Staff Classification Specifications (Summary)
Following are summary “Classification Specifications” that provide general information about distinctions between common job classifications within the University’s classification system for staff. These descriptions are intended to assist the University in appropriately defining positions which are common across units for pricing in the University’s classification and compensation system. Job Descriptions shall serve as “Classification Specifications” for unique single incumbent position, or positions which are easily benchmarked in the external market.

These classifications have been established with reference to the external market, cross-industry and higher education, and with the intent to establish significant and understandable distinctions between common job classifications internally. They are subject to change. Questions about the University’s classification and compensation program can be directed to the Office of Human Resources.

Administrative Support Classifications
Classifications for administrative support positions, that is positions that support departments, offices, or functions through provision of a variety of clerical, administrative, or coordinative work, vary based on a variety of factors, including market rates for the position, the degree of independence required in the position, the scope of impact, communications skills necessary for success, exposure to matters of confidentiality, and a number of other factors. These positions do not supervise other regular staff, but may provide day-to-day supervision of student employees. They are generally non-exempt under FLSA, with exception of Executive Specialist level role.

OFFICE ASSISTANT
Summary: The OFFICE ASSISTANT performs a limited range of routine clerical/secretarial tasks in direct support of campus, department, or unit programs and operations, including reception, answering phones and directing calls, filing, copying, and responding to basic inquiries. The work performed requires limited or basic knowledge of university programs or operations.

Distinguishing Factors: This is the first level in a three-level series. Employees in this class follow well-defined, established work methods, procedures, and guidelines. This class is distinguished from the Office Specialist I by the absence of responsibility for a broad range of clerical/secretarial and records processing activities which require some independent judgment in the application of general institution policies and/or regulations.

OFFICE SPECIALIST I
Summary: The OFFICE SPECIALIST I performs a broad range of office work that may include varying amounts of record/document processing, file maintenance, volume word processing, mail handling, public contact/information dissemination, and basic bookkeeping. Work is performed in support of campus programs or business operations and requires a general knowledge of institution business operations, policies, procedures, and office technology which can be developed through experience.

Distinguishing Factors: This is the second level of a three-level series. At this level, employees determine the work methods and procedures used to complete assignments. The work involves related steps, processes, and/or methods which can require the application of institution policies and procedures and the exercise of initiative and judgement in distinguishing among variables and identifying the applicable standards.
OFFICE SPECIALIST II
Summary: The OFFICE SPECIALIST II performs a wide range of office support, technical, and/or minor administrative or business-related tasks in support of campus programs or operations. Duties at this level are performed independently and often involve the completion of varied and unrelated assignments or technical functions over which the employee has exclusive or near-exclusive control. Assignments or technical functions may involve the use of numerous guides, instructions, regulations, manuals, and/or precedents.

Distinguishing Factors: This is the third level in a three-level series. The OFFICE SPECIALIST II is distinguished from the OFFICE SPECIALIST I by the addition of either administrative and/or technical assignments OR by being delegated oversight of the office operations of a remote or stand-alone unit or department.

ADMINISTRATIVE PROGRAM ASSISTANT
The ADMINISTRATIVE PROGRAM ASSISTANT performs non-clerical administrative projects or assignments or coordinates program elements in support of an institution program or operation. The work performed is usually concentrated in a specific institution-wide program or operational area, requiring significant knowledge of that program or operation.

This class is the first in a two-level series. It is characterized by responsibility for the initiation and completion of projects and/or assignments, requiring the execution of a series of non-sequential steps, resulting in an outcome or "product" over which an employee has exclusive or near-exclusive control and responsibility for completion. Employees in this class may also be responsible for coordinating services or operations, which may include tracking, scheduling, and delivery of services. Employees in this classification may perform duties that help ensure compliance, with University policies or procedural standards, or laws and regulations. This class is distinguished from the higher level by the absence of responsibility for program coordination. Employees in this class have some office support duties, but are generally modest when compared to Office Specialist classifications.

ADMINISTRATIVE PROGRAM COORDINATOR
The ADMINISTRATIVE PROGRAM COORDINATOR assists a program manager or administrator in the ongoing direction of an institution program or operation or performs administrative research, analysis, and/or evaluation in support of an institution program or operation. Work at this level requires a comprehensive knowledge of the program or operational area.

This is the second level of a two-level series. This class is distinguished from the lower level by the added responsibility for the interpretation of laws, rules, policies, and procedures, and for applying these interpretations to specific, often non-routine situations. At this level there is responsibility for assisting a manager or administrator with monitoring, auditing, and/or directing a program or operation, and may include conducting administrative projects or studies requiring research, analysis, evaluation, and interpretation.

DATA SPECIALIST
Provides administrative support primarily focused on maintaining data in relational databases. Requires strong relational database skills, accuracy, attention to detail, and ability to generate and manipulate reports. High School diploma or equivalent required, with education or experience resulting in 1-3 years of relevant experience.
EXECUTIVE SUPPORT ASSISTANT
The EXECUTIVE SUPPORT ASSISTANT provides confidential secretarial support and performs or coordinates administrative work for senior level management positions, specifically Vice Presidents and Deans. Some employees in this class may supervise the work of employees who provide secretarial and clerical support in the offices of senior level managers.

