

Job Family Definition Guide

The following is a list of job family names and definitions used to categorize non-bargaining unit represented Civil Service employees and Professional and Administrative (P&A) employees at the University of Minnesota.

Some positions include responsibilities that cross job families (e.g., administrative and financial). To determine which job family is most appropriate, consider the allocation of time in the position (e.g., 70% administrative duties and 30% financial duties would be included in the administrative job family). If responsibilities are equally distributed between two job families (e.g., 50% administrative and 50% financial), consider the most important skill set if the position were to fall vacant and be replaced. For example, if financial experience is the most essential skill set, the position would be included in the finance job family.

Keep in mind these definitions are intended to encompass all levels of the job family from an entry level professional to the top level director. The goal is to capture the essence of a job family or specialty with a family as a whole.

This document is subject to change and refinement.

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Administrative

The administrative job family reflects positions that contain a broad cross-section of business administration functions across all operations of the University including managing or performing finance, budget, HR, and facilities responsibilities. Incumbents may provide professional administrative expertise by coordinating, researching, recommending, and implementing overall business administrative initiatives. They are required to interact with a variety of other offices within the unit. Positions may involve building relationships and engaging the outside community to promote the University, engaging community groups on issues of common interest, and helping address community issues.

Administration Operations

Duties involve managing or performing the administrative operations of an organization including developing, implementing, and/or performing processes and procedures. Duties may involve a variety of administrative support duties to individuals, groups, or programs. Supervisory duties are often required.

Executive Administration/Coordination

Duties require a great deal of independent initiative and direction, but exist solely for professional level support of senior executive management. Typical duties include representing the senior administrator in their absence, project management, meeting with various constituents, and offering advice to senior leadership team.

Program Administration

Work directly with a specific program or project at University. These positions deal with general management of a program or center.

Project Management

Duties involve planning, executing, and closing projects, often managing multi-functional project teams. Typical duties include defining project goals, building comprehensive work plan, facilitating commitment and productivities, removing obstacles, managing stakeholders, and motivating team members. Positions have significant latitude on managing project staff and budget. This is not a project process/procedure coordination position.

Compliance/Policy Analysis

Work directly related to develop and evaluate programs to ensure University is in compliance with regulations and policies.

Senior Administration

Jobs include the top administrators at a university or campus-wide level. These positions oversee entire areas of the University or entire colleges.

Community Relations and Partnerships

Jobs involve administrative, managerial, or professional work planning and directing a community service or outreach program. Duties typically include fostering/maintaining external relationships, acting as a community liaison, and/or providing a service to one or more community groups. Jobs involve reaching and serving public stakeholders to promote the University, engaging community/industry/business groups on issues of common interest, and helping them to address those issues in ways that advance the University's research, teaching, and service mission. Typical functions include planning and/or directing a service program and networking with and serving as a liaison with between University faculty and staff and external partners.

Advancement

Advancement Operations Generalist

Develops and/or implements processes to support alumni relations, annual and major giving, and stewardship. Provides support in stewardship and recognition efforts for donors. Generates and oversees completion of memorandum of agreements (MOAs) and fund creation requests. Supports and engages with volunteers. Participates in the management and execution of activities to advance donor fundraising potential. Develops communications plans and strategies to support programming, services, and/or initiatives, and engage prospective alumni, donors and friends. Delivers proposals to prospective donors. May spend a small portion of time requesting and/or closing on gifts*. Responsibilities may include management of comprehensive campaign operations, which includes campaign planning and execution, volunteer management, development of campaign priorities and key messages, campaign reporting, and donor stewardship.

*If over 50% of time is spent on managing a portfolio of major gift donors, see Development Job Family.

Alumni Relations

Builds and maintains relationships between alumni and the University that enrich the lives of alumni, support student success, and advance the University. Interprets market research from alumni and creates programs and services for alumni. Understands University and unit priorities and taps alumni talent to support those goals. Monitors and evaluates program outcomes compared to goals. Identifies revenue opportunities to support alumni programs. Works with alumni volunteers through programs such as reunions, career services, mentorship, geographic outreach, alumni recognition, travel/tours, speakers, affinity and employer-based networks, etc. Develops strategic communications to inspire alumni to serve as ambassadors and advocates for the University, and inform them of engagement opportunities. Understands and utilizes databases, market segmentation, and data analytics. Represents the University to external constituencies as informed ambassadors. Conducts alumni fundraising and solicitation activities and programs. Responsibilities may include work for major campaigns.

Annual Giving

Responsible for securing annual gift donations to the University. Duties may include identifying, acquiring, and prioritizing donor prospects. Solicits donors through multiple channels including mail, email, crowdfunding and/or telephone. Works with a portfolio of assigned donor prospects to establish, cultivate, and solicit ongoing relationships. Has annual fundraising goals and metrics, including metrics for broader campaigns. May be responsible for developing or implementing a comprehensive annual giving strategy. Manages and assesses the annual giving programs and activities for overall effectiveness. Writes acknowledgement letters and provides other stewardship in response to gifts.

Annual Giving and Stewardship

Responsible for securing annual gift donations as well as supporting the stewardship program of the University. Duties may include identifying, acquiring, and prioritizing donor prospects. Solicits donors through multiple channels including mail, email, crowdfunding and/or telephone. Works with a portfolio of assigned donor

prospects to establish, cultivate, and solicit ongoing relationships. Has annual fundraising goals and metrics, including metrics for broader campaigns. May create and distribute custom stewardship and impact reports, and custom thank you videos. Plans and executes stewardship events on campus. May develop or implement a broad-based annual giving and/or stewardship strategy.

Stewardship

Responsible for the support of the stewardship program of the University. Develops, implements, and supports the internal policy and process for stewarding donors for life, ensuring funds are used for purposes designated by donors. Creates and participates in new and innovative ways to build meaningful relationships with donors. Manages donor gift acknowledgements and proactively identifies opportunities to communicate with donors and alumni. May create and distribute custom stewardship reports, impact reporting, and custom thank you videos. Plans and executes stewardship events on campus. Manages communication between development staff and academic departments, programs, and research centers. May develop or implement a broad-based stewardship strategy.

Advancement - Other

Administers advancement policies and procedures that may cover a variety of advancement functional areas or those not described within the existing advancement specialties offered.

Rev. 5/2020

Animal Health

The animal care job family employees provide a range of services in animal health care, research animal care, animal diagnostic lab services and management, operation, and maintenance of related facilities.

Jobs involve providing direct animal care for physical health; providing diagnostic services of illness, injury and/or surveillance of animal diseases; and the management, operation, and maintenance of animal facilities to maintain the well-being of animals. Advanced degrees in animal and health care fields are required, to include but not limited to veterinary medicine. Additional required credentials for many animal care positions include professional registration, certification, and state licensure.

Diagnostic services include protecting and promoting animal and human health through early detection and monitoring of animal diseases. Diagnostic services are provided for all animal species including necropsy, bacteriology, clinical chemistry, electron microscopy, serology, endocrinology, histology, immunohistochemistry, virology, parasitology, and molecular diagnostics.

Rev. 7/2015

Athletics

Athletics Administration & Program Management

Plans and manages all aspects of athletics operations, including administration, human resources, organization, facilities, and policy. Administers and manages the athletic department's budget and fiscal operations, which may include the ticket office and other revenue generating efforts. Responsible for the development of department policies and procedures. Responsible for compliance with league rules, policies and regulations for intercollegiate athletics. This specialty also includes individuals who oversee the operations of a sports program for a campus and supervise the team support functions including individual travel, lodging and food arrangements. Ensures coordination with the University of Minnesota system, and may act as the liaison with the Admissions Department assisting coaches with recruitment of student athletes and admission processes. Oversees philanthropic activities and acts as a liaison to all on-campus organizations, outside organizations and special events. Works with coaches, students, parents, faculty, and staff. Handles escalated issues involving student athletes.

Athletics Compliance

Develops and enforces the compliance program for athletics, ensuring all university intercollegiate athletics are compliant with NCAA, Big Ten, and WCHA rules and regulations. Creates or modifies policies in compliance with regulatory requirements. Provides education on, and ensures compliance with, areas ranging from athlete recruitment, eligibility certification, academic programs, accreditation, admissions, financial aid administration, campus safety and fundraising. Conducts and analyzes investigations and resolves compliance issues.

Ticket Sales & Services

Coordinates the day-to-day operations of the box office. Responsible for the sale and distribution of season, group, individual, and complimentary tickets for events. Promotes ticket sales with the patrons and the community. Sets up events and maintains seating manifests. Evaluates ticket prices and revenue trends and makes recommendations on pricing for future events. May prepare budgets, forecasts and compile summaries of total event costs, cost-per-contact and audience profiles.

Athletics – Other

Administers athletics policies and procedures that may cover a variety of athletics functional areas.

Athletic Training

Duties involve providing the highest level of physical and mental health care and performance enhancement for their assigned student-athletes and University teams.

Athletics Operations and Administration

Duties include providing support to student-athletes, coaches and sport programs. Support and operational responsibilities include managing events, ticket operations, travel and equipment operations.

Coaching

Duties include developing and maintaining a competitive intercollegiate sport program within the NCAA and Big Ten Conference. Directing all aspects of sport staff in recruiting, practice and game competitions. Responsible

for the recruitment/hiring, goal setting, coaching and performance review of all sport staff. Instructing and teaching student-athletes in fundamentals of sport technique and strategy. Planning and executing practice and competition plans including the evaluation of opponents. Evaluating and recruiting qualified student-athletes.

