

Activity Analysis Survey

Information Supplement

April 2018



This document is an information supplement to the [Activity Analysis Summary Report](#) published in April 2018.

The Activity Analysis survey was a study of the distribution of administrative work done by staff across the University, conducted between February 19 and March 2, 2018. The survey collected information on staff workload across a variety of work functions. The survey was open from February 19 to March 2, 2018. Of the individuals in scope, the University achieved a 96% completion rate with 16,698 unique position responses, equivalent to 11,812 FTEs.

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Functional Leads for Functional Areas

Roles across the organization with additional access and responsibilities with regard to Activity Analysis survey data.

#	Function	Functional Lead Role	Function Description
1	Academic Affairs	Provosts	Responsible for the support of the academic administration.
2	Athletics	Athletic Directors	Responsible for the management and support of athletics and athletic regulations, sports venues, and University gyms.
3	Auxiliary Services	Vice Chancellors for Operations/ Chief Financial Officers/ Vice Chancellors Student Affairs	Responsible for the management and operations of retail stores and bookstores, e-commerce, and the Student Center / Student Union.
4	Clinical	Provosts	Responsible for delivering care and/or support patient care activities.
5	Communications and Marketing	Chief Marketing and Communications Officers	Responsible for marketing, advertising, communications, and broadcast services.
6	Community Service and Extension	Vice Chancellor for Extension	Responsible for outreach, public and community service efforts, and extension programs.
7	Enrollment Management	Provosts	Responsible for recruiting students and evaluating applicants, matriculating and registering students, administering financial aid, maintaining student records, and providing student advising.
8	Facilities	Vice Chancellors for Operations/ Chief Financial Officers	Responsible for the planning, management, and/or maintenance of campus facilities and infrastructure as well as promoting campus and environmental health and safety.
9	Finance	Chief Financial Officers	Responsible for analyzing and managing the financial operations and performance of the company and audit functions.
10	General Administrative	Chief Human Resource Officers/ Chief Financial Officers	Responsible for managing multiple departments or functions across the system. Providing general administration support activities such as travel booking.
11	Human Resources	Chief Human Resource Officers	Responsible for hiring, training, evaluating, paying and rewarding employees. Oversee organization leadership and culture and ensuring compliance with employment and labor laws.
12	Information Technology	Chief Information Technology Officers	Responsible for the developing and/or maintaining of software, supporting computers and operating systems, supporting networks and printers, or other IT devices.
13	Legal	General Counsel	Responsible for contract management, risk management, litigation, employee / labor law.
14	Libraries and Museums	Provosts	Responsible for the management and support of libraries and museums.
15	Publishing	Vice Chancellor for Operations/ Chief Financial Officers	Responsible for the generation and publishing of written materials (excluding scholarly works and marketing materials) and signs.
16	Procurement	Chief Financial Officers	Responsible for purchases of goods and services.
17	Real Estate Services	Chief Financial Officers	Responsible for the management of University real estate portfolio.
18	Research	Vice Chancellors for Research/ Provosts	Responsible for pre-and post-award grant and contract activity (proposals and awards), extramurally or internally funded research as well as associated committees / IRB, veterinary care, and management and support of technology commercialization services.
19	Student Affairs	Vice Chancellors for Student Affairs	Responsible for the providing of student and student-related services such as housing, dining, student events, and Greek life.
20	Teaching	Provosts	Responsible for instructing learners and/or supporting the development and delivery of educational curriculum.
21	University Advancement	Vice Chancellors for Advancement	Responsible for fundraising and alumni development.

***Note:** Interim incumbents of the above listed roles are included. The president and chancellors will have the same access as the roles above.

Job Families

Groupings of job titles for positions at the University based on related types of work. Additional information can be found at umurl.us/jobcode.

