy laws.

### **Site Reliability Engineering**

Originates and develops analysis methods to determine reliability of components, equipment, and processes. Acquires and analyzes data to measure operational integrity of systems. Prepares diagrams, charts, drawings, calculations, and reports. Defines reliability problems and makes recommendations for improvements. Conducts analysis of reliability problems and investigates to determine the required approach to ensure reliable systems uptime, infrastructure resiliency, security, and data availability. Examines root cause failure analysis and provides subject matter expertise to avoid future failures. Collaborates on complex, cross-functional technical projects.

### **System/Server Administration**

Configures, installs, monitors, upgrades, and maintains IT systems software, hardware, and servers. Monitors data integrity and system security. Maintains operating efficiency and stability, security and integrity of all data and systems. Performs administration of basic user access, optimizes remote access and security access. Plans, designs, and schedules the release and updates of all software, hardware, and operating systems.

### **Systems Analysis**

Collects and analyzes information from system users to formulate the scope and objectives of a certain system. Analyzes, designs, develops, modifies, tests, and implements internal application, operating, or database systems. Designs possible system solutions, estimates the cost of system solutions, and prepares project plans. Creates detailed test cases and documents all programming and systems changes.

### **Telecom/Telephony Operations**

Manages voice, data, and video communication systems throughout the University. Plans, designs, installs, and maintains networks. Evaluates, designs, develops, tests, and maintains communication programs including analyzing and resolving issues. Meets user needs by ensuring performance, resources, and security of the networks.

### **User Experience**

User Experience (UX) encompasses all aspects of the end user's digital/online interactions with a company, its services, and its products. UX professionals perform the following: Facilitate design, development, usability of web-based and other software products, including mobile apps, websites, chatbots, and digital platforms; conduct on-site and field usability research with end users; recruit and screen study participants; design and conduct usability tests, tree tests, card sorts, customer journey maps, heuristic analysis, create reports and presentations, and communicate results; and work with usability and user interface designers and developers to provide feedback and refine user experience across the entire development process. May create, write, edit copy for apps, chatbots, websites, knowledge bases, and other digital products that helps users navigate the product and achieve conversions and goals.

### **User Interface Design**

Designs, develops, documents, debugs, and supports user interfaces to optimize the user experience. Articulates, develops, and models the end user experience including the visual design of the application, to make user interaction simple, efficient, and consistent. Tests, conducts research, and interprets analytics data. Conducts usability tests, creates reports and presentations, and communicates results. Works with usability designers and developers and provides feedback to refine user experience across the entire development process.

### **User Support**

Provides technical support to faculty, staff, students, and University stakeholders for a range of hardware and software related information technology systems. Responds to problems, queries, or complaints from users. Diagnoses user problems. Troubleshoots, rectifies faults and escalates problems when needed. Information technology systems include computer network hardware, operating systems, software applications, data processing and security, telecommunication systems, and software and database products. Develops resources for responding to user queries including knowledge-based articles, documentation, or guides.

### **Web Administration & Operations**

Plans, administers, and oversees configuration, deployment, functionality, usage, security, and maintenance of organization websites. Collaborates with design teams and ensures robust and secure technology platforms that optimize the user experience. Conducts web application and infrastructure monitoring, capacity planning, workload modeling, and predictive analysis and identifies potential issues. Troubleshoots website problems and security issues, rectifies faults and escalates problems as needed. Provides technical expertise on system

maintenance and site design. Supports performance, stability, and efficiency of web related systems. Integrates Web sites with other computer applications.

### **Web Development/Design**

Conceptualizes, designs, creates, and modifies content and functionality of websites for internal employees, student learners and external communications purposes. Utilizes server-side, client-side, and database tools. Creates websites from concept to finished product. Optimizes performance, security, and scalability. Evaluates, schedules, and identifies resources for design projects; investigates user needs; plans, develops and implements website applications; and prepares website systems documentation for reference and training purposes. Works with website animation, special effects elements, video and audio. Conducts usability tests, creates reports and presentations, and communicates results. Works with usability designers and developers to provide feedback and refine user experience across the entire development process.

### **IT – Other**

Performs professional work within an IT specialty not described within the existing IT specialties offered.

Rev. July 2021



## Legal

The legal services job family provides legal counsel and legal support work within the Student Legal Services Office and the Office of General Counsel. Typical legal service fields include litigation, employment and labor relations, intellectual property, ethics and conflicts of interest, and other specialties.

