## **Administrative Services Job Family – Career Ladder**

Position	Administrative Assistant	Program Assistant	Program Specialist	Office Manager
Minimum Education	High School	Associate's degree	Associate's degree	Associate's degree
Years Experience	0 – 1 year	1 – 3 years	3 – 5 years	5 – 8 years
Pay Grade	B – Hourly	C – Hourly	D – Hourly	E – Hourly
Level	S1	S2	S3	S4
University Impact	May contribute insights	May contribute insights	Contributes insights and	Contributes insights and
	and ideas on improving	and ideas on improving	ideas on improving	ideas on improving
	efficiency or effectiveness	efficiency or	efficiency,	efficiency,
	within own role but may	effectiveness within	effectiveness,	effectiveness,
	not make changes without	own workflow but	processes, and	processes, and
	supervisor approval.	typically does not make	procedures to	procedures to
		changes without	supervisor.	supervisor.
		supervisor approval.		
Decision Making and	Problems are resolved by	Problems are resolved	Problems are resolved	Problems are resolved
Problem Solving	following specific	by following standards	by leveraging past	by leveraging past
	standards and procedures.	and procedures.	experiences and/or	experiences and/or
	Variations must be	Variations must be	following specific	following specific
	reviewed and approved by	reviewed and approved	standards and	standards and
	supervisor.	by a supervisor.	procedures. Unique	procedures. Unique
			variations must be	variations may require
			reviewed and approved	the approval of a
			by a supervisor.	supervisor.
Supervisory	Participates as an active	Contributes as an active	Contributes as a	Serves as a resource or
Responsibility	team member.	team member and may	proactive team member	escalation point for
		serve as resource to	and serves as a	team members.
		entry-level staff.	resource to Team	
			members.	
Experience	Basic knowledge and skills	Growing knowledge and	Extensive knowledge	Expert knowledge and
	in area of responsibility.	skills in area of	and skills in area of	skills in area of
		responsibility.	responsibility.	responsibility.

**Disclaimer:** Please note – the examples provided are intended to be strictly illustrative and may not correspond to current positions. While this example represents one possible path, actual career development may differ and is not guaranteed. This is subject to change based on market conditions, operational requirements, and other relevant factors.

## **Facilities Job Family – Career Ladder**

Position	<b>Environmental Services</b>	Project Relief Specialist	<b>Environmental Services</b>	<b>Environmental Services</b>
	Technician		Crew Leader	Supervisor
Minimum Education	N/A	High School	High School	High School
Years Experience	0 – 1 year	1 – 3 years	5 – 8 years	1 – 3 years
Pay Grade	A – Hourly	A – Hourly*	C – Hourly	D – Hourly
Level	S1	S2	S4	M1
University Impact	May contribute insights and ideas on improving	May contribute insights and ideas on improving	Contributes insights and ideas on improving	Exercises judgment within defined procedures and
	efficiency or effectiveness	efficiency or effectiveness	efficiency, effectiveness,	policies to determine
	within own role but may not	within own workflow but	processes, and	appropriate action.
	make changes without supervisor approval.	typically does not make changes without	procedures to supervisor.	
Decision Making and	Due blomes and received by	supervisor approval.	Duahlama ara rasalisad hi	Problems encountered
Decision Making and Problem Solving	Problems are resolved by following specific standards and procedures. Variations	Problems are resolved by following standards and procedures. Variations	Problems are resolved by leveraging past experiences and/or	are difficult but are not
	must be reviewed and	must be reviewed and	following specific	complex. Works on smaller, less complex
	approved by supervisor.	approved by a supervisor.	standards and	management issues.
			procedures. Unique	Problems are generally
			variations may require	within predictable
			the approval of a	parameters.
			supervisor.	
Supervisory	Participates as an active	Contributes as an active	Serves as a resource or	Supervises one or more
Responsibility	team member.	team member and may serve as resource to entry-level staff.	escalation point for team members.	jobs in the same or similar job families or functions.
Experience	Basic knowledge and skills in	Growing knowledge and	Expert knowledge and	Advanced knowledge and
Experience	area of responsibility.	skills in area of	skills in area of	skills in area of
	area or responsibility.	responsibility.	responsibility.	responsibility and general
		responsibility.	responsibility.	understanding of related
				areas/ functions.

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## **Professional Level Job Family – Career Ladder**

Position	Payroll Specialist	Payroll Analyst	Senior Payroll Analyst	Payroll Administrator
Minimum Education	Bachelor's degree	Bachelor's degree	Bachelor's degree	Bachelor's degree
Years Experience	0 – 1 year	1 – 3 years	3 – 5 years	5 – 8 years
Pay Grade	D – Hourly	E – Salary	F – Salary	G – Salary
Level	P1	P2	Р3	P4
<b>University Impact</b>	Executes mostly routine	Contributes as an active	Contributes as a	Contributes as a
	tasks and delivers results	team member and may	proactive team member	proactive team member
	for relatively basic	serve as resource to	and may serve in a	and serves in a coaching
	problems and initiatives in	entry level staff.	coaching role for	role for team members.
	own team.		intermediate and entry	
			level staff.	
Decision Making and	Problems encountered are	Problems encountered	Problems are resolved	Problems are resolved
<b>Problem Solving</b>	generally routine or within	are somewhat varied,	by referencing	by referencing
	predictable parameters.	but within predictable	guidelines and general	guidelines and general
		parameters.	precedents, and may	precedents, and may
			also require evaluating	also require evaluating
			resource coordination,	resource coordination,
			data discrepancies, etc.	data discrepancies, etc.
			using own expertise.	using own expertise.
Supervisory	Participates as an active	Contributes as an active	May act as a lead for	Oversees the work of
Responsibility	team member.	team member and may	intermediate and entry	staff.
		serve as resource to	level staff.	
		entry level staff.		
Experience	Basic knowledge and skills	Growing knowledge and	Extensive knowledge	Extensive knowledge
	in area of responsibility.	skills in area of	and skills in area of	and skills in area of
		responsibility.	responsibility and	responsibility and
			general understanding	general understanding
			of related areas/	of related areas/
			functions.	functions.

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