Rev. 8/2019

Audit

The audit function completes independent, objective, system-wide evaluations of the effectiveness of the University of Minnesota's risk management, control, and governance processes. These evaluations are used to provide assurance to University leadership and the Board of Regents.

Audit (General)

Develops, plans, and evaluates internal audit programs for the organization's financial, operations, and managerial processes and systems to ensure compliance with all applicable regulations, laws, policies and standards; and identifies risks and opportunities for improvement. Collect, analyze, and verify information about the organization's systems and processes by reviewing internal documents and interviewing organizational members where required. Prepares audit result reports and recommendations for process and system improvements.

Audit (Information Systems)

Develops, directs, plans and evaluates internal audit programs for the organization's information systems and related procedures to ensure compliance with the organization's policies, procedures and standards. Audits information systems applications to ensure that appropriate controls exist and that information produced by the system is accurate. Advises others on information systems, internal controls and security procedures. Prepares reports and recommendations for management on the results of information systems audits.

Business Development

Account Management

Responsible for planning and selling of products, services and/or solutions across multiple lines of business for a defined group of existing clients/accounts (post-sales). May develop sales plans and strategies. Retains clients, grows opportunities, resolves problems and ensures high quality customer service. Reviews and reports on customer retention, business opportunity and market trends. Sells directly to the end purchaser or indirectly through partners.

Business Development Generalist

Determines client needs and is responsible for the creation of long-term value for an organization from clients, markets, and relationships. Conducts research and product studies, evaluates patent/intellectual property issues, and develops costing and other financial models for product or technology candidates. Products include tangible and/or intangible products including ideas, technology, programs or other opportunities. Manages research findings, network contacts, and product files. Coordinates efforts with sales, marketing, technology, and other departments.

Intellectual Property & Product Management

Responsible for proper disclosure of inventions. Ensures all intellectual property of the organization are protected and do not infringe on other patents. Prepares and manages intellectual property control plans in engagements with private business/industry research relationships. May require knowledge of legal requirements of technology disclosure, patent processes, patent infringement issues, intellectual property protection, trade secrets, copyrights, and trademarks. Prepares, communicates with, and educates client groups and teams on changes in legal compliance, policies, and practices. Responsibilities may include researching new products. Products include tangible and/or intangible products including ideas, technology, programs or other opportunities. Develops timelines, pricing, budgeting, packaging, and advertising. May also include developing marketing strategy, product direction, and future product development. Partners with designers, engineers, and suppliers to develop product requirements and specifications. Prepares and coordinates product introductions and updates.

Licensing

Responsible for managing licensing projects and cases. May be responsible for identifying, evaluating, analyzing, and negotiating licensing opportunities for intellectual property rights, trademarks, patents or technology. May prepare invention summaries, and develop and implement strategies for marketing purposes.

Licensing and Account Management

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retention, business opportunity and market trends. Sells directly to the end purchaser or indirectly through partners.

Market Research

Researches, analyzes, interprets, and monitors market conditions, trends, competitors, barriers, etc., to determine potential opportunities for products or services. May prepare forecasts and provide recommendations of product preferences, sales, market penetration, market practices and trends. Research may also include involvement in marketing strategies, pricing, sales, and operations. Evaluates effectiveness and profitability of marketing programs and promotions, and suggests methods to strengthen customer satisfaction and retention.

Product Development

Responsible for market characterization, research, discovery, definition, demonstration, evaluation, and development of new product ideas and enhancements to existing products. Products include tangible and/or intangible products including ideas, technology, programs, or other opportunities. Leads, plans, coordinates, and/or tracks all phases of the product life cycle from inception to introduction to the marketplace. May be involved in identifying market opportunities, and developing new product value propositions, design briefs, and/or pricing strategies.

Product Management

Responsibilities may include researching new products. Products include tangible and/or intangible products including ideas, technology, programs or other opportunities. Develops timelines, pricing, budgeting, packaging, and advertising. May also include developing marketing strategy, product direction, and future product development. Partners with designers, engineers, and suppliers to develop product requirements and specifications. Prepares and coordinates product introductions and updates.

Sales

Responsible for selling to both new and existing customers. Assesses customer needs and suggest products, services, or solutions. Develops and delivers sales suggestions to customers. May be responsible for identifying prospective customers, building relationships, and maintaining customers. May be responsible for the design, development, and implementation of sales programs to meet business goals.

Sales Operations

Responsible for sales analysis, planning, budgeting, reporting, and/or operational support. Responsibilities may include collecting and analyzing data that drive sales performance such as sales trends, pricing, performance metrics, and other sales-related statistics. May create sales and revenue forecasts and produce reports that provide insight and guidance to management for sales strategy development and efficiency. May work closely with marketing and finance to create effective, strategic, and competitive sales proposals. May support individual sales representatives in administrative duties such as order processing, customer quotes, sales information management, product training and financing. In addition, may work with sales customers during the sales process to maximize benefits that may include handling customer concerns and issues. Does not close sales but supports sales representatives who do close sales.

Strategic Alliances

Responsible for forming strategic alliances to create mutually beneficial partnerships. Prioritizes relationships, organizes, and maintains alliances. Participates in identifying, investigating, analyzing, negotiating, and/or forming strategic alliances. Collaborates with partners on projects and initiatives. Negotiates partnership terms that maintain the institution's brand integrity and value while leveraging the resources of alliance partners. Coordinates communications with partners and ensure all deliverables are met according to the partnership agreements.

Strategic Planning

Assesses strategic growth opportunities and initiatives to plan and develop strategic objectives for the institution. Assesses customer input to verify opportunities versus strategic goals. Analyzes strengths, weaknesses, opportunities, and threats. Requires understanding of business processes, workforce planning, and operations. May collaborate with multiple areas throughout the strategic planning process.

Business Development – Other

Administers business development policies and procedures that may cover a variety of business development functional areas or those not described within the existing business development specialties offered.

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Campus Operations

Architecture

Perform architectural design, development, and management duties for new building construction, building alterations and additions, and capital improvement projects. Identify design needs of buildings then prepare sketches, preliminary drawings, and schematic designs or technical drawings, blueprints, and architectural models using computer-aided design (CAD) and other tools. Conduct materials research and select materials, participate in bid preparation and evaluation, inspect projects for conformance and design both during construction and at final acceptance.

Athletics Property Management

Plan and manage scheduling of events and programs for the facilities. Responsible for the management of special events, facility rentals and setup and tear down of events. May establish facilities revenue goals, manage and operate within budget. Plan and schedule maintenance and repair work for assigned facilities. Develop and implement facility policies regarding safety, security, liability, maintenance and personnel. May have accountability for facility construction, maintenance, and planning.

Bookstore Services

Responsible for the day-to-day operations and management of a comprehensive campus bookstore including the procurement and retail distribution of textbooks, digital course materials, general books, school/office supplies, computers and accessories, insignia and graduation apparel, gifts, convenience items and related products. Responsible for establishing relationships with faculty and collegiate departments and supporting course material adoption. Ensure departmental objectives are met including policy, process, cost/budget and quality factors.

Building Maintenance - Custodial Primary

Responsible for the operations of custodial functions in compliance with set policies and procedures. Additionally, may oversee limited maintenance functions and small building repairs and/or projects. Establish and monitor inventory levels and procurement activities to stay within budget. Oversee the operation, purchase and maintenance of cleaning equipment, materials and supplies. Notify appropriate personnel concerning the need for repairs or additions to building operating systems. Note: If the incumbent primarily oversees maintenance functions and staff, see the specialty description for "Building Maintenance - Maintenance Primary".

Building Maintenance – Maintenance Primary

Manage the maintenance and repair operations of buildings and utility systems (water, plumbing, gas, electricity, HVAC, boilers) to provide a comfortable, safe and secure environment. Additionally, may oversee limited custodial functions. Ensure work is performed according to University operating procedures, state and city building codes, electrical and fire codes and system and equipment operating parameters. Recommend purchase of maintenance tools, equipment and supplies. Ensure that maintenance department objectives are met including project, cost, quality, and safety factors. Note: If the incumbent primarily oversees custodial functions and staff, see the specialty description for "Building Maintenance - Custodial Primary".

Building Management

Accountable for managing vendors and service providers in the support of facility construction, maintenance and planning. Plan and schedule maintenance and repair work for assigned facilities. Develop and implement facility policies regarding safety, security, liability, maintenance and personnel. Plan and manage scheduling of events and programs for the facility. May be responsible for the management of special events, facility rentals

and setup and tear down of events. May establish facilities revenue goals, manage and operate within budget. May also include project management and purchasing responsibilities.

Business Analysis (Non-IT)

Compile, assess, translate, analyze, and document business requirements. Review, analyze, modify, advise, and recommend solutions to improve general business processes and planning. Create reports, charts, graphs, and presentations to aid in proposing changes to business processes. Understand business structure, strategy, policies, life-cycle processes, operations, and development. May develop project proposals, charters, plans and estimates. Lead small projects.

Call Center

Provides timely analysis of, and response to, customer contacts by telephone, email, or other methods in an inbound or outbound service center, consistent with service and quality standards. Documents, troubleshoots, and resolves customer inquiries. Conducts analysis of customer contact themes, trends, and service metrics and recommends operational improvements.