### **Attorney – General Counsel**

Performs a full range of legal activities to ensure the university is in compliance with all relevant laws and regulations. Drafts and reviews contracts and letters of agreement, employment agreements, and other legal correspondence. Performs legal research and analysis, advises leaders on legal ramifications of proposed organizational policies and procedures, represents and protects the university's rights in its interactions with external parties. Analyzes and interprets case law, court reports, and proposed and existing laws and regulations to determine how they might impact the university. Reviews and approves public statements to identify, anticipate and mitigate legal risks. Represent the organization in legal proceedings so the organization's interests are protected.

### **Attorney – Student Legal Services**

Provides confidential legal advice and representation to eligible University of Minnesota students in accordance with established standards of the legal profession in the areas of: tenant rights, criminal law, immigration, employment law, consumer protection, wills, health care directives, powers of attorney, name changes and other routine legal matters within the seven county metropolitan area. Creates, implements and provides educational programming on legal matters to students, faculty, staff, and the community.

### **Paralegal - General Counsel**

Performs a full range of legal

Researches laws, performs investigation of issues, organizes and analyzes information, and drafts legal documents under the direction of the General Counsel or other supervising OGC attorney.

### **Paralegal - Student Legal Services**

Researches laws, performs investigation of issues, organizes and analyzes information, and drafts legal documents under the direction of a Student Legal Services supervising attorney.

Rev 11/2019

## Libraries

The libraries job family deals with library services and management. Typical functions include library development, management, access to, organization and acquisition of collections and specialized information systems to enhance academic teaching, learning and research. Develops, catalogues, and maintains organization and bibliographic control of collections; handles acquisition of resources; develops access to resources; provides physical preservation and restoration of rare/valuable books, artwork, and other library materials.

Rev. 6/2022

# Marketing & Communications

## **Communications Generalist**

Performs a broad range of internal **and/or** external communications related work, which may include print, social media, public relations, web content, multi-media, photo and video access, or event coordination, ensuring consistent and effective messaging and branding across all platforms. Develops and maintains a consistent look and feel of online presence, including web site and social media communications. Finalizes and arranges the production of printed materials. Translates large volume of information into clear, concise, user-oriented language. May develop promotional materials, including brochures, newsletters, posters, and research summaries. May work with public relations to organize media events and cultivate media contacts. May communicate with customers, consumers, the media and the general public to protect and promote the reputation and brand of the organization, including active issue management. May create and distribute public communications such as media releases, speeches, newsletters, social media communication, or perform other public relations responsibilities. May be responsible for the design and development of engaging user experiences for a variety of interactions.

## **Community Relations**

Focus is on building and maintaining beneficial relationships and active involvement with the communities of the institution. May plan, implement, improve, assess or strategize community-focused programs to improve quality of life in the community. May plan, organize, and support employee volunteer programs. May participate in sponsorships and/or community partnerships. May represent the institution at community events. Responsibilities may also include utilizing performance metrics to measure achievement of institution objectives.

## **Digital Marketing**

Digital marketing is the marketing of products or services using digital technologies on the Internet, through mobile phone applications, via email, display advertising, and any other digital channels to increase exposure to a target audience. May implement digital marketing programs and analyze their effectiveness, as well as manage paid campaigns and portal sites to align with digital goals. May develop or maintain website graphic designs and layout to support the organization's image, identity and brands.

## **Digital Media**

Responsible for assembling raw audio/visual material into a finished product for customers. Ensures products adhere to brand. Products might include content for customer stories, internal videos, photography, film footage, dialog, sound effects, external promotions, social videos, podcasts, vlogs, product marketing, and recruiting, training, live events and other projects. Edits video and input music, dialogue, graphics, and effects to ensure the highest quality possible. Ensures delivery of compelling content over radio, Internet, and other audio/visual platforms. Duties may include collaboration with editorial teams and marketing department to capture ideas and understand needs.

## **Editor**

Collects, prepares, and arranges materials and content for publication. Validates outlines, story content, and written content to ensure it meets requirements and brand standards. Corrects grammar, punctuation, and formatting errors. Works with other teams including writers and marketing to ensure quality and requirements are met. Works closely with writers to improve clarity, conciseness, and consistency, and to refine and edit

content and marketing material. This may be an appropriate specialty for individuals within University Press who evaluate proposals for acquisition and publication, conduct peer reviews on proposals/manuscripts, evaluate proposals for copyright and permissions, and may work with authors to develop manuscripts. May be responsible for the design and development of engaging user experiences for a variety of interactions.

