

## TECHNICAL JOB CLASSIFICATION FACTORS FOR TOPS UAW LOCAL 1950

(Note: Higher level classifications responsible to perform duties of a lower level classification)

| Job Factors                                | 4D   | 4C  | 4B   | 4A  |
|--|--|---|--|---|
| <b>Level of Constituent Supported</b>      | <ul style="list-style-type: none"> <li>Typically works in a setting with other clerical/technical employees who provide guidance</li> </ul>  | <ul style="list-style-type: none"> <li>Typically works in a setting with other clerical/technical employees</li> </ul>  | <ul style="list-style-type: none"> <li>Supports one or two processes</li> <li>Provides assistance to management for a specific function</li> </ul>   | <ul style="list-style-type: none"> <li>Works independently to support any of the following:                             <ul style="list-style-type: none"> <li>-department head level or above</li> <li>-multiple departments</li> <li>-multiple processes</li> <li>-external constituents</li> </ul> </li> </ul> |
| <b>Supervision</b>                         | <ul style="list-style-type: none"> <li>No or minimal supervisory responsibilities (may assist in supervising student staff)</li> </ul>   | <ul style="list-style-type: none"> <li>Supervises student and/or temporary staff</li> </ul>   | <ul style="list-style-type: none"> <li>Provides minimal functional guidance to clerical/technical employee(s)</li> <li>Hires, trains and supervises student staff</li> </ul>   | <ul style="list-style-type: none"> <li>Provides daily functional guidance to clerical/technical employee(s)</li> </ul>  |
| <b>Decision Making/ Independent Action</b> | <ul style="list-style-type: none"> <li>Little or no independent action required beyond well-defined protocol</li> <li>Decisions and actions have minimal adverse impact on departmental operations</li> <li>Receives direct supervision</li> </ul> | <ul style="list-style-type: none"> <li>Limited decision-making/independent action under well-defined protocol or criteria</li> <li>Decisions and actions adversely affect departmental short-term objectives</li> </ul> | <ul style="list-style-type: none"> <li>Use independent judgment/decision-making responsibilities following University or department guidelines</li> <li>Decisions and actions can adversely affect departmental medium- or long-term objectives</li> </ul> | <ul style="list-style-type: none"> <li>Uses independent judgment/decision-making to resolve unanticipated or non-recurring issues</li> <li>Decisions and actions can have significant adverse impact on the University with external constituents (beyond students and parents)</li> </ul>                        |
| <b>Budgetary Responsibilities</b>          | <ul style="list-style-type: none"> <li>No budgetary responsibilities</li> </ul>  | <ul style="list-style-type: none"> <li>Progressive familiarity with University financial policies and procedures</li> </ul>   | <ul style="list-style-type: none"> <li>Processes and monitors budget/financial actions</li> </ul>  | <ul style="list-style-type: none"> <li>Actively monitors budget/financial expenditures and provides recommendations for cost control or budgetary decisions</li> </ul>  |
| <b>Office Administration/ Operations</b>   | <ul style="list-style-type: none"> <li>Basic knowledge of departmental operations</li> <li>Uses existing department computer technologies</li> </ul>   | <ul style="list-style-type: none"> <li>Basic knowledge and applied expertise related to departmental operations</li> <li>Uses new department technologies as they are developed and implemented</li> </ul>              | <ul style="list-style-type: none"> <li>Responsible for departmental operations</li> <li>Uses department and University specific computer technologies or systems</li> <li>Broad functional expertise related to departmental operations</li> </ul>         | <ul style="list-style-type: none"> <li>Responsible for effective functioning of all aspects of operations as described in lower-level classifications</li> <li>Broad cross-functional knowledge of inter-department operations</li> </ul>   |
| <b>Policy and Procedure Application</b>    | <ul style="list-style-type: none"> <li>Basic awareness of department policies and procedures</li> </ul>  | <ul style="list-style-type: none"> <li>Basic awareness of department and University policies and procedures</li> <li>Trains students on policies and/or procedures</li> </ul>   | <ul style="list-style-type: none"> <li>Thorough understanding of department and University policies and procedures</li> <li>Provides input on operational functions and procedures</li> </ul>  | <ul style="list-style-type: none"> <li>Extensive understanding of department and University policies and procedures with an expectation to initiate recommendations/improvements</li> <li>Regularly conducts training on policies and/or</li> </ul>   |

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|---|---|---|---|--|
|   |   |   | <ul style="list-style-type: none"> <li>Provides training to faculty/staff or others on University and/or department policies and/or procedures</li> </ul>                                 | procedures beyond department personnel   |
| <b>Involvement in Continuous Improvement/ Initiatives</b> | <ul style="list-style-type: none"> <li>Limited involvement in the continuous improvement of department processes</li> </ul>         | <ul style="list-style-type: none"> <li>Some level of involvement in the continuous improvement of processes including inter/intra-departmental recommendations</li> </ul> | <ul style="list-style-type: none"> <li>Involvement in continuous improvement of processes including inter/intra-departmental recommendations (i.e., technology implementation)</li> </ul> | <ul style="list-style-type: none"> <li>Involvement in campus-wide initiatives and activities intended to improve campus operations, community involvement, and/or student life</li> </ul>                            |
| <b>Customer Service</b>                                   | <ul style="list-style-type: none"> <li>Helps provide direction or contact to others in department for problem resolution</li> </ul> | <ul style="list-style-type: none"> <li>Provides guidance for problem solving and resolves common, straightforward issues for internal customers</li> </ul>                | <ul style="list-style-type: none"> <li>Resolves problems/issues by providing solutions for internal customers</li> <li>Addresses issues of medium complexity</li> </ul>                   | <ul style="list-style-type: none"> <li>Exercises broad latitude to independently resolve problem/issues for internal and external customers and/or vendors</li> <li>Addresses issues of higher complexity</li> </ul> |

**The minimum qualifications of the position are based upon the level of the position.**

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|--|---|--|--|---|
| <b>Minimum Qualification (Work Experience)</b> | <ul style="list-style-type: none"> <li>Entry-level position requiring little or no work experience</li> <li>High School Degree/GED</li> </ul> | <ul style="list-style-type: none"> <li>One year related work experience</li> </ul> | <ul style="list-style-type: none"> <li>Three years of progressive related work experience</li> </ul> | <ul style="list-style-type: none"> <li>Five years of progressive related work experience</li> </ul> |
|--|---|--|--|---|

**The relevant education listed for the specific level can be selected in lieu of work experience but not in addition to work experience. If you select the education listed below for the appropriate level of the position, the minimum qualification is work experience or education.**

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|--|--|---|---|--|
| <b>Minimum Qualification (Education)</b> |  | <ul style="list-style-type: none"> <li>One year of coursework leading to an Associate's Degree</li> </ul> | <ul style="list-style-type: none"> <li>Associate's Degree or two years coursework leading to a Bachelor's Degree or completion of a related Apprenticeship program</li> </ul> | <ul style="list-style-type: none"> <li>Bachelor's Degree or vocational/technical degree</li> </ul> |
|--|--|---|---|--|