

## Administrative Services Job Family – Career Ladder

<b>Position</b>	<b>Administrative Assistant</b>	<b>Program Assistant</b>	<b>Program Specialist</b>	<b>Office Manager</b>
<b>Minimum Education</b>	High School	Associate's degree	Associate's degree	Associate's degree
<b>Years Experience</b>	0 – 1 year	1 – 3 years	3 – 5 years	5 – 8 years
<b>Pay Grade</b>	B – Hourly	C – Hourly	D – Hourly	E – Hourly
<b>Level</b>	S1	S2	S3	S4
<b>University Impact</b>	May contribute insights and ideas on improving efficiency or effectiveness within own role but may not make changes without supervisor approval.	May contribute insights and ideas on improving efficiency or effectiveness within own workflow but typically does not make changes without supervisor approval.	Contributes insights and ideas on improving efficiency, effectiveness, processes, and procedures to supervisor.	Contributes insights and ideas on improving efficiency, effectiveness, processes, and procedures to supervisor.
<b>Decision Making and Problem Solving</b>	Problems are resolved by following specific standards and procedures. Variations must be reviewed and approved by supervisor.	Problems are resolved by following standards and procedures. Variations must be reviewed and approved by a supervisor.	Problems are resolved by leveraging past experiences and/or following specific standards and procedures. Unique variations must be reviewed and approved by a supervisor.	Problems are resolved by leveraging past experiences and/or following specific standards and procedures. Unique variations may require the approval of a supervisor.
<b>Supervisory Responsibility</b>	Participates as an active team member.	Contributes as an active team member and may serve as resource to entry-level staff.	Contributes as a proactive team member and serves as a resource to Team members.	Serves as a resource or escalation point for team members.
<b>Experience</b>	Basic knowledge and skills in area of responsibility.	Growing knowledge and skills in area of responsibility.	Extensive knowledge and skills in area of responsibility.	Expert knowledge and skills in area of 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	Environmental Services Technician	Project Relief Specialist	Environmental Services Crew Leader	Environmental Services 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 efficiency or effectiveness within own role but may not make changes without supervisor approval.	May contribute insights and ideas on improving efficiency or effectiveness within own workflow but typically does not make changes without supervisor approval.	Contributes insights and ideas on improving efficiency, effectiveness, processes, and procedures to supervisor.	Exercises judgment within defined procedures and policies to determine appropriate action.
Decision Making and Problem Solving	Problems are resolved by following specific standards and procedures. Variations must be reviewed and approved by supervisor.	Problems are resolved by following standards and procedures. Variations must be reviewed and approved by a supervisor.	Problems are resolved by leveraging past experiences and/or following specific standards and procedures. Unique variations may require the approval of a supervisor.	Problems encountered are difficult but are not complex. Works on smaller, less complex management issues. Problems are generally within predictable parameters.
Supervisory Responsibility	Participates as an active team member.	Contributes as an active team member and may serve as resource to entry-level staff.	Serves as a resource or escalation point for team members.	Supervises one or more jobs in the same or similar job families or functions.
Experience	Basic knowledge and skills in area of responsibility.	Growing knowledge and skills in area of responsibility.	Expert knowledge and skills in area of responsibility.	Advanced knowledge and skills in area of responsibility and general understanding of related areas/ functions.

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## Professional Level Job Family – Career Ladder

<b>Position</b>	<b>Payroll Specialist</b>	<b>Payroll Analyst</b>	<b>Senior Payroll Analyst</b>	<b>Payroll Administrator</b>
<b>Minimum Education</b>	Bachelor's degree	Bachelor's degree	Bachelor's degree	Bachelor's degree
<b>Years Experience</b>	0 – 1 year	1 – 3 years	3 – 5 years	5 – 8 years
<b>Pay Grade</b>	D – Hourly	E – Salary	F – Salary	G – Salary
<b>Level</b>	P1	P2	P3	P4
<b>University Impact</b>	Executes mostly routine tasks and delivers results for relatively basic problems and initiatives in own team.	Contributes as an active team member and may serve as resource to entry level staff.	Contributes as a proactive team member and may serve in a coaching role for intermediate and entry level staff.	Contributes as a proactive team member and serves in a coaching role for team members.
<b>Decision Making and Problem Solving</b>	Problems encountered are generally routine or within predictable parameters.	Problems encountered are somewhat varied, but within predictable parameters.	Problems are resolved by referencing guidelines and general precedents, and may also require evaluating resource coordination, data discrepancies, etc. using own expertise.	Problems are resolved by referencing guidelines and general precedents, and may also require evaluating resource coordination, data discrepancies, etc. using own expertise.
<b>Supervisory Responsibility</b>	Participates as an active team member.	Contributes as an active team member and may serve as resource to entry level staff.	May act as a lead for intermediate and entry level staff.	Oversees the work of staff.
<b>Experience</b>	Basic knowledge and skills in area of responsibility.	Growing knowledge and skills in area of responsibility.	Extensive knowledge and skills in area of responsibility and general understanding of related areas/ functions.	Extensive knowledge and skills in area of responsibility and general understanding of related areas/ functions.

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