### **Editor/Writer**

May consult with and advise customers about their communications needs. Collects, prepares, and arranges materials and content for publication. Validates outlines, story content, and written content to ensure it meets requirements and brand standards. Writes communications, publications, and/or reports (e.g. briefing materials, talking points, speeches, scripts, press releases, website material and documents for publication). Corrects grammar, punctuation, and formatting errors. Partners with other teams to ensure quality and requirements are met. Aligns messages with content strategy and goals to meet messaging objectives and brand standards. May determine content material, select subject, conduct research, conduct interviews, and ensure accuracy of facts. May provide support for media responses and issues management. May be responsible for the design and development of engaging user experiences for a variety of interactions.

### **Government Relations**

Focuses on influencing government policy/legislative direction and public opinion to improve the environment in which the University operates. Monitors, analyzes, and reports on government policy and legislation. Develops and implements government relations initiatives, for example, trade association member outreach, and grassroots employee/public calls to action. Prepares and organizes forums and gatherings with government officials to exchange ideas and information on potential legislation that may affect the University.

### **Graphic & Visual Design**

Designs and creates visual content using a combination of forms such as text, audio, images, photography, animations, video and interactive content to communicate themes and messages for communication materials. May use graphic software, web-based graphics or other design tools to create accurate finished products. Helps maintain brand identity, design standards, and policies for a unit, college or the University. May be responsible for the design and development of engaging user experiences for a variety of interactions.

### **Marketing Generalist**

Designs, develops, and implements marketing programs to support an organization's products, services or market sector. Coordinates marketing strategies and analyzes brand perception to promote the brand and ensure positive impact in the market. Creates demand from targeted audiences. Uses marketing strategies and media to launch or position products and services. May identify, implement or develop marketing strategies; analyze markets, trends, branding, pricing strategies, advertisement or promotions.

### **Marketing & Communications Generalist**

Designs, develops, and implements marketing programs to support an organization's products, services or market sector. May identify, implement or develop marketing strategies; analyze markets, trends, branding, pricing strategies, advertisement or promotions. Performs a broad range of internal and/or external communications related work which may include print, social media, web content, multi-media, or event coordination, ensuring consistent and effective messaging across all platforms.

## **Public Relations**

Focuses on communication with customers, consumers, the media and the general public to protect and promote the reputation and brand of the organization, including active issue management. Creates and distributes public communications such as media releases, speeches, newsletters, social media communication. Organizes and acts as company spokesperson at promotional events (press conferences, open days, exhibitions, tours and visits, etc.). Prepares leaders for media interviews. Responds to inquiries from the public, the press, and customers.

## **Social Media**

Focus is on planning and building a social media presence to amplify key messages, promote brand and impact awareness, drive traffic to social media pages, encourage students and stakeholders to engage with the institution's social networks, and take any other desired actions. Monitors and supports issues management. Conducts market research to identify social media sites of most interest to target customers. Creates and posts content that attracts attention and encourages customers to share content with others. Establishes and maintains relationships with the online community by developing and implementing content promotions, contests, information, entertainment, etc. Develops and updates social media pages and monitors social networks, responds to questions, and collects feedback. Utilizes performance metrics to measure achievement of institution objectives. May assist with digital advertising.

## **Web Content**

Focus is on planning, creating, publishing, and editing content to attract and serve internal and external stakeholders using institution websites. Conducts research to identify web content of most interest to target customers. Drives website traffic by embedding links to content in search and social sites. Organizes content in a way that is most useful for optimal user experience. Optimizes web content keywords and text to drive high search engine rankings. Ensures all content is high quality, accessible, up-to-date, and consistent with brand and style guidelines. May be responsible for the design and development of engaging user experiences for a variety of interactions. May perform some back-end website design and development. Please note: If the primary responsibility of the position is back-end website design and development, assign it to the IT Job Family in the Developer specialty.

## **Writer**

Writes communications, publications, and/or reports (e.g. briefing materials, talking points, speeches, scripts, press releases, website material and documents for publication). May consult with and advise customers about their communications needs. Aligns messages with content strategy and goals to meet messaging objectives and brand standards. May determine content material, select subject, conduct research, conducts interviews, and ensure accuracy of facts. May provide support for media responses and issues management. May be responsible for the design and development of engaging user experiences for a variety of interactions.