Campus & Capital Planning

Define the land use, urban design, open space, density, and circulation networks as a comprehensive and planned system. Develop planning and urban design guidelines, evaluate land use and siting decisions, establish parameters for campus development sites. Lead the translation of academic priorities into defined capital projects through the feasibility analysis process. Responsible for planning, programming, and coordination of capital projects, addressing purpose, programming, facility cost, and financial impact. Represent user needs and coordinate or assist in the capital project delivery process. Manage jurisdictional interactions (long range planning, project planning, project review).

Civil/Structural Engineering

Provides technical support for civil and or structural systems. May design structural systems and or civil infrastructure systems, size and specify equipment, prepare engineering calculations and studies, create design documents, and certify them for construction. May develop processes and policies for and oversee production, installation, operation, testing and maintenance and repair of civil and structural systems and equipment. Develop and ensure standards of code compliance, quality, cost, safety, reliability, timeliness and performance are met.

Construction Project Management

Manage and/or coordinate residential, commercial, or industrial building projects from conceptual development through completion. Create assignments, timetables and assign responsibilities for team members. Select and manage contractors or sub-contractors to complete specific pieces of the project. Determine and coordinate materials and equipment. Maintain communication with architects, engineers, and owners regarding progress and changes. May inspect projects to ensure compliance with specifications and standards.

Contract Administration

Manages or performs work associated with the planning, development and completion of contract requirements in the delivery or purchase of services, materials, research projects, products or equipment. May coordinate, negotiate, and administer contract proposals, bids, and/or requests for proposals. May collect, analyze and oversee technical, financial, and legal information for contract and bid documents. Oversees and evaluates contract services and compliance and advises on contractual rights and obligations. Requests or approves amendments to contract terms or contract extensions. Monitors performance against contract terms and documents according to service level agreements.

Dining & Food Services

Responsible for production, service, staffing, adherence, and analysis of dining services department. Includes food procurement, preparation, training, recipe adaptation, menu development and nutrition/allergen planning. Responsible for budget estimates, forecasting customers and food volume, costing, inventory and ordering, waste reduction, and financial analyses. Enforces health, safety, and sanitation policies and procedures. Provides service oversight with an emphasis on creating a welcoming environment for customers and establishing successful customer recovery and appreciation.

Electrical Engineering

Provides technical support for electrical building and infrastructure systems and equipment. Research equipment options to meet functional requirements, design functional infrastructure and building systems, test systems and remedy problems as needed. May design, size and specify equipment, prepare engineering calculations and studies, create design documents, and certify them for construction. May develop processes and policies for and oversee production, installation, operation, testing and maintenance and repair of electrical systems and equipment. Develop and ensure standards of code compliance, quality, cost, safety, reliability, timeliness and performance are met.

Emergency Communications

Responsible for the daily operations for emergency systems, security systems, terminals, computers, and all other telecommunications equipment. Ensure staff have proper training and technology tools needed to perform the day-to-day functions. May provide leadership and direction of all activities including providing efficient performance during a declared emergency, coordinating the planning and preparation for emergency relief, providing liaison and coordination with all necessary parties.

Emergency Management

Responsible for the development of emergency and business continuity plans for all hazards. Works in collaboration with internal and external partners through planning, preparing, responding, and recovering for and from natural and human-made disasters. Identify points of threats and vulnerability and develop plans and training to reduce risk. Exercise plans to ensure timely and successful execution. Lead and manage processes for emergency preparedness, response, mitigation and recovery. Manages campus notifications systems. Provides Emergency Medical Services and Basic Life Support coverage at University sponsored internal and external events, continuing education, EMS courses, and emergency management assistance.

Environmental Health & Safety

Identify and assess risk to the health and safety of people in the workplace and the community. Recommend, develop and administer effective programs to protect occupational health, environmental health and physical assets of the University. Safely manage hazardous materials, radiation, biosafety, and minimize the impact of University operations on natural resources and public health. Monitor and report program outcomes to leadership and regulatory agencies.

Event Management

Responsible for planning, coordinating, publicizing, and implementing special events. Duties may include identifying priorities, setting goals, formulating event concepts, and establishing and executing work plans for a range of customized experiences strategically designed to enhance engagement and build community. May oversee and have accountability for the administration of events, budget, and assigning work to personnel as needed. May manage vendor relationships (proposals, contract negotiation, and payments). Selects venues, manages catering and menu planning, schedules entertainment, plans décor, handles setup and tear down, arranges guest and room accommodations, and meeting spaces. Handles audiovisual equipment needs and arranges transportation and staffing. Coordinates stakeholder outreach and invitations, advanced and on-site registration, and post-event follow-up and evaluations.

Facilities, Capital & Space Planning

Provides expertise in the areas of facilities management, capital planning and space planning. Coordinates long-range space and facilities planning, project planning and process oversight for new building construction, renovations, remodeling, and maintenance. May provide local oversight on health, safety and security issues. Serves as the liaison to central Campus Operation units. Note: See the specialty definition for “Facilities Management” if this role is also responsible for grounds, contracts, and construction project management.

Facilities Management

Responsible for coordinating multiple disciplines to ensure optimal operation and maintenance of the buildings, grounds and facilities of the institution. Responsibilities typically span across construction, remodeling, renovation and maintenance. Duties may require the incumbent to estimate cost of projects, write contracts, negotiate and secure bids from contractors, and determine labor, materials, and equipment needed to complete projects. Frequently oversees the coordination of building space allocation and utilities layout. May inspect structures for health and safety concerns and ensure that utility systems are fully operational. This is the likely specialty for campus operation roles at system campus locations that are multi-disciplined. Note: Please see the descriptions for Housing Operations or Athletic Facilities Management if the role is responsible solely for oversight of a housing or athletic facility.

Farm Management

Directs and coordinates all activities required for successful operation of the farm; supervises professional farm staff and student workers. Responsible for livestock and crops; oversees crop production, planting, harvesting, marketing, and maintaining compliance with local, state and federal regulations where applicable. Responsible for selecting, purchasing and maintaining all farm equipment, and for training and assuring its safe operation. Responsible for maintaining all farm property and buildings, and for the overall appearance of the farm. Assists in carrying out faculty plans for teaching, research and service on the farm. Maintains a farm enterprise accounting system; runs the farm as a business while operating within the budget set by the institution. Position may also involve maintaining close relations with the local agricultural community.

Greenhouse/Horticulture

Involved in the selection, installation, cultural care, and pesticide application of greenhouse, landscape and/or zoological gardens. Ensures quality plant maintenance, design, and display. May be involved in the production and cultivation of botanical collections and displays of greenhouse plants. May work with specialized, continuous care and display of assigned permanent collections or installations, floriculture or ornamental horticulture under glass. Follows horticulture industry standard safety practices involving ergonomics, equipment, and personal protection equipment.

Housing Operations

Manages and coordinates housing operations including occupancy management and forecasting; rate analysis and market studies, student applications, room assignments and billing, building information desks and associated services, summer conference operations, student communications, technology support, off-campus housing referral services and marketing/promotions. Ensure departmental objectives are met including policy, process, cost/budget and quality factors.

Inspectors

Perform inspections on new and existing structures for compliance with and enforcement of state and local building codes, zoning ordinances, contract specifications, and safety regulations. Responsible for providing a review of construction plans for issuance of permits or investigate complaints of code violations and may assist building officials as needed.

Interior Design

Participates in the planning and design of interiors for large-scale University capital projects; coordinates with University project teams as well as architects, designers, engineers, and construction companies. Oversees interior design elements: building and planning code requirements, specification preparation, construction costs and methods, and contract preparation and negotiation. Provides design services to select, procure, and supervise installation of finishes and furnishings for the University system; defines system-wide Interior Design guidelines and product standards with the University Architect. Responsible for project management of specialized interior projects, University predesigns, and capital projects.

Landscape Architecture

Responsible for the design, development, and production of campus landscape projects and other projects related to the exterior physical environment of the campus. Ensures that all new construction and renovations, including buildings, plazas, "greens/commons", streetscapes, parking areas and other capital projects are integrated effectively and harmoniously into the existing campus landscape and meet the requirements of the campus master specification and master plan. Prepares the landscape master plan, leads major internal and external planning efforts, and develops new concepts and techniques for landscape planning. Performs and oversees the design of campus landscape design projects, establishes project scope, schedule and budget. Recommends consultants and contractual arrangements for physical planning and design consultants, reviews bids and engages in negotiation with contractors.

Landscape/Grounds

Responsible for the ongoing care and maintenance of the landscape and grounds of the institution, including snow removal.

Mailroom Services

Responsible for the overall management and day-to-day operations of mail services including the timely, cost-effective and accurate handling, distribution and processing of internal and outbound mail, address pre-sort, business reply, postage due, international mail and other postal related services. Performs package shipping services (UPS, FedEx, etc.). Requires in-depth knowledge of postal regulations. Maintains related equipment and records, including expense reporting.

Mechanical Engineering

Provides technical support for mechanical building and infrastructure systems and equipment. May design mechanical systems, size and specify mechanical equipment, prepare engineering calculations and studies, create design documents, and certify them for construction. May develop processes and policies for and oversee production, installation, operation, testing and maintenance and repair of mechanical systems and equipment. Develop and ensure standards of code compliance, quality, cost, safety, reliability, timeliness and performance are met.