Job Family	Description
Advancement	Establishes and maintains contacts and relationships for University funding of and donating to various programs, functions, departments, and initiatives. Plans, develops, and coordinates promotional efforts (e.g., research, communications, proposals, programs, events) for the University, including prospect identification, the relationship management process, and research of potential donors of major gifts to the University.
Agricultural	Performs farm/agricultural operations and maintenance activities that relate to university research activities and projects. Operates equipment and handles agricultural supplies. Cares for and manages animals and facilities/equipment. Educates others on farming and agronomy.
Athletics	Performs support and assistance in the operations of intercollegiate sports programs. Provides scheduling, coordination, planning and/or supervising for an array of university athletic events.
Business Support Services	Provides work directly related to the general business operations of the organization. Functions include institutional research, statistical analysis, budget & policy development and review, strategic planning and broad unit business operations such as parking and transportation services, risk management, childcare services, real estate and property management, retail services or job responsibilities that combine fiscal, HR and operational management responsibilities.
Communications	Develops, coordinates and delivers communications through various media and channels for specified audience within and outside the organization. Coordinates dissemination of the organization's communications and materials with news or trade media contacts, through special events, public speaking, publications, or other means to reach defined audiences and meet specific objectives. Implements communications policies and programs to increase employee awareness and knowledge of activities affecting employees.
CSM Operations	Provides various coordination, planning and/or supervising of the activities of a craft, service or maintenance area of the university, ensuring reliable and efficient operation and maintenance of equipment and personnel and providing best in class service. Performs tasks and activities related to craft, maintenance, custodial, facilities, mail, etc. services.
Educational Support	Provides support including the design, development, and publication of all educational support materials, classroom management, child guidance and curriculum planning at the university.
Engineering, Construction & Design	Performs engineering/design work in operations, production, construction or maintenance environments. Plans, designs and estimates time and cost and oversees construction and maintenance of university structures/ facilities. Analyzes and develops solutions to engineering problems related to equipment and systems or the causes of component failures.
Executive	Officers or senior leaders of the university at the highest levels. Provides leadership and direction for university departments, functions, and/or areas. Contributes to, develops, and manages visions and strategies regarding financial issues, operating procedures, programs, and planning. Serves as an advocate, advisor, consultant, and liaison for internal and external university audiences.
Finance	Establishes and maintains fiscal, business, and accounting policies and controls by preparing financial reports, performing various financial activities and analyses and safeguarding the organization's assets. Maintains fiscal, business, and accounting records and reports, including general ledger, financial statements, regulatory and management reports.
Health Services	Designs, develops, implements and oversees the University's health programs and procedures in order to safeguard employees, students and the surrounding communities and to ensure that all receive proper medical care.
Hospitality, Event & Stage	Provides various scheduling, coordination, planning and/or supervising an array of social and university-sponsored events. Performs production services, catering/dining responsibilities, creative activities, customer service, etc. for events.
Human Resources	Designs, implements and monitors human resource programs and policies, including recruitment, learning and development, performance management, compensation, benefits, equal opportunity and diversity, etc. Anticipates and plans for long-term human resource needs and trends.
Information, Science & Museum	Creates, implements and maintains orderly systems for the management of museum/library collections in accordance with accepted university standards. Oversees the general care and storage of museum and library objects for university and community use.

Institutional Safety	Ensures the safety and security of individuals and university campuses, buildings, etc. Investigates accidents and incidents by gathering data to determine root cause, circumstances, contributing factors. Performs services such as security, traffic control, emergency call response, and investigations. Maintains comprehensive knowledge of university and government safety regulations and laws.
Information Technology	Develops, maintains and supports computer systems, software and networks. Functions include enterprise operations, distributed computing, academic computing, research computing, computer hardware and software management, computer networking, telecommunications, systems development, database administration, server administration, website development/management programming, desktop support and help desk operations.
Legal & Compliance	Coordinates and manages compliance activities. Mitigates organizational risk and ensure university compliance with rules and regulations. Perform other duties related to litigation, legal and/or factual research and analysis, drafting of legal documentation, drafting various specialized documents and correspondence.
Media & Broadcast	Researches, develops, plans, designs, maintains and implements policies and programs that enhance the organization's relations internally and externally (i.e. with the university, government and regulatory authorities, community, employees, etc.) Delivers communications through the use of various media, broadcasts, and creative services. Coordinates dissemination of organization-related communications with regulatory bodies, news or trade media contacts, and through special events (e.g., television, commercials, sales, sponsorships), public speaking or other means to reach defined audiences and to meet specific program objectives.
Administrative & Business Support	Provides various office and administrative support activities. Identifies, enhances and follows specific processes and procedures to maximize the efficiencies of the business, unit and/or function to which the support is being provided. Responsible for planning, coordinating, or directing general support service functions/activities, which are essential to the orderly and efficient work of the business, unit and/or function; ensures the correct functioning of facilities, office and/or business support services.
Program & Project Administration	Plans, monitors and manages internal projects from initiation through completion. Secures required resources, and uses formal processes and tools to manage resources, budgets, risks and changes, monitoring performance metrics and other factors throughout project duration. Manages projects to ensure on-time completion according to specifications and within budgeted costs.
Reactor & Power Plant	Plans and oversees various functional, operational and maintenance work required by the plant and/or reactor. Designs and operates plant and/or reactor equipment. Adheres to and maintains safety and operating standards and procedures for the function. Conducts plant and reactor testing and evaluations, noting findings.
Research	Provides technical support to the discovery and development of new product ideas or strategic product extensions. Participates in analytical, experimental, investigative and other fact-finding work in support of product development scientists and engineers. Collects and classifies new product ideas. Captures specifications for product requirements and functionality.
Sales & Retail	Performs various retail sales duties, such as floor sales, greeting, customer service responsibilities, and cashiering which involves receiving, handling and custody of large sums of money, etc. Inventories merchandise and handles refunds and exchanges according to process and procedure. Assists in store safety, loss prevention, and other sales-related strategies.
Science & Environmental Health	Designs, develops, implements and oversees the organization's environmental health and safety programs and procedures to safeguard employees and surrounding communities and to ensure that all facilities are in compliance with regulations.
Student Support	Provides various student support activities. Develops, advises and implements specific services and/or programs designed to promote the effective functioning of students and/or student groups and contributes to the formal and informal educational environment within the university.
Student & Temporary	Student workers: performs a variety of support services to the university in a variety of areas, usually on a part-time basis. Duties may relate to teaching, research or administrative functions. Temporary workers: provide service to the university in a variety of areas on a temporary basis. Duties may range from clerical or professional services in a wide range of office/clerical roles including: administrative assistant, office support associate, receptionist, fiscal/payroll assistant, data entry operator, medical office staff and more to technical or manual labor in a variety of settings including food service, warehouse, facility operations, and general labor.
Technical Support	Provides technical support to engineers and scientists in areas such as production, operations, maintenance, safety, testing, process improvement or product development. Uses schematics, diagrams, written and verbal descriptions or defined plans to perform testing and troubleshoot electronic or mechanical components, equipment, or systems. Gathers, maintains, formats, compiles, and manipulates technical data using established formulae and procedures, and performs detailed mathematical calculations.