## **Marketing & Communications – Other**

Administers marketing and communications policies and procedures that may cover a variety of marketing and communications functional areas or those not described within the existing marketing and communications specialties offered.

# Museums

## **Curation**

Analyzes, interprets, studies and displays specimens, artifacts, antiquities, rare items and visual arts. May research articles to determine age, historical significance and value. Determines the storage conditions and level of care for objects and specimens in a museum's collection. May set-up exhibits for display and promotion. May be responsible for selecting future traveling exhibits and creating exhibits from existing collections. May participate in decisions about which objects come into a collection. May oversee registration responsibilities.

## **Exhibitions**

Participates in the development and implementation of museum exhibits. Prepares or contributes to multi-year plans for permanent and temporary exhibits, which may include coordinating with artists and academics, the renting of borrowed and traveling collections for exhibits, and planning for visitor flow and access. Coordinates appropriate labeling to maximize educational impact and public engagement. Directs or coordinates the use of museum artifacts in exhibits, including overseeing their maintenance, proper care, and display. Works with fabricators and contractors to develop proper display mounts and techniques for artifacts. Selects future traveling exhibits.

## **Interpretation & Engagement**

Conceives, develops, and/or implements programs that engage students and community members with the museum. Advances museum's Diversity, Equity, Access, and Inclusion strategic priorities. Contributes to the advancement of the museum's efforts to build, expand, and sustain diverse and first-time audiences. Manages or administers public programs. Assesses, evaluates, and communicates services and programs to internal and external stakeholders. Works with outside vendors on the development of culturally responsive evaluation methodologies and policies. Develops new accessibility standards and policies for the museum programs as it relates to museum programming, working with the collection, and visitor experiences to the museum. Develops, oversees, and/or administers the interpretive initiatives of the museum to engage a variety of audiences. Participates in the development and completion of exhibition interpretation and gallery-based educational activities. Advocates for and supports the creation of programming and gallery interpretation that invites and embraces the entire community and develops and maintains relationships with other arts, community and education organizations and leaders. Engages with academic collaboration, teaching with the collection, co-curricular student life, interpretation, digital projects and resource development.

## **Museum Operations**

Responsible for all aspects of care, management, and operations of a museum. May plan museum programs, acquisitions and exhibition schedules, staff, budgets, and facilities. Oversees conservation and display of permanent and loaned collections. May participate in fundraising activities for a museum, including stewardship of benefactors. May establish outreach policies to make educational programs for a museum available to a broad audience.

## **Registration**

Oversees the registration and operation of art collections that can include transit, exhibitions, gallery changes, and artwork in offices. Responsible for the storage, care, tracking and conservation of the objects in a collection.

May register incoming and outgoing temporary loans of record documentation and temporary loan storage.  
Answers questions regarding art collections and museum policies and procedures as appropriate.

**Museums-Other**

Performs professional work within a museum specialty not described within the existing museum specialties offered or that may cover a variety of museum functional areas.

Added 6.30.2022

# Recreation

## **Aquatics**

Manages and coordinates activities for pool facilities. Duties include aquatics scheduling, programming, maintenance, event management, safety, and practice oversight. May teach and/or oversee the instructional swim program courses. Coordinates and administers existing programs such as swim tests, aqua-aerobics, injured athletes and disability programs. May hire, train, and supervise facility staff employees, students, casual lifeguards, and swim instructor staff. Evaluates program effectiveness and efficiency.

## **Competitive Sports**

Directs operational aspects of all non-varsity and intramural sports including eligibility and travel. Responsible for planning and coordination of programs, scheduling, and budget administration and monitoring. May assist in the day-to-day administration of all non-varsity competitive/instructional, club and intramural sports, as well as in the organization, development/fundraising, planning, promotion and assessment of the recreation and intramural programs including supervision of student staff. Evaluates program effectiveness and efficiency.

## **Fitness / Wellness**

Assesses functional level and designs group and/or individual fitness programs. May instruct various classes. Plans, directs, and manages aspects of the fitness center. Designs, implements, and evaluates programs and interventions. Conducts pre-exercise stress and biometrics testing, develops individualized exercise prescriptions, and trains participants. Designs, implements, and evaluates individual exercise/physical activity programs using screening results. May be responsible for collaborative efforts focused on achieving financial and budget objectives. Designs and implements promotional and motivational programs. Evaluates program effectiveness and efficiency.