This is the first level of a three-level series. Employees in this class perform confidential secretarial support and perform or coordinate administrative work for Vice Presidents and Deans. It is distinguished from the higher level by absence of responsibility for actively participating as part of the divisional management team and completing assignments received as part of the management team.

EXECUTIVE SUPPORT SPECIALIST
The EXECUTIVE SUPPORT SPECIALIST provides confidential administrative support and performs or coordinates administrative work for top level management positions, Vice Presidents and Deans, and actively participates in critical management activities of the division, performing duties that have the potential of substantial impact to the division or overall University. Some employees in this class may supervise the work of clerical employees who provide secretarial and related support in the offices of top level managers.

This is the second level of a three-level series. It is distinguished from the lower level by active participation in the divisional management team, responsibility for completion of assignments received in divisional management team meetings, and responsibility for decisions which regularly relate to highly sensitive matters. These decisions may concern the appropriate application and interpretation of policies and procedures to non-routine matters.

EXECUTIVE ADMINISTRATIVE SPECIALIST (EXEMPT)
The EXECUTIVE ADMINISTRATIVE SPECIALIST provides executive-level administrative support and project management to a President, Vice President, or Dean. They serve as the executive’s liaison with faculty, staff, students and general public, manage executive’s schedule, develop correspondence, reports, memoranda, minutes, research and collect data related to various issues, and projects.

This is the third level of a three-level series. It is distinguished from the lower levels by the extent to which it is exposed to confidential information, is engaged in communicating on behalf of the executive for the division or University, the involvement in management activities of the division, and the impact the position has in exercising independent discretion and judgement in performing essential functions.
Managerial Classifications
Classifications for managerial positions, that is positions that have responsibility for the management and direction of other regular/continuing employees and/or departments/functions in which they work, vary based on a variety of factors, including market rates for the position, the level and number of regular employees under their supervision, and technical and educational qualifications necessary for success in the position. These positions do not always supervise other regular staff, but generally do. Where they do not supervise, they are responsible for a function with significant need for high level analytical, communications, initiative and innovation, cross- and intra-departmental leadership, or knowledge/education. Following are general standards for exempt managerial positions:

FIELD SUPERVISOR I (NON-EXEMPT)
The FIELD SUPERVISOR I is a non-exempt working supervisor. Field Supervisors work out in the “field” with those that are under their supervision and may actually perform duties of the people under their supervision to fill excess demand or cover for absences. Organizes work and provides direction and oversight of work of those under supervision. Employees under supervision are always non-exempt and tend to be general laborers. Not a “Lead”.

FIELD SUPERVISOR II (NON-EXEMPT)
The FIELD SUPERVISOR II is a non-exempt working supervisor. Field Supervisors work out in the “field” with those that are under their supervision and may actually perform duties of the people under their supervision to fill excess demand or cover for absences. Organizes work and provides direction and oversight of work of those under supervision. Employees under supervision are always non-exempt and tend to be general laborers, but can be technically skilled workers as well. Distinguished from FIELD SUPERVISOR I by supervision of higher skilled technicians and by the potential of more significant impact or risk for failure to perform work. Not a “Lead”.

OFFICE MANAGER I (EXEMPT)
The OFFICE MANAGER I serves as a manager/administrator responsible for day-to-day delivery of front- and back-office services which may include non-clerical accounting, billing, human resources, and vendor/external relationship management functions.

This is the first level in a two-level series. This position is distinguished from Admin Program roles through direct involvement and control over matters of significance to the department and university, including need for skills in accounting or human resources to be able to perform job. Supervises/directs regular clerical staff (non-student) in support of office services. It has budget control and responsibility, but will generally share such responsibilities with a Director or higher level manager. Likely has sole responsibility for delivery of program or service, including budget, service delivery and administrative accountability.

OFFICE MANAGER II (EXEMPT)
The OFFICE MANAGER II serves as manager/administrator responsible for day-to-day delivery of a program and office services which may include the need to perform high level accounting, human resources, and financial analysis services. Supervises regular staff (non-student). Responsible for matters of significance to the division or department served and for development of interdepartmental relationships necessary to success.

This is the second level of a two-level series. It is distinguished from the lower level by the scope of supervision, need for development of interdepartmental relationships, and significance of impact related to success of program responsibilities. Accountability risks are higher than OM1.
ADMINISTRATIVE MANAGER (I, II, III)
Manager or Assistant Manager responsible for management of an operational function of the University. At lower level(s), likely to be Assistant Manager level. Most if not all employees under supervision will be FLSA non-exempt and at lower levels of the pay scale. Typically does not require post-secondary education, but may be preferred qualification. Managers at these levels are likely to have worked their way up to position through succession/promotion from non-exempt positions. External market rates may have impact on level of placement within this classification.