Activity Analysis Survey Taxonomy

Structure, names and definitions for the Functions, Processes, and Activities available in the Activity Analysis survey.

Activity Analysis Survey Taxonomy

FUNCTIONS

Function Number	Function	Function Description	About the Function
1	Academic Affairs	Responsible for the support of the academic administration.	This includes the following processes: Administrative Support, Events and Programs, Advising Services, Career Services, Policies and Procedures, Educational Programs and Curriculum Development, Faculty Records Administration, Management and Administrative, Institutional Research, Faculty Recruitment and Development, and Academic Committees and Groups.
2	Auxiliary Services & Business Operations	Responsible for the management and operations of internal and external revenue generating auxiliary services and/or business operations.	This includes the following processes: Television and Radio Broadcasting, Retail Operations, Retail Marketing, Retail Buying, E-Commerce Retail Operations, E-Commerce Web Design, Miscellaneous Business Operations, Policies and Procedures, and Management and Administrative.
3	Clinical	Responsible for delivering care and/or support patient care activities including managed care and payer contracts.	This includes the following processes: Patient Care Support, Direct Clinical / Veterinary / Optometric / Audiologic / Dental Care, Billing, Registration and Scheduling, Management and Administrative, and Managed Care.
4	Communications and Marketing	Responsible for communications, marketing, broadcast services and digital platforms.	This includes the following processes: Advertising and Marketing, Brand Management, Internal Communications, Public Relations, External Communications, Executive Communications, Licensing, Content Development, Talent, Policies and Procedures, and Management and Administrative.
5	Community Service and Extension	Responsible for outreach, public and community service efforts, and extension programs.	This includes the following processes: Public Service Education, Public Programs, Volunteerism, External Relations, Policies and Procedures, and Management and Administrative.
6	Diversity, Equity, and Inclusion	Responsible for diversity, equity, and inclusion efforts and programs as well as ensuring compliance with associated regulations and laws. Facilitate and evaluate the implementation of the Inclusive Excellence framework throughout campus and system office functions/activities.	This includes the following processes: Events and Programs, Regulations and Compliance, Policies / Procedures / and Consulting, Talent Diversity and Inclusion, and Management and Administrative.
7	Enrollment Management	Responsible for recruiting students and evaluating applicants, matriculating and registering students, administering financial aid, maintaining student records, and providing student advising.	This includes the following processes: Admissions, Registration, Career Services, Financial Aid / Scholarship and Awards, Student Records, Advising and Student Support Services, Onboarding, Graduation, Recruitment Marketing and Communications, College Pathways, Athletic Certification and Reporting, Policies and Procedures, and Management and Administrative.
8	Facilities	Responsible for the planning, management, and/or maintenance of campus facilities and infrastructure as well as promoting campus and environmental health and safety and providing supplementary services.	This includes the following processes: Card Access and Key Shop, Campus Planning, Campus Security, Energy and Utilities, Environmental Health and Safety, Facilities Operations, Landscaping, Management and Administrative, Design and Construction Compliance, Parking and Transportation, Planning / Design & Construction, Policies and Procedures, Postal Services, Space Planning and Management, Student Print Services, Sign Shop, Vehicle and Fleet Management, Student Transportation, and Third Party Vendor Management.