## **Golf**

Manages and coordinates activities for the University golf course. Duties may include scheduling, programming, course inspection and maintenance, event management, practice oversight, cart rental and maintenance, and food services. May teach and/or oversee the instructional golf programs. May hire, train, and supervise facility staff employees, students, and golf instructor staff. Evaluates program effectiveness and efficiency.

## **Outdoor Programming**

Develops and delivers outdoor programs that utilize the natural environment and develop an appreciation for the connection between participants and nature. Manages the operations of the equipment rental center. Assists in the management and care of physical facilities and equipment. Involved in outdoor skill development and instruction. May be responsible for designing programs, overseeing day-to-day operations, trip planning/excursions, determining schedules, and evaluating program effectiveness and efficiency.

## **Recreation Administration**

Oversees the day-to-day recreation operations for a campus. Evaluates effectiveness and efficiency of programs and operations. Responsible for collaborative efforts to achieve financial and budget objectives. Contributes to the design and implementation of promotional and motivational wellness programs. Participates in matters involving the implementation and establishment of recreation policies. Responsible for compliance with regulations related to recreation operations. Note: Individuals should only be assigned to this specialty if they perform these duties for all of Recreation for a campus. Individuals who perform these responsibilities for only a



portion of programmatic areas (competitive sports, aquatics, fitness/wellness, outdoor programming, etc.) should be matched to the programmatic area where they spend the majority of time.

### **Youth Programs**

Plans and manages scheduling of events, camps, field trips and programs for youth. May be responsible for designing programs, overseeing day-to-day operations, determining schedules, and evaluating program effectiveness and efficiency. Collaborates with University and community partners to maintain contemporary programming. Ensures adherence to local, state and national guidelines in regard to working with minors.

### **Recreation – Other**

Administers recreation policies and procedures that may cover a variety of recreation related functional areas.

Rev. 8/2019

## Research

The research job family participates in research and facilitates the sharing of knowledge and expertise with the larger society and with the conducting of research, including community-based research, and/or the compliance and operation of research. Typical functions include designing, conducting and analyzing theoretical and applied research, literature review and research, related grant solicitation/preparation/administration, data collection, compliance, protocol and guidance writing, etc. Employees in this job family may provide expert advice to unit administrators, and/or external communities. Limited teaching may be a part of some jobs.

Research: Designs, implements, and evaluates research projects. Typical duties include: Collects data and develops data collection instruments and procedures. Analyzes data; designs, collaborates, and completes research projects; may teach, but should not constitute a majority of duties. Research Nursing includes qualified nursing professionals engaged in research activity.

Research Support: Provides effort in support of research activity; not primarily in the design or evaluation, but which play a part in carrying out research. Typical duties include operationalizing research protocols, ensuring compliance, interpreting regulations, providing expert advice on compliance/regulations, operation and maintenance of specialized scientific equipment, evaluation of epidemiological literature, assisting in determining ISO rates, and quality control.

Rev. 6/2014

# Student Services

## **Academic Advising**

Provides academic advising, planning, and support services to students to ensure their academic, personal and professional success. Advises students concerning an appropriate academic schedule and course selection, choice of major, minor, degree and graduation requirements, interpretation of department, college and university requirements, career exploration, and other related matters. Works collaboratively with faculty to achieve student success. Evaluates students and may make referrals for tutoring, more specialized counseling, and other resources as warranted. Serves as a liaison to other university student resources. Develops and/or implements academic support programs. Administers policies and procedures regarding students' rights and responsibilities.

## **Academic Program Services**

Assists faculty, students, and staff within one or more academic degree programs. May participate in individual program admissions that may include developing and implementing admissions and recruitment strategies, guiding students through the admissions process, coordinating with faculty involved in the final admissions decision, and assessing effectiveness of strategies. If applicable, participates in coordination and communication of financial aid and/or awards to admitted students. May provide direct advising of students through their degree progress and capstone experiences and interpret policies and procedures for degree requirements, referring them to appropriate additional resources as necessary. May also monitor and oversee progress toward completion of degree plans. Plans, executes, and assesses programs, activities, and co-curricular offerings related to the field of study and student learning and development outcomes as needed. May advise faculty and program leadership on curricular policies and procedures and manage processes related to curriculum planning and implementation (e.g. transfer course evaluations, course approvals, course enrollment management, curricular updates, program analytics, etc.). May coordinate teaching assistant and research assistant assignments ensuring that practices are compliant with program policies. May serve as a liaison between academic and student affairs.