ADMINISTRATIVE DIRECTOR (I, II, III)
Directors or Assistant Directors responsible for management of a function typically requiring higher levels of education and specialized knowledge, skills, and abilities necessary for success. Typically requires a Bachelor’s degree. At higher levels, may require Master’s level education. Typically supervises other exempt positions, or non-exempt positions requiring higher level knowledge and skills. Where positions at this level do not supervise other regular employees, will have responsibility for function with substantial impact or risk associated with success/failure. External market rates have impact on level of placement within this classification.

DIRECTOR (I, II)
Directors generally have full responsibility for a particular function or multiple functions. Typically requires a Bachelor’s degree, but may require or prefer a Master’s degree. Supervises other exempt employees, and/or may have responsibility for large numbers of skilled non-exempt employees. Work and outcomes have substantial impact on the success, reputation, and stability of the university, and will typically have responsibility for substantial budget lines, or areas of compliance that present substantial risk. External market rates have impact on level of placement within this classification.

SENIOR DIRECTOR (I, II)
Positions at the Senior Director levels have full responsibility for a function that has broad and significant impact on the operations of the University. Typically supervises positions that supervise other regular employees. Positions may have working titles at the Assistant/Associate Vice President or Assistant/Associate Dean level. Work and outcomes have substantial impact on the success, reputation, and stability of the organization, and will have responsibility for substantial budget lines, or areas of compliance that present substantial risk. Distinctions from Director level generally based on nature of work supervised (impact/risk/scope/etc.) and participation in University-wide leadership. External market rates have impact on level of placement within this classification.

ACADEMIC PROGRAM SPECIALIST
Provides program design, management, and coordination services for specific academic program with limited oversight or supervision. Work requires independent discretion and judgement in carrying out program function, and is responsible for delivery of the full program experience, fiscal control and accountability, communications, outreach, marketing, and service. May require specialized knowledge or skills to successfully perform the duties of the position. Typically requires Bachelor’s degree.

ACADEMIC PROGRAM MANAGER
Provides program direction and management for singular academic program requiring specialized knowledge typically obtained through Masters level education, or extensive programmatic experience obtained through service in other institutions of higher education, or immersion in the discipline through other types of engagements (employment-related or non-employment). Responsible for all aspects of program execution with limited oversight, including design, delivery, administration, outreach/marketing and fiscal controls.
FISCAL AND COMPLIANCE MANAGER (EXEMPT)
The FISCAL AND COMPLIANCE MANAGER I participates in the analysis, planning, interpreting, and review of the fiscal or compliance operation of a division of the University. Incumbents assigned to this classification perform duties which are concerned primarily with compliance or fiscal affairs, and the translation of past and proposed operations into meaningful and relevant information for use in the management process and decision-making. Employees use accounting knowledge/abilities to perform accounting, auditing, analysis, budgeting, reporting payroll, and other types of fiscal tasks. Work is characterized by coordination and correlation of functions into a system of control and management. Interaction is at higher levels of organization; may lead efforts/teams related to areas of responsibility.

DIRECTOR OF DEVELOPMENT
Experienced Development professional responsible for high capability fundraising and soliciting activities in support of a particular area of University activity, need, or type of donor. These positions work very closely with all major gifts and Advancement officers, developing initiatives, cultivating relationships and soliciting gifts from individuals who have the capacity and likelihood to make gifts of significance, generally established as above a certain high dollar threshold. Responsible for the creation and support of a stream of initiatives tailored to develop each prospect’s awareness, understanding, caring, involvement, and commitment to Willamette’s priorities as it relates to the area of development. Position requires travel 30–50% of time, and participation in evening/weekend functions. Requires Bachelor’s degree, and may prefer Master’s level education.

SENIOR DIRECTOR OF DEVELOPMENT
Senior-level experienced development professional responsible for high capability fundraising and soliciting activities in support of a particular area of University activity and need. These positions work closely with all major gifts and Advancement officers, developing initiatives, cultivating relationships and soliciting gifts from individuals who have the capacity and likelihood to make gifts of significance, generally established as above a certain high dollar threshold, generally higher than found with “Director of Development”. Responsible for the creation and support of a stream of initiatives tailored to develop each prospect’s awareness, understanding, caring, involvement, and commitment to Willamette’s priorities as it relates to the area of development. Position requires travel 30–50% of time, and participation in evening/weekend functions. Requires Bachelor’s degree, and may prefer Master’s level education.

DATA ANALYST
Responsible for ensuring the accuracy and integrity of the database for a particular area of operation. Responsible for ensuring accurate data input and output, records management, training and other services related to the management of data. This position works to develop and clarify business requirements and specifications for systems related projects and ensures that business needs are met in an efficient and customer oriented manner. Extracts data, and develops and delivers reports using a variety of methods. Performs routine database maintenance and identifies areas to improve operational efficiency. Develops and implements policies to guide data entry, and make sure that the database effectively captures information necessary for effective operation of the department.