9	Finance	Responsible for analyzing and managing the financial operations and performance of the University, cash handling, and audit functions.	This includes the following processes: Accounts Payable / T&E Accounting, Accounts Receivable / Debt Collection / Cash Collection, Credit Management, Billing & Internal Charges, General Accounting, Financial / External Reporting, Management Reporting, Cashiering and Student Account Management, Performance Improvement Projects, Process Controls & Compliance, Treasury, Tax Accounting / Compliance & Planning, Budgeting & Forecasting, Internal Audit, Business Analysis, Policies and Procedures, Risk & Insurance Management, Contract Management, and Management and Administrative.
10	General Administration	Responsible for managing multiple departments or functions across the system. Providing general administration support activities such as travel booking, calendaring, data entry, and expense reimbursement.	This includes the following processes: Strategic Planning, Management, Non-Travel Financial Transactions, Records Management, Travel Administration, and Administrative Services.
11	Human Resources	Responsible for hiring, training, evaluating, paying and rewarding employees. Oversee organization leadership and culture and ensuring compliance with employment and labor laws.	This includes the following processes: Recruitment / Selection / Onboarding, Workforce Administration and Processing, Talent Management, Training / Learning and Development, Diversity / Equity / Inclusion, Organizational Effectiveness and Change Management, Employee / Labor Relations and Policies & Procedures, Compensation and Classification, Benefits and Retirement, Payroll & Time and Attendance, Human Resource Technology, and Management and Administrative.
12	Information Technology	Responsible for foundational support for the business of the institution, supports new advances and approaches to teaching and learning, and provides new capabilities in research. IT is responsible for the developing and/or maintaining of software, supporting computers and operating systems, supporting networks and printers, or other IT devices.	This includes the following processes: IT Development, Quality, Security & Compliance, IT Management & Administration, IT Strategy & Architecture, Infrastructure Operations, Enterprise Applications, End User Support Management, Policies and Procedures, and Management and Administrative.
13	Intercollegiate Athletics	Responsible for the management and administration of intercollegiate athletics, intramurals, and recreation and the facilities and personnel that are used to support the programs.	This includes the following processes: Events and Programs, Broadcast Production, Coaching and Recruiting, Facilities Management and Operations, Student Services and Athlete Support, Regulations and Compliance, Policies and Procedures, Management and Administrative, and Recruitment.
14	Legal	Responsible for legal representation and advice to the University, its governing board, and officials. Includes legal review of contracts, legal advice and drafting for transactional matters, conduct and oversight of litigation, and selection and oversight of outside counsel.	This includes the following processes: Legal Expertise, Legal Support, Management and Administrative, and Policies and Procedures.
15	Libraries and Museums	Responsible for the management and support of libraries and museums.	This includes the following processes: Patron Services, Library Operations, Library Collection Management, Education and Research Support, Library and Museum Technology, Museum Operations, Content Development, Policies and Procedures, and Management and Administrative.

16	Printing and Publishing	Responsible for the production, publishing, and delivery of written materials (excluding scholarly works) and signs.	This includes the following processes: Order Intake, Content Development and Creative, Fulfillment and Delivery, Print Advertising, Third Party Vendor Management, Policies and Procedures, and Management and Administrative.
17	Real Estate Services	Responsible for the management of University real estate portfolio.	This includes the following processes: Transaction Management, Strategic Planning, Taxes, Lease Administration, Third Party Vendor Management, Risk & Insurance Management, Policies and Procedures, and Management and Administrative.
18	Research and Economic Development Engagement	Responsible for all externally funded sponsored activity, including but not limited to research, pre- and post-award grant and contract activity (proposals and awards), as well as associated committees / IRB, veterinary care, management and support of technology commercialization services, and engaging private and public entities for increased University engagement and collaboration.	This includes the following processes: Research, Research Services, Clinical Trials, Core Laboratory Services, Veterinary Care, Technology Transfer and Commercialization, Proposal Development and Grant Writing, Pre-Award Grant Administration, Post-Award Grant Administration, Public-Private Partnerships and New Ventures, Policies and Procedures, and Management and Administrative,
19	Student Affairs and Services	Responsible for providing student and student-related development opportunities, programs, and services such as housing, dining, student activities, Greek life, student health, counseling, and career services.	This includes the following processes: Advising and Student Support Services, Counseling Services and Behavioral Health, Career Services, Case Management, Disability Services, Events and Programs, Food Plans, Food Preparation, Food Service Operations, Management and Administrative, Policies and Procedures, Programs and Curriculum Development, Regulations and Compliance, Student Health, Student Housing Administration, Student Housing Operations, Student Life, Student Centers / Student Union / and Recreation Centers, Student Employment, and Wellness and Health Education.
20	Supply Chain and Procurement	Responsible for purchasing and contracting of goods and nonpersonal services, including support operations of procurement systems.	This includes the following processes: Card Program Management, Transaction Processing, Supplier & Contract Management, Supplier Diversity, Strategic Sourcing, Performance Management, Distribution, Warehousing / Surplus & Inventory Management, Policies and Procedures, and Management and Administrative.
21	Teaching	Responsible for instructing learners and/or supporting the development and delivery of educational curriculum. Participation in, hosting and teaching/providing focused professional development programs.	This includes the following processes: Instruction, Instruction Administration, and Student Advising,
22	University Advancement	Responsible for building advocacy and donor support through alumni and constituent/external/corporate relations, volunteer management, donor relations and development.	This includes the following processes: Research and Analysis, Funding Administration, Fundraising and Development, Corporate Relations, Asset Management, Events and Programs, Stewardship and Relationship Management, Comprehensive Campaign Management, Policies and Procedures, Brand and Content Development, Marketing and Communications Support, and Management and Administrative.