## **Admissions**

Provides services related to strategic recruitment, admissions, and retention of student enrollment. Services may include recruitment, evaluation and participation in the selection of candidates for admission; developing and maintaining liaison relationships with organizations and individuals involved in the admissions process; developing and delivering public presentations and events to promote the University; event planning and stakeholder management, and advising applicants, parents, and external stakeholders about educational planning. Develops and/or participates in the development of the recruitment and admissions criteria, which includes the evaluation of application materials and required admissions documents. Recruits students from prospective student markets. Conducts pre-admission interviews, if applicable, and counsel prospective applicants on the admissions process.

## **Career Services**

### **Career Development**

Plans, develops and implements programs, activities and services to foster career development. Educates students in self-reflection and in identifying their options for majors and careers (personality assessments, career planning, labor market research), and to communicate skills and interests through written methods (resumes, cover letters, social media) and interpersonally (interviewing and networking). Coaches and educates students individually and through group presentations including for-credit instruction on topics

such as career practices, resources, and decision making processes. Fosters relationships with faculty and staff partners who interface with students on career-related topics. Produces career content to share with students via social media, websites, newsletters and technology platforms. Assists in planning career events, mentoring programs or other opportunities for students to interact with alumni and employers. Prepares students to undertake learning experiences such as internships, projects or research opportunities.

### **Employer Engagement**

Initiates and sustains relationships with current and prospective employers in order to foster employment and internship opportunities for University students. Develops strategies for employer outreach, alumni connections and development of opportunities in collaboration with the career services team and using data provided through a customer relationship management platform or other sources. Tracks outcomes and assesses impact of efforts. Stays abreast of ethical and legal guidelines and equity issues related to recruiting and employment and provide guidance to employers in aligning with them. Assists employers with needs related to job postings, recruiting events and opportunities to engage with students, providing excellent customer service and responsiveness. Organizes career fairs and events. Serves as an expert and consultant to both internal and external audiences on job posting systems in order to maximize effectiveness of the tool for cohesive experience for employers and effective use by students.

### **International Student Services**

Responsible for serving the University's international student community. May recruit and advise international students. Provides interpretation and counsel to international students and campus partners on visas and immigration laws, governmental regulations affecting immigration, social security, consular processing, and other statutory and regulatory rules to ensure compliance. Oversees information management in SEVIS. May advise and provide counseling to students on matters pertaining to cross-cultural adjustment, academic, and financial concerns. May provide crisis intervention and management to clients and campus partners. May provide student programming, advise student organizations, and develop orientation programming.

### **Learning Abroad and Off-Campus Study**

Responsible for creating learning abroad and off-campus study opportunities for students. May participate in individual program recruitment and admissions activities. May provide direct academic, registration, and credit transfer advising to students through the duration of their learning abroad or off-campus study experience from application to completion. May plan, execute and assess programs, activities, and intercultural offerings. May lead orientation sessions on matters pertaining to cross-cultural adjustment, application procedures, scholarships, enrollment, travel arrangements, financial aid, immigration/visa policy, disability resources, disciplinary and code of conduct expectations, mental health, and health and safety measures. Works with all parties involved both in the US and/or abroad to coordinate and assess activities to ensure processes run smoothly and risks are mitigated. May be responsible for emergency response to students or program leaders of students studying abroad or off-campus in crisis.

### **One Stop**

Provides professional advice and holistic counseling related to registration, enrollment, degree progress, academic records, financial aid, billing, and payment to prospective, enrolled, and former undergraduate, graduate, and professional students, parents/families, as well as faculty and staff. Designs and implements

strategic initiatives to enhance the student experience, improve graduation and retention rates, and reduce indebtedness. Develops and delivers public presentations on financial aid programs and provides financial wellness education. May interpret policies and procedures and make professional judgment decisions on various appeals and petitions. May evaluate and process military veteran educational benefits and provide counseling to military-connected students. May provide coaching, training, and mentoring to colleagues.