Parking/Transportation/Fleet

Responsible for day-to-day operation and management of integrated campus transportation systems, services, and infrastructure. May manage, operate and maintain parking ramps, garages, surface parking, streets, sidewalks and plazas. Responsible for parking, transit, paratransit, bicycle, pedestrian and sustainable/alternative transportation programs. May oversee fleet compliance documentation for licensed vehicles and equipment, administers fuel contract, and manages vehicle collision insurance, vehicle rentals, leases, acquisition and disposal of vehicles. May perform vehicle repair and maintenance functions, and manage fueling stations. Ensure departmental objectives are met including policy, process, cost/budget and quality factors.

Plan Examiners

Review design plans, calculations, construction documents and conduct on-site inspections to ensure conformance with building and zoning codes. Ensure compliance with federal and state laws; city codes, ordinances, permits and licenses; and related property, use, and public health and safety. May issue building permits upon completion of the plan review.

Police

Has power of arrest and enforces University ordinances, local, state, and federal laws. Patrol designated area to protect life and property, respond to emergency calls, maintain order, and prevent crime. Other duties range from traffic control to criminal investigations. May include supervision of police sergeants, officers, traffic control, and support staff.

Printing Services

Responsible for day-to-day operation and management of offset printing, digital printing, copy services, bindery services, graphic design, web and electronic media development and design, augmented and virtual reality development, video production and copier leasing. Maintains and operates printing and finishing equipment and provides job estimating services. Assists customers in strategic communications planning. Ensure departmental objectives are met including policy, process, cost/budget and quality factors.

Project Management (Non-IT)

Oversees all elements of large-scale projects from inception to completion for an organization. Incumbents are assigned to projects that can cross an unlimited number of functional areas such as Finance, Education, Communications, Campus Operations, etc. Establishes project goals, schedules, and budget, and ensures availability of optimal resources. Gather data to evaluate objectives, goals, and scope to define deliverables, and assign duties. Monitor progress toward goals and revise project plan as needed. Plan, develop, support, monitor, and manage a single or multiple project objectives within scope, time, quality, and budget constraints.

Real Estate

Directs real estate acquisitions and dispositions for the system, as well as negotiating and managing all leases where the University is either the landlord or the tenant. Integrates the management of University real estate assets into its decision-making processes while generating the highest return possible over the long-term in the strategic management of University real estate investments. Provides real estate services (i.e., property tax management, highest and best use of land, and lease vs. purchase decision-making) in support of the mission of the University.

Security/Enforcement (Non-Police)

Focus on deterring crime and protecting property, assets, and people against damage, fire, theft, trespassing and illegal entry. Maintain the physical security of offices and facilities, electronic surveillance, and automated security systems. Monitor access to buildings and grounds and employee identification card system. Report and/investigate potential criminal activity and notify local law enforcement if necessary. Respond to general calls for service, such as accessing locked buildings, assisting staff and visitors, and providing escorts. May be responsible for training new and current employees on safety and security policies and procedures.

Shipping & Distribution

Responsible for the day-to-day operation and management of campus materials management functions including receiving of purchased materials and goods; cross-docking, warehousing, replenishment; and oversight of efficient distribution of supplies and products. May be responsible for the effective operation of inventory control and tracking technology/software, as well as possible contracting for, and oversight of, external distribution resources. Ensure departmental objectives are met including policy, process, cost/budget and

quality factors. Note: See the definition for “Purchasing” if the role is focused exclusively on the purchasing of materials.

Space Planning & Management

Provide space management services to ensure space assignments are aligned with user needs. Work with occupants to understand and articulate their business program, activities, space needs, and functional requirements. Space planning and analysis can include fit studies, occupancy and utilization reviews, and identification of options to optimize the use of certain types of spaces or locations. Provide and maintain space inventory data, floor plans, and occupancy information. Develop occupancy agreements, space changes, and updates to room assignments.

Sustainability

Plan, develop, implement, and maintain sustainability programs and projects, which enable the organization to balance economic, environmental, and social considerations across broad time horizons, physical spaces, and populations. Types of projects include energy use reduction, energy cost savings, waste management, recycling, building improvements and enhancements. Provide planning and coordination for communications, educational, and outreach components of projects. Contribute to the development and execution of communication plans to publicize, promote, and communicate sustainability efforts within and outside the campus community.

U Card Services

Responsible for the day-to-day operation and management of the campus identification card program including photo identification, associated banking feature, campus declining balance program and additional campus support services. Ensure departmental objectives are met including policy, process, cost/budget and quality factors.

Waste Management Services

Responsible for the collection, transportation, disposal or recycling and monitoring of material waste to ensure a clean and safe campus environment. Oversees, assesses and recommends adjustments in Waste and Recycle routes. Monitors commodity rates, arranges for shipment and directs materials to ensure optimal financial returns. Manages all resources needed for proper handling of waste materials, from maintenance of waste transport trucks, and compliance with health codes and environmental regulations. Develops and updates waste management policies and procedures.

Workplace Health & Safety

Responsible for the workplace health and safety of the organization and its employees. Conduct safety audits of buildings, facilities, tools and equipment. Develop and implement safety training and policies to identify/mitigate hazardous workplace conditions. Investigate accidents and work with others to identify causes of accidents and prevent recurrence. Maintain compliance with Occupational Safety and Health Administration (OSHA) and other local, state, and federal government regulations.

“OTHER” OPTIONS

Other - SMP

Performs work that is similar in nature to other Campus Ops Services, Maintenance, and Protection (SMP) roles or performs functions across many of these areas to such an extent that a primary specialty cannot be identified. Examples of Campus Ops Services, Maintenance, and Protection roles include:

Campus Ops Services, such as bookstore services, dining/food services, mailroom services, fleet services, parking/transportation services, housing operations, printing services, shipping/distribution, and waste management services.

Building and Grounds Operations, such as landscape and grounds, building maintenance, call center, and facilities management.

Safety and Security, such as police, security/enforcement, and emergency communications.

Other - PDE

Performs work that is similar in nature to other Campus Op Planning, Design, and Engineering (PDE) roles or performs functions across many of these areas to such an extent that a primary specialty cannot be identified. Examples of Campus Op Planning, Design, and Engineering (PDE) roles include:

Capital Planning and Design, such as architecture, campus and capital planning, construction project management, interior design, inspectors, landscape architecture, space and utilization planning, plan examiners, and real estate.

Engineering, such as mechanical, civil/structural, and electrical engineering.

Health and Sustainability, such as environmental health and safety, workplace health and safety, emergency management, sustainability and energy conservation.

Contract, Project, and Supply Chain Management, such as contract administration, purchasing, supply chain and logistics, and project management.

Development

Typical functions in the development job family include: major gifts, prospect development, and planned giving.

Major Gifts

Primary responsibility is to manage a dynamic portfolio of donors (50% of time or greater). Portfolio management includes donor cultivation and face-to-face solicitation of prospects and donors. Clear metrics exist related to gift production, solicitations, substantive contacts and related activities. Positions in this series have less than 25% of their role involved with advancement operations and support, such as event management, annual giving, and marketing.

Prospect Development

Primary responsibilities are to research and identify prospective donors for the University. Analyze biographical and financial information, and develop reports on potential donor prospects, which are used to evaluate donors and determine the potential relationships with the University and areas of interest, and to develop successful cultivation and solicitation approaches and methods. Develop donor profiles for officers, campaign leadership, and executive leadership.

Planned Giving

Primary responsibilities are responsible for developing prospects and coordinating the administration of planned gifts through bequests, trusts, and other deferred giving strategies. Contributes to the marketing, cultivation, solicitation and stewardship of planned gifts to increase both the quantity and size of estate, life-income, and other planned gifts in support of the University-wide development.

Rev. January 2017

Education

Positions in the education job family ***plan, develop, deliver, measure, evaluate, and administer*** educational programs and services in the ***community*** and on ***campus***.

Typical responsibilities include:

- Education Programs –develop and deliver educational programs to internal and external audiences. Have content expertise for the area of the educational program. This includes community, continuing, and professional education.
- Extension education – responsible for providing outreach education to the general public throughout the state. Educational programs are developed with associated University of Minnesota collegiate partner faculty in associated academic disciplines and with community stakeholders.
- Instruction – teach credit and non-credit courses, provide support and instruction to lab learning environments, develop and deliver curriculum, and plan and develop course materials, use and/or creation of scholarly and scientific research.
- Instructional consultation and support – provide teaching consultation and mentorship to faculty, instructional staff, and graduate students across the system; design, deliver, measure, and evaluate courses and workshops.
- Pre K-12 and early childhood education – plan and deliver early childhood education, responsible for child care center operations, oversee and ensure compliance with licensing requirements, provide care and activities to children, and mentor and supervise University students and staff.

Rev. 9/2014

Finance

The finance job family includes positions focused on the financial activities of the University: from transaction processing to complex financial analysis and strategic planning. This family includes the functions of accounting, budgeting, financial forecasting and analysis, tax analysis and compliance, billing and collections, investment management, cash and debt management, and insurance. Members of this family provide service and leadership that supports the mission activities of instruction, research, and public service across the University. They are accountable for managing financial activities at a very detailed level within departments, and/or at the highest institutional level; across all funding sources and all types of transactions. They are responsible for the stewardship of University financial resources and must act in accordance with all relevant policies and regulations.