Activity Analysis Survey Taxonomy

PROCESSES

Process Number	Function	Process	Process Description
1.1	Academic Affairs	<i>Academic Committees and Groups</i>	Serve on, coordinate, or liaison with academic bodies such as Faculty Senate and committees. Work collaboratively with any faculty governing bodies to monitor any changes to governance, rules, regulations, or operating procedures related to faculty.
1.2	Academic Affairs	<i>Administrative Support</i>	Assist Deans and schools to obtain and maintain professional accreditation status and provide necessary data and support for regional accreditation activities. Assist Deans and schools by providing necessary infrastructure (space, technology, etc.) for continuing education activities. Manage and supports the teaching credential verification and teaching assignment process. Support unit operations via office support such as calendaring, scheduling, answering telephone(s), data entry, developing and formatting reports, preparing and filing correspondence and other documents.
1.3	Academic Affairs	<i>Advising and Student Support Services</i>	Provide guidance and advice for course registration, financial planning, completion of forms, and other issues. Provide immigration advising, personal advising, and liaison services to international students. Refer students to health services or other organizations as needed. Assign advisors to specific students or individual programs / departments.
1.4	Academic Affairs	<i>Career Services</i>	Schedule student interviews, maintain job listings and student recommendation records, oversee cooperative education, internships and other career development programs, provide career education and guidance on career planning. Maintain Career Services database for job searches. Plan, coordinate, and execute campus career fairs and maintain relationships with recruiters and employers.
1.5	Academic Affairs	<i>Educational Programs and Curriculum Development</i>	Develop, manage, review, assess, and modify academic programs and curriculums. This includes management of department course materials, rooms and meeting times in internal systems and distribution of this information. Perform market research to determine the feasibility of new programs. Manage and report student retention initiatives.
1.6	Academic Affairs	<i>Events and Programs</i>	Attend, plan, develop agendas for and/or coordinate seminars, conferences, and other events to present or learn about leading instruction practices and strategies as well as other applicable academic related topics.
1.7	Academic Affairs	<i>Faculty Records Administration</i>	Enter or update faculty records and faculty information system, including credentials, vitae, tenure tracking, salary history, etc. Complete faculty employment processing and paperwork. Research, compile, and prepare reports to disseminate faculty data.
1.8	Academic Affairs	<i>Faculty Recruitment and Development</i>	Participate in faculty recruitment, such as providing information to candidates about the University, school, division, department, College, agency or other member particular center. Conduct or monitor activities associated with faculty appointments, promotion, tenure, and retirement. Support and manage faculty evaluation, tenure, and promotion process. Promote professional development in support of teaching. See "Human Resources" Function for specific onboarding, dismissal, transition, etc. activities.
1.9	Academic Affairs	<i>Institutional Research</i>	Gather data about University students, faculty, staff, curriculum, course offerings, learning outcomes, etc. and reform analyses to evaluate the effectiveness of institutional programs and initiatives and the statistical significance of collected data. Include time spent developing casual and predictive statistical models. Report data to the Department of Education, IPEDS survey, college publishers such as U.S News & World Report, and with other institutions for comparison of practices and outcomes.
1.10	Academic Affairs	<i>Management and Administrative</i>	Management of own unit and/or perform administrative tasks for own unit such as attending meetings, data entry, and department trainings. Management includes setting and communication of goals, determining actions to achieve goals, as well as allocating and managing financial, physical, and human resources to accomplish goals.
1.11	Academic Affairs	<i>Policies and Procedures</i>	Develop, manage, and provide training on University policies regarding Academic Affairs. Represent University interests to state, regional and federal agencies such as the Higher Learning Commission and MDHE/CBHE.

2.1	Auxiliary Services & Business Operations	<i>E-Commerce Retail Operations</i>	Fulfill online customer orders from University retail websites and maintenance of online product catalog.
2.2	Auxiliary Services & Business Operations	<i>E-Commerce Web Design</i>	Provide design work or programming for University retail websites including search engine optimization.
2.3	Auxiliary Services & Business Operations	<i>Management and Administrative</i>	Management of own unit and/or perform administrative tasks for own unit such as attending meetings, data entry, and department trainings. Management includes setting and communication of goals, determining actions to achieve goals, as well as allocating and managing financial, physical, and human resources to accomplish goals. Plan and coordinate private paid events such as weddings, receptions, and parties.
2.4	Auxiliary Services & Business Operations	<i>Miscellaneous Business Operations</i>	Manage and/or coordinate other business operations that may provide some combination of reimbursed business and academic services (e.g. golf course, concerts and theater productions, agricultural operations, child development lab, adult day connection, adventure club, etc.).
2.5	Auxiliary Services & Business Operations	<i>Policies and Procedures</i>	Develop, manage, and provide training on University policies regarding Auxiliary Services.
2.6	Auxiliary Services & Business Operations	<i>Retail Buying</i>	Plan, select, buy, and price a range of products to sell in retail outlets. Analyze product customer demand, pricing, quality, market trends, and availability to make decisions. Source vendors to purchase from and negotiate rates and terms. Attend trade shows and other events.
2.7	Auxiliary Services & Business Operations	<i>Retail Marketing</i>	Manage retail, bookstore, and e-commerce brands. Coordinate marketing, communications, and promotional events for retail, bookstore, and dining/food service locations as well as e-commerce websites. See "Marketing & Communications" Function for University-wide marketing activities.
2.8	Auxiliary Services & Business Operations	<i>Retail Operations</i>	Manage and/or perform day-to-day operations of retail (gift shops, stores at athletic venues, pro shops, etc.) and bookstore operations. This includes stocking and organization of merchandise, ordering and selling of merchandise, providing customer service, handling returns and exchanges, arranging customer pick-ups and deliveries of merchandise, receiving merchandise deliveries, daily cleaning etc. See "Procurement" Function for warehousing and distribution of merchandise.
2.9	Auxiliary Services & Business Operations	<i>Television and Radio Broadcasting</i>	Manage the development and production of television and radio programming (e.g. KOMU, KBIA, etc.). Host or serve as a "personality" for these programs. See "Marketing and Communications" Function for general marketing and content development activities.
3.1	Clinical	<i>Billing</i>	Perform activities and resolve customer complaints and inquiries related to clinical, veterinary, audiologic, dental, or optometric billing (data entry and edits, reconciliation, mailings and statements, payments and refunds, and payment plans), charge coding, and open encounter resolution/reporting.
3.2	Clinical	<i>Direct Clinical, Veterinary, Optometric, Audiologic, and Dental Care</i>	Provide direct clinical (including students and athletes), veterinary, optometric, audiologic, or dental care to patients. Perform patient care ancillary services including attending to medical records, planning of care for patients. Includes whether students/residents are present. Perform retail operations unique to the Optometric Dispensary or to Audiologic Dispensary.
3.3	Clinical	<i>Managed Care</i>	Resolve payer issues, insure proper reimbursement by payers, enroll providers with government and contracted payers, maintain charge master, and perform contract negotiations.