### **Residential Life**

Responsible for providing oversight to student residents in one or more campus housing units. Coordinates community and student development through programming such as student orientation, community involvement, support to students from marginalized communities, human issues education, student conduct management and leadership development. May be responsible for the coordination and administrative functions of the residential area, including facilities management, maintenance, room assignments, check-in/out procedures, emergencies and crisis-intervention. Responsible for after-hours response to facility, service, and student issues. May be responsible for supervising professional and/or student staff.

### **Student Advocacy & Support**

Provides programming and services focused on advocating for and supporting students from all backgrounds. Participates in the development and administration of programs and services to create and maintain a diverse and inclusive University community where all students feel like they belong. May be responsible for cultural or intercultural student affairs or centers. May have responsibility for providing programming, advocacy, and support related to women's, LGBTQ, and/or veterans issues. May be responsible for assuring equal access for persons with mental health and other disabilities to all educational and vocational programs, identifying and providing reasonable accommodations to ensure equal educational opportunities for individuals with disabilities. May design, implement and evaluate programs to support the personal and professional health and well-being of students. May provide resources and consultation about alleged student conduct violations inside or outside of the classroom with a focus on student development and restorative justice, reviewing, revising and creating policies and procedures that provide a fair student conduct process, as well as determining outcomes and providing information about due process for Title IX cases. May provide a spectrum of opportunities to resolve conflict and community concerns involving students including mediation, coaching, facilitated dialogues, shuttle diplomacy, and circles. May provide outreach and resources in the promotion and advancement of student academic integrity, conflict resolution, and community standards.

### **Student Engagement & Development**

Develops, coordinates and evaluates student programs, groups or clubs, including special events, orientation, student organizations and first year experience. Coordinates the planning and facilitation of student programs in accordance with organizational goals and objectives. Promotes student involvement in programs and groups. Provides diversity outreach and advising to students. Integrates diversity education to student organizations to create inclusive student programs and groups. Develops and coordinates cultural and social programs for students. Works with students to design promotional materials. Collaborates with student coordinators to develop, implement, and evaluate programs that include service programs, leadership development programs, volunteerism, and other related programs; maintain records as needed for these groups. Provides advice and support for various student program committees. Collaborates with academic advisors, psychologists, and learning support specialists to coordinate and deliver workshops or other student training sessions to promote student success.

## **Student Financial Services**

Provides financial aid eligibility and application counseling and assists in the administration of financial aid programs, which may include scholarship programs. Works with students and families to provide financial education, explain loan repayment options, terms and conditions for private, institutional, state and federal financial aid programs. May be responsible for direct student-related collection activity. Monitors, budgets, audits and reconciles multiple financial aid programs. Audits and reconciles payment option programs for the institution. Recalculates financial aid based on changes in student enrollment. May handle the ongoing reporting, reimbursement and closeout activities required for state and federal programs. May interpret policies and procedures and make professional judgment decisions on various appeals and petitions. May serve as a financial aid liaison between students, colleges, departments, and higher education agencies.

## **Student Records**

Reviews, analyzes, assesses, and processes information, records, and transcripts to determine academic credit and eligibility for degrees and specialized programs, and/or degree progress. May administer the creation of official transcripts, course descriptions, certifications of degree and enrollment. May review information, analyze, and make determinations, consult, and/or communicate decisions regarding residency and reciprocity status. Creates, updates, and maintains course and class data, along with reviewing course and class updates and changes. Follows policies and procedures while advising students and parents on university regulations and requirements.

## **Student Services Multidiscipline**

Manages, administers, or performs work in multiple student services specialties, which include but are not limited to: academic advising, career services, admissions, financial aid, student advocacy and support, student engagement and development, learning support services, and housing/residential life. May plan, oversee, develop and/or maintain student-facing programs and services. Work in this specialty might include analyzing outcomes, quality, and consistency of programs and developing recommendations for change where appropriate. May be responsible for graduate and/or undergraduate academic administrative matters, such as registration, class schedules, course catalog, department brochures, and grades reporting. May monitor the progress of students toward degree completion, and perform related administrative, advisory, and editorial duties. Assists with activities related to attracting prospective students. May manage the department admission process, informing students of and overseeing department registration procedures. May coordinate services/programs that promote academic success. May ensure that accurate and complete student records are maintained and that students complete college requirements. Serves as liaison between department and college administrative offices. Assists with student life issues, counseling and/or referring students as appropriate. May arrange special events and/or serve on departmental academic committees.

## **Student Services-Other**

Performs professional work within a student services specialty not described within the existing student services specialties offered or that may cover a variety of student services functional areas.

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