Accounts Payable and/or Accounts Receivable

Prepares, records, verifies and pays vendor invoices and/or analyzes, reports and posts accounts receivable transactions on a timely basis and responds to vendor queries. Maintains, analyzes and reconciles accounts payable and/or accounts receivable ledger accounts, financial statements and reports. Develops, directs, plans and evaluates accounts payable and/or accounts receivable policies and procedures, and ensures external and internal controls and policies are adhered to. May process employee expenses reimbursement requests for payment. May ensure the effective delivery of billing information to customers, produce reports of accounts that are in arrears and analyses of bad debt, and prepares analyses and reconciliations of bill runs to detect fraud.

Budget Analysis & Financial Planning/Analysis

Prepares, plans, compiles and reviews the budgets for university departments, taking into consideration actual performance, previous expenditures, and estimated expenses and income. Prepare reports for the comparison between the current situation and budgeted forecast. Maintains accurate spending records and establishes measures for budgetary control. Analyzes budget requirements for specific projects or departments encompassing short-term or long-term time periods. This position also analyzes and forecasts financial, economic, and other data to provide accurate and timely information for strategic and operational decisions. Analyzes the financial implications of proposed investments or other transactions so that senior managers can evaluate alternatives against business objectives. Evaluates industry, economic, financial, and market trends to forecast short, medium and long-term financial position. Data analyzed may include revenues, expenses, costs, prices, investments, cash flow, labor market trends, inflation, interest rates, and exchange rates. Do not match individuals to this specialty if their primary focus is on financial planning and analysis. Instead, see the description below for Financial Planning and Analysis.

Call Center

Provides timely analysis of, and response to, customer contacts by telephone, email, or other methods in an inbound or outbound service center, consistent with service and quality standards. Documents, troubleshoots, and resolves customer inquiries. Conducts analysis of customer contact themes, trends, and service metrics and recommends operational improvements.

Cost Accounting and Pricing

Prepares, records, analyzes, compares and reports on the cost of providing the university's services including the organization's prices for products, services or technologies. Analyzes capital budget requests. Maintains ledgers and financial statements. Examines, evaluates, and summarizes the strategic, financial, and administrative implications of proposed and/or implemented public pricing policy. Prepares reports for the comparison of costs and determination of profitability by product. Prepares estimates of new or proposed product costs to help

ensure market competitiveness and develop profit projections. Analyzes actual versus standard costs and prepare reports of variances.

Credit and/or Collections

Assess and advise on creditworthiness of prospective and existing customers and/or collects and negotiates terms of payment on overdue accounts with corporate and individual clients. Credit responsibilities include evaluating financial statements, credit histories, and any outstanding debts of potential borrowers. Compares various ratios to industry standards, other borrowers, historical trends, and market conditions to determine whether or not sufficient cash flow exists to meet financial obligations and pay back loans. May collect and negotiate terms of payment on overdue accounts. Collection responsibilities include conducting investigations, formulating and implementing policies and procedures for follow-up on the collection of overdue accounts. Monitors collections, past due accounts, and determines policies on written, telephone, and personal follow-up. Refers problem accounts to collection agencies and/or legal counsel as appropriate.

Financial Generalist

Responsible for financial oversight and fiscal operation within a college, administrative unit or department(s). May also spend a portion of time on financial administration of grants/research projects within a college or administrative unit. Typical responsibilities may include: financial analysis, financial management, financial forecasts/projections, financial reporting, financial transaction review and reconciliation, compliance with regulations, policies and procedures, auditing, approval, accounting, accounts payable, accounts receivable, budgeting, chart of accounts maintenance and safeguarding of University assets. May be responsible for identifying financial and compliance issues and recommending solutions. May be responsible for oversight of pre and/or post-award financial management and accounting of sponsored/grant projects and well as non-sponsored programs. Do not match individuals to this specialty if they spend 80% or more of their time exclusively in grants/research financial administration. Instead, see the description for Grants and Research Financial Administration.

Financial Planning and Analysis

Analyzes and forecasts financial, economic, and other data to provide accurate and timely information for strategic and operational decisions. Analyzes the financial implications of proposed investments or other transactions so that senior managers can evaluate alternatives against business objectives. Evaluates industry, economic, financial, and market trends to forecast short, medium and long-term financial position. Data analyzed may include revenues, expenses, costs, prices, investments, cash flow, labor market trends, inflation, interest rates, and exchange rates.

Financial Reporting

Prepares and distributes periodic financial statements for regulators, the general public and other interested parties. Ensures all reports and disclosures comply with applicable government regulations, professional standards and organization policies. Prepares consolidation journal entries, eliminates intercompany transactions and consolidates divisional and subsidiary financial accounts in a timely and accurate basis for inclusion in internal and external financial statements.

Grants and Research Financial Administration

Responsible for pre- and/or post-award financial management of grants, research projects and/or contracts. Involves the monitoring of budgets, spending, approvals, and provides guidance and counsel. Provides policy and procedure interpretation to departments and assists in preparation of reports to federal and sponsoring agencies. Ensures compliance with sponsor terms, University policies/procedures and federal regulations. The position may advise the Principal Investigator on ways to achieve an effective, quality proposal and coordinates a timely submission process, ensuring appropriate approvals. Do not match individuals to this specialty if they

spend more than 20% of their time involved in financial oversight and administration for non-grants/research. Instead see the description for Financial Generalist or Financial Planning and Analysis.

Insurance Risk Management

Responsible for optimizing insurance coverage to manage risk. Determine appropriate insurance risk and negotiate insurance premiums and coverage. Ensure insurance premiums are paid and claims are processed. May develop, recommend, and implement risk management and loss prevention programs to attain maximum protection.

Investment/Portfolio Analysis

Works to meet the investment goals of the organization. Monitors domestic and world situations, analyzing their effect on investments to ensure the successful management of portfolios. Responsible for recommending investment decisions and monitoring the portfolio after the selection and execution of investment decisions. Prepares quarterly reports of all investment activity.

Payroll

Prepares, documents and disburses payroll checks, payroll taxes and other employee payments. Evaluates current systems and recommends and develops efficiency improvements. Monitors and ensures proper documentation of employee payments. Prepares reports of payroll expenditures, including such items as tax payments and benefit plan disbursements.

Purchasing

Responsible for managing the purchasing of goods and services for the university. Negotiates favorable terms, volume discounts and long-term contracts with suppliers. Prepares and processes requisitions and purchase orders for the procurement of goods and supplies. Monitors the quality and timeliness of materials and goods supplied. Develops and implements strategies for cost reduction, supplier consolidation, quality improvements and process efficiencies. Actively researches and develops new sources of supply and/ or recommends possible substitute materials.

Student Financial Services

Provides financial aid eligibility and application counseling and assists in the administration of financial aid programs. Works with students and families to provide financial education, explain loan repayment options, terms and conditions for private, institutional, state and federal financial aid programs. May be responsible for direct student-related collection activity. Monitors, budgets, audits and reconciles multiple financial aid programs. Audits and reconciles payment option programs for the institution. Recalculates financial aid based on changes in student enrollment. May handle the ongoing reporting, reimbursement and close-out activities required for state and federal programs.

Supply Chain and Logistics

Performs supply chain and logistics functions, which may include material procurement, production planning, inventory control, outsourcing, vendor selection and distribution. Creates integrated processes among internal functions such as operations, purchasing and logistics, and outside suppliers. Focuses resources on continuous improvement of the movement of materials through various production processes and establishes key performance metrics and benchmarks relating to supply chain planning/forecasting to measure actual performance against goals.

Tax

Analyze and interpret tax regulations and prepare required tax reports so that the organization meets its tax obligations and objectives. Devises legal means to minimize tax liability using thorough knowledge of tax laws and regulations. Recommends alternative tax treatments to alleviate or reduce tax burden.

Maintain tax information and records; prepare tax returns, tax declarations, and other required reports so that they are submitted accurately and on time. Analyze and interpret tax laws and regulations and prepare technical reports on how they impact the organization's operations.

Technical Accounting

Typically found in a central/system office. Performs work related to the establishment and maintenance of accounting policies and fiscal controls, prepares consolidated financial reports and statements according to GAP, and safeguards the organization's assets. Provides technical accounting, financial support and financial policy advice to managers and general accountants across the organization, including forecasting, flex analysis, budgeting, chart of accounts, and budget variance analysis. Involved in the development and installation of accounting systems, cost accounting methods, procedures and controls. Ensures senior management has accurate and timely information for making financial decisions through the preparation, maintenance and reconciliation of ledger accounts, balance sheets, operating statements and capital expenditure schedules and financial statements.

Treasury

Performs treasury operations involving cash funds, foreign exchange, debt and capital management. Analyze the organization's revenues, liabilities, credit conditions, and other financial indicators to forecast the organization's short, medium, and long-term cash flow position. Research financial institution products, investment options, funding sources, and financial instruments so that senior management has accurate and timely information for evaluating alternatives. Analyze cash flow information to prepare accurate and timely daily, weekly, and monthly cash status reports.

Grants & Contracts

Positions with over 50% of time, on an annual basis, dedicated to grants and contract-related work should be assigned to this job family. However, positions primarily responsible for accounting work including grants and contracts should be assigned to the finance job family.