3.4	Clinical	<i>Management and Administrative</i>	Management of own unit and/or perform administrative tasks for own unit such as attending meetings, data entry, and department trainings. Include compliance with government regulations. Management includes setting and communication of goals, determining actions to achieve goals, as well as allocating and managing financial, physical, and human resources to accomplish goals. Include activities associated with credentialing of providers and residents. Develop, manage, and provide training on University policies regarding clinical operations including annual compliance trainings.
3.5	Clinical	<i>Patient Care Support</i>	Perform administrative activities that are dedicated to providing patient care support services. This may also include medical directorships, quality care committees, etc. Enroll in, maintain provider participation, and monitor policy changes and credentialing among multiple insurance companies. Perform set up, preventative maintenance, break/fix services, and support procurement of clinical and related equipment, technology, or ambulatory vehicles. Fabricate, configure, maintain, and support instrumentation used in support of University patient care.
3.6	Clinical	<i>Registration and Scheduling</i>	Register patients and schedule patients. Verify patient demographics, collect copays, verify insurance, collect compliance forms and/or check-in patients. Resolve customer complaints and inquiries related to registration errors.
4.1	Communications and Marketing	<i>Advertising and Marketing</i>	Direct and/or support advertising and marketing efforts of the University (including athletics marketing) and analyze their performance and return on investment. Coordinate with advertising agencies to develop tactical media buying plans and manage campaigns. Manage marketing partnerships and/or sponsorships between the University and external groups, organizations, and communities. Develop annual marketing plans and design commercial programs and execution briefs. See "Auxiliary Services" Function for retail marketing.
4.2	Communications and Marketing	<i>Brand Management</i>	Lead development of University-wide branding and marketing strategies and/or assist various departments organizations (including University retail) to develop ongoing marketing strategies related to key services/offerings consistent with enhancing the organizational brand. Monitor use of University brand and assist and perform outreach to various departments and internal and external organizations to enhance it. Maintain a central digital asset repository necessary to consistent represent and maintain brand integrity.
4.3	Communications and Marketing	<i>Content Development</i>	Provide direction, assistance and support in relation to all content published on behalf of the organization - both from a departmental and Universitywide perspective. Edit and/or produce University-developed radio shows, television shows, podcasts, online webcasts, written content, etc., for publication and distribution within University marketing vehicles, promotional activities, or external vehicles, such as magazines, websites, billboards, etc.
4.4	Communications and Marketing	<i>Executive Communications</i>	Manage or coordinate university executive communications such as speechwriting, presentation preparation, consultation with executive-level officers, internal/external communications with executives.
4.5	Communications and Marketing	<i>External Communications</i>	Manage and support University external communications, media messaging, and social media.
4.6	Communications and Marketing	<i>Internal Communications</i>	Manage or coordinate enterprise internal communications to ensure consistent messaging across organizational guidelines, policy communications, and compliance. Assist various departments with the development, branding, printing, targeting, fulfillment and success measurement of communications designed to promote the organizations services and initiatives.
4.7	Communications and Marketing	<i>Licensing</i>	License University brand for consumer products and manage license relationships. Identify potential licensees, negotiate license agreements, and maintain licensee relationships. Ensure licenses are being used in compliance with license contracts and University brand.

