

Guidelines for Questionnaire Evaluation

The following are general descriptions of University Work Force (*UWF*) employees' roles at the University of West Florida, designed to serve as a guideline for making relative comparisons among staff job responsibilities. These descriptions are not intended to capture individual job duties, but rather, to illustrate broad differences in the nature of work, scope, and responsibility levels. A job might not incorporate every bulleted statement within a particular band. In addition, different elements of an individual job might be found in more than one band. In either case, the job should be assigned to the band that it best fits. These role descriptions cover staff positions in office and non-office environments performing all types of functions, including academic support, administrative, and service areas that serve the overall educational mission of the University. Note that interaction with others encompasses dealings with the diverse constituencies of the University including students, faculty, staff, alumni, donors, parents, and/or the public. Each band builds upon the previous band.

- Administrative/Managerial
- Crafts/Trades
- Executive Administrative
- Office/Program Support
- Professional
- Services
- Specialized/Paraprofessional

Administrative/Managerial

Employees in this band:

- Interpret and apply University policies, manage resources and initiate actions to achieve broadly defined objectives.
- Provide input into strategic decisions that affect planning, policies, practices, and operations for a department, function, and/or school/college.
- Use highly developed analytical, technical, computer, and oral and written communication skills, use high-level persuasion and negotiation skills.
- Provide input into the budget planning process and are responsible for controlling and recommending budget expenditures within their own area.
- Oversees interpreting, organizing, and executing assignments.
- Requires limited direction typically related to complex projects/situations.
- Apply expert knowledge of concepts, practices, and procedures of specialty field(s) to achieve objectives.
- Manage a department, unit, or major project(s).

Positions in this band generally require a degree.

Crafts/Trades

Employees in this band:

- Assemble, install, and/or repair wiring, electrical and electronic components, pipe systems and plumbing, machinery and equipment.
- Diagnose mechanical problems and determine how to correct them, checking blueprints, repair manuals, and parts catalog as necessary
- Paint and repair roofs, windows, doors, floors, woodwork, plaster, drywall, and other parts of building structures.
- Inspect, operate, and test machinery and equipment in order to diagnose machine malfunctions.
- Maintains a variety of records, monitoring materials, and testing equipment.
- Compile operational and personnel records, such as time and production records, inventory data, repair, and maintenance statistics.
- Determine schedules, work assignments, based on work priority, quantity of equipments and skill of personnel.

Positions in this band usually require special manual skills and a comprehensive knowledge in their work, acquired through OJT training and experience or through apprenticeship or other formal training programs.

Executive Administration

Employees in this band:

- Lead a major department or multiple departments.
- Develop strategies, design policies, and deploy resources to achieve objectives.
- Make decisions that affect more than one school/college or department and sometimes the entire University.
- Apply highly developed creative and problem solving skills and use high-level persuasion and negotiation skills.
- Plans budgets and controlling expenditures.
- Exhibits substantial latitude for independent action.

Positions in this band require a degree.

Office/Program Support

Employees in this band:

- Exercise some independent judgment and discretion within established policies and procedures to analyze facts or circumstances surrounding problems or transactions and take appropriate action.
- Make recommendations/decisions that affect those individuals directly involved.
- Interact with others to integrate, interpret, and exchange information/data where some difference of opinion may exist.
- Exhibits developed oral and written communication skills.
- Accomplished in the use of techniques, tools and software (e.g., research and compose correspondence, create graphics files, or other activities) that are appropriate to their area(s) of specialization. In-depth knowledge of a particular topic may be required (e.g., employee benefit options, academic program requirements, student housing policies)
- Organize their own work and manage their own time; work is checked largely for progress toward completion of assignments.
- Supervises and coordinates activities of workers engaged in clerical or administrative support activities. Plans, prepares, and revises work schedules and duty assignments according to budget allotments, customer needs, problems, workloads, and statistical forecasts.
- Verifies completeness and accuracy of subordinates' work, computations, and records.

Positions in this band perform assignments typically associated with office administration and program implementation.

Professional

Employees in this band:

- Interpret, plan and execute their work within general guidelines to achieve departmental objectives.
- Makes decisions that affect schools/colleges or major departments.
- Acts as resources to help resolve complex issues and generally work with other areas/departments/work units to achieve objectives
- Use well-developed analytical, cognitive, technical and/or computer skills.
- Uses persuasion and negotiation skills.
- Inputs into the budget planning process and may be responsible for controlling and recommending budget expenditures within their own area.
- Perform assignments independently; work is evaluated on results achieved.
- Manage routine operations for a unit, department, or program(s).

- Responsible for making employment and termination decisions or recommendations (e.g., hiring, promotions, pay increases, termination, performance reviews).
- Apply or impart their experience and the advanced concepts, practices and procedures of their specialty field to achieve objectives.

Positions in this band where the primary purpose is performing academic support, student services, and other professional activities, require certification, licensure, or experience of such kind and amount as to provide a comparable background.

Services

Employees in this band:

- Interact with others primarily to exchange routine information and/or perform simple service activities.
- Takes care of established lawns by mulching, aerating, weeding, grubbing, and removing thatch and trimming and edging around flowerbeds, walks, and walls.
- Mix and spray or spread fertilizers, herbicides, or insecticides onto grass, shrubs, and trees, using hand or automatic sprayers or spreaders.
- Mow and edge lawns, using power mowers and edgers.
- Requires specific direction, however, they may work without continuous direct supervision.
- Provides service, cleaning, and supply restrooms.
- Clean and polish furniture and fixtures.
- Clean windows, glass partitions, and mirrors, using soapy water or other cleaners, sponges, and squeegees.

Positions with assignments requiring limited degrees of previously acquired skills and knowledge and in which duties performed result in or add to the comfort and convenience of students, faculty, staff, and/or contribute to the care of buildings, facilities, or grounds of the university.

Specialized/Paraprofessional

Employees in this band:

- Rely on independent judgment to coordinate resources and initiate actions within established guidelines to achieve unit/departmental objectives.
- Makes recommendations/decisions that may affect activities, programs, groups, and/or departmental operations.

- Interacts with others to analyze information/data, provide advice, opinions, and counsel utilizing problem solving skills (e.g., instructional activities, financial aid, admissions, career development counseling, or other activities).
- Uses well-developed analytical, technical, computer, and/or oral and written communication skills.
- Suggests ideas into the budget planning process and/or responsibility for controlling and recommending budget expenditures within their own areas.
- Receive general direction, participate in setting work objectives.
- Use fundamental concepts, practices, and procedures in your specialty field to provide administrative support if you do not have supervisory responsibilities
- Use fundamental technical capabilities and skills to perform tasks in an assigned area.
- Requires a thorough knowledge of a technical or specialized field i.e. accounting and/ computer science etc.
- Oversee routine operations for a unit, program(s), or project(s).
- Provide input on employment and termination decisions (hiring, promotions, pay increases, termination, and performance reviews).

Positions in this band have assignments requiring specialized knowledge or skills that may be acquired through experience or academic work. Include positions that perform some of the duties of a professional in a supportive role, but usually require less formal training and/or experience than a professional.