See also: Finance Job Family Definition

Pre-Award Administration

Provide guidance and assistance to faculty members and researchers in the development, preparation, and submission of grant/contract proposals. Reviews and edits final grants to ensure all components are complete and compelling. Communicate with team members to ensure deadlines are met and proposals comply with applicable regulatory and agency requirements. Cultivates relationships with sources of outside funding in support of funding needs. Researches grant-making organizations and analyzes them to identify likely funding sources for specific projects and programs. May prepare progress reports for management and other forms of documentation that are required by funders. May prepare budgets to ensure allowable expenses and salaries are applicable and meet sponsor and institution requirements. Ensures compliance with institutional, state and federal regulations related to research.

Research Program Development

Identifies new research opportunities and partnerships based on a deep understanding of the research projects, interests and activities of University faculty. Cultivates collaborative partnerships with the purpose of expanding and deepening research efforts. Identifies opportunities for multi-disciplinary research proposals that are responsive to research grant opportunities. Assists faculty in the development of the business and supporting sections of grant proposals. Trains and on-boards new research intensive faculty and continuously monitors, and responds to, investigator needs for training, education and other types of support. Tracks and analyzes data on internal and external trends affecting a unit's research program. May administer internal grants programs.

Sponsored Project Administration

Review externally-sponsored proposals and awards and ensure adherence to both agency and institutional requirements/regulations. Submit grant and contract proposals to sponsors on behalf of the University. Negotiate and accept funded sponsored project awards and unfunded awards, including material transfer agreements, data use and confidentiality agreements. Issue and help manage associated subcontracts transferring a portion of the statement of work to outside collaborating entities. Interpret agency policy, federal regulations, and award terms and conditions for the campus research community. Train departmental research administrators in federal, agency, and institutional requirements related to sponsored projects. Obtain sponsor approvals and help resolve problems that arise during project performance. Assess changing federal and agency requirements to evaluate and minimize impact on the university research community.

Clinical Trials Administration

Handles pre-award administration of clinical trials including cost analysis, budget development and negotiation with business and industry sponsors. Performs coverage analysis to determine if services being performed are eligible for Medicare and/or other insurance coverage or billable to research. Interprets protocols and builds out the master calendar and schedule of clinical trial events in the clinical trials management system. Facilitates pre award financial administration from inception until final contract approval. Partners with study teams to create budgets that cover University costs.

Grants/Contracts Generalist

Involved with both pre-award and post-award activities that cut across many specialties within Grants and Contracts such as proposals, program development, contract negotiations, financial administration, reporting and compliance. May perform this work in support of the University's efforts to obtain and manage research grants, or may construct and manage a grant-making program serving internal and/or external researchers. Assists faculty in the development and submission of grant/contract proposals, or reviews external proposals that are submitted for consideration. Involved in the monitoring of budgets, spending, and approvals, and provides guidance and counsel. Cultivates relationships with sources of outside funding or research in support of funding needs or opportunities. Participates in the negotiation of research contracts. Responsible for pre and post-award financial management of grants, research projects, sub-awards and/or contracts. Prepares renewals and reports that are required by granting agencies and management. Ensures compliance with sponsor terms, University policies/procedures and federal regulations.

Grants & Contracts – Other

Administers grants/contracts policies and procedures that may cover a variety of grants/contracts functional areas.

Research Compliance

Ensures the institution's compliance with research regulations and institutional policies and procedures related to research. This includes, but is not limited to, appropriate use of research data, human participants, laboratory animals and biologically infectious agents; adherence to conflict of interest processes, export controls, policies and regulations; review of protocol and consent forms; and requirements related to record keeping, reporting and program evaluation. Responsible for building a culture of research compliance and compliance awareness through the use of governing bodies such as the Institutional Biosafety Committee and through compliance education and training that is delivered to individuals involved in research activities and the handling of research data.

Grant Writer

Assists the Principal Investigator (PI) with the development or completion of the narrative portions of grant proposals. May sometimes assist with writing portions of scientific content for grants. Typically responsible for editing, formatting, and submitting grant proposals. May conduct research on grants available through the government, corporations and foundations to support current and ongoing projects. Can assist with budget preparation for grant proposals. Develops relationships with potential funders via phone calls, visits, and letters of inquiry.

Health Care

The Health Care job family deals with direct patient care for both physical and mental health, to maintain the well-being of community and public health programs. Advanced degrees in health care fields are required, to include but not limited to Medicine, Dentistry, Pharmacy, Psychology, Social Work, Nursing, and Public Health. Additional required credentials for many health care positions include professional registration, certification, and state licensure. Typical functions include provision of health care, supervision of unit or clinic staff, teaching of students and/or residents, regulatory compliance, patient relations, operational services, and medical records.

Community Health: Provide a service to one or more community groups. Activities focus on administrative, managerial, or professional work planning and directing a community service program that requires specialized education and training in the health care field.

Health Care: Provides the delivery of health care by determining the correct diagnosis and providing the necessary treatment. Health Care employees may conduct research for publication and also participate in program development and administration.

Mental Health: Provides direct client assessment and counseling on mental health issues. Mental Health Care employees may conduct research for publication. Senior level Mental Health professional may supervise students in advanced Mental Health programs. Mental Health Care employees may also participate in program development and/or administration.

Rev. 5/2015

Human Resources

The human resources job family deals with designing and implementing human resources programs and providing consultation to management in regards to appropriate practices for management of human resources. Typical functions include staffing, compensation, benefits, employee & labor relations, HR consulting, academic training and support, organization development, HRMS, affirmative action and EEO, centralized payroll, etc.

General Lane

Administers human resources policies and procedures that may cover a variety of human resources functional areas.

Benefits

Develops, implements and/or administers the organization's benefit programs such as health, dental, life, disability, time off and retirement plans. Ensures programs are well-communicated, cost effective, competitive and comply with legislated requirements.

Compensation

Designs, evaluates and/or administers the organization's compensation programs in the areas of merit pay, salary structure and range management, incentive plans and job evaluation. Participates in external salary surveys, evaluates positions and recommends appropriate salary range, creates and analyzes reports, and ensures compliance with federal and state pay regulations.

Employee Relations

Coordinates employee relations programs to ensure compliance with policies and practices. Develops and implements policies and procedures in areas such as grievance procedures and exit interviews. Researches and partners with management to respond to employee concerns and grievances. Documents and maintains employee relations records.

HR Call Center

Provides timely responses to customer inquiries by telephone and/or email in an inbound or outbound service center, consistent with service and quality standards. Troubleshoots and resolves customer complaints. Conducts analysis on phone and email trends and/or service metrics and recommends operational improvements.

HR Generalist

Coordinates and administers a variety of programs and activities covering multiple HR functions. Works in conjunction with, and under the general direction of, HR or local management to develop, manage and/or administer the organization's programs in areas such as employee relations, employment law, recruitment, training, organizational development and total rewards. Ensures compliance with legal and institutional policies, guidelines and regulations.

Human Resources Information System

Responsible for processing and maintaining information within a Human Resource Information System (HRIS). Produces statistical summaries and special reports from the HRIS. Maintains the integrity of data and ensures the most efficient and cost-effective systems and applications. May assist in the development of systems specifications, design and development from the end user perspective. Continually monitors HR information needs to meet changing requirements.

Leadership & Talent Development

Partners with management to assess, measure and enhance the performance of employees in support of the organization's business goals and objectives. Promotes desired organizational culture through initiatives focused on engagement, leadership development, management development, change management, client satisfaction, interpersonal skills, team development and communication. May design and execute training programs.

Payroll

Prepares, documents and disburses payroll checks, payroll taxes and other employee payments. Evaluates current systems and recommends and develops efficiency improvements. Monitors and ensures proper documentation of employee payments. Prepares reports of payroll expenditures, including such items as tax payments and benefit plan disbursements.

Talent Acquisition

Sources, recruits, screens, interviews and recommends internal and external candidates for positions at all levels. May utilize the services of employment agencies. Places employment ads in appropriate sources, ensures the maintenance of accurate and concise records and reports concerning all phases of the recruitment process, including EEO statistics.

Training

Develops and/or conducts training related to employee development. Evaluates organizational training needs and effectiveness. Serves as liaison with outside training vendors. May prepare training materials, visual aids and lesson plans.

Technical Training

Develops and/or conducts technical training. Evaluates employee technical training needs and effectiveness. Serves as liaison with outside technical training vendors. Works closely with both IT and the business to understand system and training needs for applications and packages supported. Develops documentation for custom applications and packaged applications. May prepare materials, visual aids, lesson plans and create content for computer-based learning.

Total Compensation

Designs, evaluates and/or administers the organization's compensation and benefit programs in the areas of merit pay, salary structure and range management, incentive plans, job evaluation, health, dental, life, disability, time off and retirement. Ensures programs are well communicated, cost effective, competitive and comply with legislated requirements.

Labor/Employee Relations

Responsible for overseeing employee and labor relations policies, programs, and functions, negotiating collective bargaining agreements and managing dispute resolution processes for the organization.

Information Technology

The information technology job family deals with improving work processes and customer satisfaction through providing expertise in electronic data processing and computing. Typical functions include computer hardware/software development, installation, and analysis, systems development, web development/design, computer networking, telecommunications (voice and data), systems security, data management, and business analysis.