4.8	Communications and Marketing	<i>Management and Administrative</i>	Manage own unit and/or perform administrative tasks for own unit such as attending meetings, data entry/analysis, and department trainings. Management includes measurement and evaluation of key performance indicators, setting and communication of goals, determining actions to achieve goals, as well as allocating and managing financial, physical, and human resources to accomplish goals.
4.9	Communications and Marketing	<i>Policies and Procedures</i>	Develop, manage, and provide training on University policies, guidelines, and best practices regarding Communications and Marketing.
4.10	Communications and Marketing	<i>Public Relations</i>	Act as liaison and spokesperson to media outlets regarding University issues. Develop and issue press releases and media advisories. Includes pitching stories to media, arranging interviews, faculty experts, etc. Provide trainings on how to manage relationships and communication with the media and press.
4.11	Communications and Marketing	<i>Talent</i>	Host a radio show, television show, podcast, online webcast, live/broadcast events etc. Perform as an actor or extra in University developed videos. Perform music live or for University developed soundtracks, videos, etc. Work with externally contracted talent or talent agencies.
5.1	Community Service and Extension	<i>External Relations</i>	Promote the formation and supportive interactions in internal and external communities targeted towards benefiting the general public other stakeholders and partners. Develop and support relationships with key charitable and government entities and other stakeholders as well as non-profit and volunteer-based organizations. Provision of extension services.
5.2	Community Service and Extension	<i>Management and Administrative</i>	Management of own unit and/or perform administrative tasks for own unit such as attending meetings, data entry, and department trainings. Management includes setting and communication of goals, determining actions to achieve goals, as well as allocating and managing financial, physical, and human resources to accomplish goals.
5.3	Community Service and Extension	<i>Policies and Procedures</i>	Develop, manage, and provide training on University policies regarding Community Service and Extension.
5.4	Community Service and Extension	<i>Public Programs</i>	Manage and/or coordinate programs targeted towards benefiting the general public and/or specific needs both off and on campus.
5.5	Community Service and Extension	<i>Public Service Education</i>	Develop and/or deliver curriculum and activities incorporating service-learning and public service, coordination of public engagement and civic-based activities and internships, and participation in experiential learning activities such as study abroad programs focused on community development.
5.6	Community Service and Extension	<i>Volunteerism</i>	Provide services for no financial gain to benefit the general public.
6.1	Diversity, Equity, and Inclusion	<i>Events and Programs</i>	Plan and execute both social and educational events and programs focused on promoting diversity, equity, and inclusion. Coordinate, manage, execute, and/or serve as sponsor for student organizations. Participate or serve in committees focused on diversity, equity, and inclusion.
6.2	Diversity, Equity, and Inclusion	<i>Management and Administrative</i>	Management of own unit and/or perform administrative tasks for own unit such as attending meetings, data entry, and department trainings. Management includes setting and communication of goals, determining actions to achieve goals, as well as allocating and managing financial, physical, and human resources to accomplish goals.

6.3	Diversity, Equity, and Inclusion	<i>Policies, Procedures, and Consulting</i>	Develop, manage, and provide training on University policies regarding Diversity, Equity, and Inclusion. Provide consulting and expertise on diversity, equity, and inclusion matters to University leaders, groups, and organizations as well as the local community. Work to execute the University-wide diversity strategic plan by working and collaborating with leaders and cross-functional groups.
6.4	Diversity, Equity, and Inclusion	<i>Regulations and Compliance</i>	Maintain records of federal or other regulations (e.g. from OCR), keep current on requirements, pass information to other staff, and update materials to reflect changing regulations. Manage and conduct internal audits and coordinate work of external auditors in regards to University policies as well as government laws (e.g. ADA) and regulations on diversity, equity, and inclusion.
6.5	Diversity, Equity, and Inclusion	<i>Talent Diversity and Inclusion</i>	Develop, implement, and administer diversity strategies, initiatives, and programs related to recruiting and retaining talent. Develop diversity and inclusion performance goals and measure their progress and effectiveness.
7.1	Enrollment Management	<i>Admissions</i>	Manage or coordinate all facets of marketing the University, its program offerings and student life to prospective domestic and international students through direct and indirect marketing methods (including face-to-face, telecounseling, social media, electronic and print media). Communicate with individuals in a position to influence prospective student decisions (such as guidance counselors, teachers and parents). Attend high school visits, college fairs, workshops, etc. Manage and run Visitor Relations and the campus visit program. Manage student recruitment event management for both in and out of state markets for students, their families and guidance counselors. Create marketing and event communications. Perform CRM administration of prospect and applicant data for the division and academic units. Manage, update, and reconcile applicant data systems and respond to inquiries regarding status and other information. Receive and process all incoming materials for undergraduate applications. Review and evaluate all undergraduate applications and materials to determine admissibility to the University. Determine residency status and transfer credit equivalencies and post to student account. Attend college nights, admissions fairs, etc. Review applications, interview applicants (on or off-campus), and discuss applicants with other staff. Conduct entrance and exit interviews. Manage, update, and reconcile applicant data systems and respond to inquiries regarding status and other information. Distribute recruiting materials to unit offices, assemble/mail recruiting material packages, and offer letters for distribution to the potential applicant.
7.2	Enrollment Management	<i>Advising and Student Support Services</i>	Provide guidance and advice for course registration, financial planning, completion of forms, and other issues. Provide immigration advising, personal advising, and liaison services to international students. Refer students to health services or other organizations as needed. Assign advisors to specific students or individual programs / departments.
7.3	Enrollment Management	<i>Athletic Certification and Reporting</i>	Review data and approve certification of eligibility for all incoming, transfer and continuing student-athletes. Serve as liaison between academic units and Athletics staff. Maintain custom PeopleSoft athletic database. Prepare and submit required Academic Progress Rate (APR) and Graduation Success Rate (GSR) reports annually to the NCAA. Write queries, compile, and analyze data which assist with tracking and supporting student success efforts of student-athletes.
7.4	Enrollment Management	<i>Career Services</i>	Schedule student interviews, maintain job listings and student recommendation records, oversee cooperative education, internships and other career development programs, provide career education and guidance on career planning. Maintain Career Services database for job searches. Plan, coordinate, and execute campus career fairs and maintain relationships with recruiters and employers.
7.5	Enrollment Management	<i>College Pathways</i>	Develop a pipeline of future students by providing pre-college programs and services to enhance the college readiness levels of students in the region and/or state.