Business/systems analysis: Responsible for working with clients to understand and define needs, develop and recommend solutions, and plan for implementation and integration of solutions into the current business processes or systems design. Typical responsibilities may include facilitating the process to collect and define client requirements, providing expert advice and recommendations on industry trends and best practices, gathering information on the long and short-term technology plans of the department/unit, and performing analysis on business or systems processes to identify improvements and/or calculate cost/benefit data.

Data management: Responsible for developing, implementing, and maintaining a variety of data management structures and systems. Typical responsibilities may include building and maintaining databases, administering and monitoring database access, configuring data architecture, consulting with clients on data and database needs, creating data management structures, designing interactions of databases and applications, transferring databases, and administering the maintenance, storage, and backup of databases.

Development: Responsible for developing, integrating, and supporting information systems, programs, and applications that includes programming, analysis, quality control, installation, integration, and maintenance of applications, programs, and/or systems depending on specific assignment. Typical responsibilities may involve developing code from specifications, enhancing/customizing existing or purchased programs or systems through code and developing additional functionality, developing new programs or applications for various mediums (enterprise, operating, web, application, etc.), and developing system integration plans.

IT security: Responsible for the development, implementation, audit, and adjustment of security policies and procedures. Positions in this function may develop and perform security tests, design security architecture across the system and network, develop policies regarding firewalls, encryption, access, and security breaches. Through monitoring the system and network, incumbents may investigate security exceptions, review violation reports, perform internal investigations, and develop and perform risk analysis scenarios to test the system and network. Incumbents evaluate and analyze new security issues, software, and/or policies to ensure the operation and integrity of the system and network.

IT support: Positions assigned to the IT Support career ladder within the Information Technology job family are responsible for performing technical support to desktop units, peripheral devices, classroom equipment, process/production support, development support, and application support. Responsibilities may include initial response to an application, system, or related technical problem; performing complex research to troubleshoot performance issues; planning and executing updates, patches, etc.; or leading a helpdesk and/or desktop support function.

System design and administration: Responsible for design, development, performance, and maintenance of the servers, operating systems, and related applications to ensure the availability, performance, and integrity for employees. Typical responsibilities involve the planning and designing of server and operating system plans, administering the servers and operating systems, designing server and storage configurations, developing and establishing disaster recovery planning, monitoring and

maintaining server and system performance, planning and implementing system-wide updates or enhancements, and evaluating and analyzing long-term system technology and connectivity plans.

Infrastructure design and administration: Responsible for analyzing, designing, installing, administering, and maintaining the telecommunication systems, which includes voice, data, and video systems, such as Local Area Networks (LAN), Wide Area Networks (WAN), telephone systems, voice mail systems, video systems, etc. Typical responsibilities involve designing network or telecommunication plans, developing capacity plans, developing and implementing disaster recovery plans, analyzing and evaluating future technology and growth of networking or telecommunication needs, and installing, monitoring and maintaining the network or telecommunication systems by analyzing connectivity, performance, and usability issues.

Academic technology: Responsible for providing academic technology consultation to assist instructors to realize opportunities or solve problems in their classes through the use of technology; conducting instructional design to structure and organize content and instruction in a pedagogically sound manner for the learning environment; and planning and delivery of faculty development in response to faculty and institutional needs in a format such as individual coaching, seminar, and workshop on using academic technology tools and how adapting technology to enhance teaching and learning.

Rev. Summer 2013

Legal Services

The legal services job family provides legal counsel and legal support work within the Student Legal Services Office and the Office of General Counsel. Typical legal service fields include litigation, employment and labor relations, intellectual property, ethics and conflicts of interest, and other specialties.

Attorney – General Counsel

Performs a full range of legal activities to ensure the university is in compliance with all relevant laws and regulations. Drafts and reviews contracts and letters of agreement, employment agreements, and other legal correspondence. Performs legal research and analysis, advises leaders on legal ramifications of proposed organizational policies and procedures, represents and protects the university's rights in its interactions with external parties. Analyzes and interprets case law, court reports, and proposed and existing laws and regulations to determine how they might impact the university. Reviews and approves public statements to identify, anticipate and mitigate legal risks. Represent the organization in legal proceedings so the organization's interests are protected.

Attorney – Student Legal Services

Provides confidential legal advice and representation to eligible University of Minnesota students in accordance with established standards of the legal profession in the areas of: tenant rights, criminal law, immigration, employment law, consumer protection, wills, health care directives, powers of attorney, name changes and other routine legal matters within the seven county metropolitan area. Creates, implements and provides educational programming on legal matters to students, faculty, staff, and the community.

Paralegal - General Counsel

Performs a full range of legal

Researches laws, performs investigation of issues, organizes and analyzes information, and drafts legal documents under the direction of the General Counsel or other supervising OGC attorney.

Paralegal - Student Legal Services

Researches laws, performs investigation of issues, organizes and analyzes information, and drafts legal documents under the direction of a Student Legal Services supervising attorney.

Libraries and Museums

The libraries and museums job family deals with library or museum services and management. Typical functions include development, cataloguing, and maintenance of organization and bibliographic control of collections, oversight of selection, acquisition and access of resources, development and application of special information systems, development of educational/outreach programs, interpretation of collections to scholars, students or the public, and preservation of the collections.

Libraries: Deals with library development, management, access to, organization and acquisition of collections and specialized information systems to enhance academic teaching, learning and research. Typical duties include: Develops, catalogues, and maintains organization and bibliographic control of collections; handles acquisition of resources; develops access to resources; provides physical preservation and restoration of rare/valuable books, artwork, and other library materials.

Museums: Deals with the management and administration of museum collections including scientific, artistic, and cultural artifacts and collections to enhance academic teaching and research. Typical duties include: Develops, catalogues, and maintains collections; disseminates research and information about holdings through scholarship and publication, and to a broader audience through developing and/or participating in educational and outreach programs through the university or other agencies; interprets the collection to other scholars, students, or the public; provides preservation of the collection.

Rev. 10/2013

Marketing & Communications

Communications Generalist

Performs a broad range of internal and/or external communications related work, which may include print, social media, public relations, web content, multi-media, photo and video access, or event coordination, ensuring consistent and effective messaging and branding across all platforms. Develops and maintains a consistent look and feel of online presence, including web site and social media communications. Finalizes and arranges the production of printed materials. Translates large volume of information into clear, concise, user-oriented language. May develop promotional materials, including brochures, newsletters, posters, and research summaries. May work with public relations to organize media events and cultivate media contacts. May communicate with customers, consumers, the media and the general public to protect and promote the reputation and brand of the organization, including active issue management. May create and distribute public communications such as media releases, speeches, newsletters, social media communication, or perform other public relations responsibilities. May be responsible for the design and development of engaging user experiences for a variety of interactions.

Community Relations

Focus is on building and maintaining beneficial relationships and active involvement with the communities of the institution. May plan, implement, improve, assess or strategize community-focused programs to improve quality of life in the community. May plan, organize, and support employee volunteer programs. May participate in sponsorships and/or community partnerships. May represent the institution at community events. Responsibilities may also include utilizing performance metrics to measure achievement of institution objectives.

Digital Marketing

Digital marketing is the marketing of products or services using digital technologies on the Internet, through mobile phone applications, via email, display advertising, and any other digital channels to increase exposure to a target audience. May implement digital marketing programs and analyze their effectiveness, as well as manage paid campaigns and portal sites to align with digital goals. May develop or maintain website graphic designs and layout to support the organization's image, identity and brands.

Digital Media

Responsible for assembling raw audio/visual material into a finished product for customers. Ensures products adhere to brand. Products might include content for customer stories, internal videos, photography, film footage, dialog, sound effects, external promotions, social videos, podcasts, vlogs, product marketing, and recruiting, training, live events and other projects. Edits video and input music, dialogue, graphics, and effects to ensure the highest quality possible. Ensures delivery of compelling content over radio, Internet, and other audio/visual platforms. Duties may include collaboration with editorial teams and marketing department to capture ideas and understand needs.

Editor

Collects, prepares, and arranges materials and content for publication. Validates outlines, story content, and written content to ensure it meets requirements and brand standards. Corrects grammar, punctuation, and formatting errors. Works with other teams including writers and marketing to ensure quality and requirements are met. Works closely with writers to improve clarity, conciseness, and consistency, and to refine and edit content and marketing material. This may be an appropriate specialty for individuals within University Press who evaluate proposals for acquisition and publication, conduct peer reviews on proposals/manuscripts, evaluate proposals for copyright and permissions, and may work with authors to develop manuscripts. May be responsible for the design and development of engaging user experiences for a variety of interactions.

Editor/Writer

May consult with and advise customers about their communications needs. Collects, prepares, and arranges materials and content for publication. Validates outlines, story content, and written content to ensure it meets requirements and brand standards. Writes communications, publications, and/or reports (e.g. briefing materials, talking points, speeches, scripts, press releases, website material and documents for publication). Corrects grammar, punctuation, and formatting errors. Partners with other teams to ensure quality and requirements are met. Aligns messages with content strategy and goals to meet messaging objectives and brand standards. May determine content material, select subject, conduct research, conduct interviews, and ensure accuracy of facts. May provide support for media responses and issues management. May be responsible for the design and development of engaging user experiences for a variety of interactions.

Government Relations

Focuses on influencing government policy/legislative direction and public opinion to improve the environment in which the University operates. Monitors, analyzes, and reports on government policy and legislation. Develops and implements government relations initiatives, for example, trade association member outreach, and grassroots employee/public calls to action. Prepares and organizes forums and gatherings with government officials to exchange ideas and information on potential legislation that may affect the University.

Graphic & Visual Design

Designs and creates visual content using a combination of forms such as text, audio, images, photography, animations, video and interactive content to communicate themes and messages for communication materials. May use graphic software, web-based graphics or other design tools to create accurate finished products. Helps maintain brand identity, design standards, and policies for a unit, college or the University. May be responsible for the design and development of engaging user experiences for a variety of interactions.

Marketing Generalist

Designs, develops, and implements marketing programs to support an organization's products, services or market sector. Coordinates marketing strategies and analyzes brand perception to promote the brand and ensure positive impact in the market. Creates demand from targeted audiences. Uses marketing strategies and media to launch or position products and services. May identify, implement or develop marketing strategies; analyze markets, trends, branding, pricing strategies, advertisement or promotions.

Marketing & Communications Generalist

Designs, develops, and implements marketing programs to support an organization's products, services or market sector. May identify, implement or develop marketing strategies; analyze markets, trends, branding, pricing strategies, advertisement or promotions. Performs a broad range of internal and/or external communications related work which may include print, social media, web content, multi-media, or event coordination, ensuring consistent and effective messaging across all platforms.

Public Relations

Focuses on communication with customers, consumers, the media and the general public to protect and promote the reputation and brand of the organization, including active issue management. Creates and distributes public communications such as media releases, speeches, newsletters, social media communication. Organizes and acts as company spokesperson at promotional events (press conferences, open days, exhibitions, tours and visits, etc.). Prepares leaders for media interviews. Responds to inquiries from the public, the press, and customers.

Social Media

Focus is on planning and building a social media presence to amplify key messages, promote brand and impact awareness, drive traffic to social media pages, encourage students and stakeholders to engage with the institution's social networks, and take any other desired actions. Monitors and supports issues management. Conducts market research to identify social media sites of most interest to target customers. Creates and posts content that attracts attention and encourages customers to share content with others. Establishes and maintains relationships with the online community by developing and implementing content promotions, contests, information, entertainment, etc. Develops and updates social media pages and monitors social networks, responds to questions, and collects feedback. Utilizes performance metrics to measure achievement of institution objectives. May assist with digital advertising.

Web Content

Focus is on planning, creating, publishing, and editing content to attract and serve internal and external stakeholders using institution websites. Conducts research to identify web content of most interest to target customers. Drives website traffic by embedding links to content in search and social sites. Organizes content in a way that is most useful for optimal user experience. Optimizes web content keywords and text to drive high search engine rankings. Ensures all content is high quality, accessible, up-to-date, and consistent with brand and style guidelines. May be responsible for the design and development of engaging user experiences for a variety of interactions. May perform some back-end website design and development. Please note: If the primary responsibility of the position is back-end website design and development, assign it to the IT Job Family in the Developer specialty.

Writer

Writes communications, publications, and/or reports (e.g. briefing materials, talking points, speeches, scripts, press releases, website material and documents for publication). May consult with and advise customers about their communications needs. Aligns messages with content strategy and goals to meet messaging objectives and brand standards. May determine content material, select subject, conduct research, conducts interviews, and

ensure accuracy of facts. May provide support for media responses and issues management. May be responsible for the design and development of engaging user experiences for a variety of interactions.

Marketing & Communications – Other

Administers marketing and communications policies and procedures that may cover a variety of marketing and communications functional areas or those not described within the existing marketing and communications specialties offered.

Rev. 5/2020

Recreation

Aquatics

Manages and coordinates activities for pool facilities. Duties include aquatics scheduling, programming, maintenance, event management, safety, and practice oversight. May teach and/or oversee the instructional swim program courses. Coordinates and administers existing programs such as swim tests, aqua-aerobics, injured athletes and disability programs. May hire, train, and supervise facility staff employees, students, casual lifeguards, and swim instructor staff. Evaluates program effectiveness and efficiency.

Competitive Sports

Directs operational aspects of all non-varsity and intramural sports including eligibility and travel. Responsible for planning and coordination of programs, scheduling, and budget administration and monitoring. May assist in the day-to-day administration of all non-varsity competitive/instructional, club and intramural sports, as well as in the organization, development/fundraising, planning, promotion and assessment of the recreation and intramural programs including supervision of student staff. Evaluates program effectiveness and efficiency.

Fitness / Wellness

Assesses functional level and designs group and/or individual fitness programs. May instruct various classes. Plans, directs, and manages aspects of the fitness center. Designs, implements, and evaluates programs and interventions. Conducts pre-exercise stress and biometrics testing, develops individualized exercise prescriptions, and trains participants. Designs, implements, and evaluates individual exercise/physical activity programs using screening results. May be responsible for collaborative efforts focused on achieving financial and budget objectives. Designs and implements promotional and motivational programs. Evaluates program effectiveness and efficiency.

Golf

Manages and coordinates activities for the University golf course. Duties may include scheduling, programming, course inspection and maintenance, event management, practice oversight, cart rental and maintenance, and food services. May teach and/or oversee the instructional golf programs. May hire, train, and supervise facility staff employees, students, and golf instructor staff. Evaluates program effectiveness and efficiency.

Outdoor Programming

Develops and delivers outdoor programs that utilize the natural environment and develop an appreciation for the connection between participants and nature. Manages the operations of the equipment rental center. Assists in the management and care of physical facilities and equipment. Involved in outdoor skill development and instruction. May be responsible for designing programs, overseeing day-to-day operations, trip planning/excursions, determining schedules, and evaluating program effectiveness and efficiency.

Recreation Administration

Oversees the day-to-day recreation operations for a campus. Evaluates effectiveness and efficiency of programs and operations. Responsible for collaborative efforts to achieve financial and budget objectives. Contributes to the design and implementation of promotional and motivational wellness programs. Participates in matters involving the implementation and establishment of recreation policies. Responsible for compliance with

regulations related to recreation operations. Note: Individuals should only be assigned to this specialty if they perform these duties for all of Recreation for a campus. Individuals who perform these responsibilities for only a portion of programmatic areas (competitive sports, aquatics, fitness/wellness, outdoor programming, etc.) should be matched to the programmatic area where they spend the majority of time.

Youth Programs

Plans and manages scheduling of events, camps, field trips and programs for youth. May be responsible for designing programs, overseeing day-to-day operations, determining schedules, and evaluating program effectiveness and efficiency. Collaborates with University and community partners to maintain contemporary programming. Ensures adherence to local, state and national guidelines in regard to working with minors.

Recreation – Other

Administers recreation policies and procedures that may cover a variety of recreation related functional areas.

Rev. 8/2019

Research

The research job family participates in research and facilitates the sharing of knowledge and expertise with the larger society and with the conducting of research, including community-based research, and/or the compliance and operation of research. Typical functions include designing, conducting and analyzing theoretical and applied research, literature review and research, related grant solicitation/preparation/administration, data collection, compliance, protocol and guidance writing, etc. Employees in this job family may provide expert advice to unit administrators, and/or external communities. Limited teaching may be a part of some jobs.

Research: Designs, implements, and evaluates research projects. Typical duties include: Collects data and develops data collection instruments and procedures. Analyzes data; designs, collaborates, and completes research projects; may teach, but should not constitute a majority of duties. Research Nursing includes qualified nursing professionals engaged in research activity.

Research Support: Provides effort in support of research activity; not primarily in the design or evaluation, but which play a part in carrying out research. Typical duties include operationalizing research protocols, ensuring compliance, interpreting regulations, providing expert advice on compliance/regulations, operation and maintenance of specialized scientific equipment, evaluation of epidemiological literature, assisting in determining ISO rates, and quality control.

Rev. 6/2014

Student Services

The student services job family includes graduate and undergraduate instruction and activities related to student academic life at the University; and with the physical, social, cultural, and psychological well-being of students.

Academic Programming and Advising: Enhance academic success of students through curriculum planning, advising on program policies and issues, developing and implementing academic support programs, etc.

Career Planning and Placement: Plan, develop and implement programs, activities and counseling services for career development including job placement, interview preparation, conducting resume review and on-campus interviewing, etc.

Residential Life and Student Programs and Services: Provide social and adjustment programming including community involvement, student exchange, orientation, minority student affairs, student group management, campus housing, Greek house advising, student unions, etc.

Recruitment and Admissions: Provide services related to recruitment, admissions, and retention of student enrollment. Included is recruitment, evaluation and participation in the selection of candidates for admission; developing and maintaining liaison relationships with organizations and individuals involved in the admissions process; developing and delivering public presentations to promote the University; and advising applicants and parents about educational planning.

Student Finance: Provide financial student services including analysis of students' level of need and eligibility for financial aid; interpreting financial aid regulations; analyzing student data from multiple sources; implementing procedures to ensure regulatory compliance and accurate delivery of financial aid and student billing information; and advising students on financial aid matters and promoting financial wellbeing.

Registration and Records: Provide registration planning and implementation services and management of student records. Implement and enforce instructional, professional, and legal standards and regulations related to academic records.

Rev. 2/2015