7.6	Enrollment Management	<i>Financial Aid, Scholarships, and Awards</i>	Track financial aid or loan application data and verify accuracy of reported information. Calculate financial need and eligibility using federal methodology and other accepted University methodologies. Prepare financial aid packages and maintain financial aid systems. Resolve financial aid problems with students, other units, offices, outside entities (such as banks). Disburse and follow up on delinquent loan payments and collect loan payments. Analyze financial aid trends, calculate projections, report total dollars, and perform statistical analyses. Prepare financial aid reports or gather data to report to outside entities. Review award merit scholarships applications and rank applicants. Complete merit scholarship paperwork and determine award amount. Notify students of grant and fellowship opportunities and assist students in applications. Set up and manage grant and fellowship accounts in PeopleSoft and FAMIS and report to funding agencies. Assist students in applications, track or record information in system, disburse fellowship stipends, and prepare donor reporting. Perform activities related to annual audit/A133 audit and ensure proper controls are in place.
7.7	Enrollment Management	<i>Graduation</i>	Develop schedule, organize, and conduct commencement/graduation ceremonies. Order materials for ceremonies. Act as liaison to academic units regarding their ceremonies. Provide intentional services and support to address transitional events, issues, and needs of new students and their families.
7.8	Enrollment Management	<i>Management and Administrative</i>	Management of own unit and/or perform administrative tasks for own unit such as attending meetings, data entry, and department trainings. Management includes setting and communication of goals, determining actions to achieve goals, as well as allocating and managing financial, physical, and human resources to accomplish goals.
7.9	Enrollment Management	<i>Onboarding</i>	Develop, plan, sponsor, and coordinate new student orientation programs including communication efforts. Produce and distribute orientation materials. Integrate with Starfish (Connect) system.
7.10	Enrollment Management	<i>Policies and Procedures</i>	Develop, manage, and provide training on University policies regarding Enrollment Management.
7.11	Enrollment Management	<i>Recruitment Marketing and Communications</i>	Evaluate best practices and create solutions for marketing the University and its programs to prospective students in conjunction with marketing efforts in place at the University level. Manage, develop and execute communications (e.g. letters, e-mails, social media, publications, websites) for the recruitment of future students.
7.12	Enrollment Management	<i>Registration</i>	Enter approved course registration, add/drops, and schedule changes into PeopleSoft or other student system and distribute confirmations and class rosters. Facilitate course registration process including term/course registrations, add/drops/withdrawals, course scheduling, and maintaining catalog. Manage academic calendar and book classrooms.
7.13	Enrollment Management	<i>Student Records</i>	Maintain and update student information, enrollment records and grades, and progress towards degrees in PeopleSoft or other student information systems. Certify student completion of programs and approve for degree as appropriate. Distribute student records and transcripts. Analyze student record data like retention, application versus admission, acceptance rates, graduation rates, etc. Handle appeals, review student records, and communicate to students. Distribute student records and transcripts and submit data to National Student Clearinghouse. Facilitate any procedures or processes that deal with student records. Maintain and follow records retention policies via paper or e-records.
8.1	Facilities	<i>Campus Security</i>	Provide sworn law enforcement services and security to protect members of the University community and University physical assets.
8.2	Facilities	<i>Card Access and Key Shop</i>	Manage building access control including design, construction, and operation support for card access systems and/or keyed systems. Build and distribute building access cards and keys.

8.3	Facilities	<i>Design and Construction Compliance</i>	Provide Authority Having Jurisdiction services including code review and approval for all University property and leased property. Develop, manage, and provide training on University policies and procedures for Design and Construction. Develop and manage the Project Management Manual, Construction Project Management Manual, and Consultant Procedures and Design Guidelines Manual. Develop and update University technical design guidelines, all standard documents (i.e. agreements, contracts, general conditions, etc.). Liaison to the BOC and State for Design and Construction approvals. Manage the Prevailing Wage program and compile and issue facility related reports.
8.4	Facilities	<i>Energy and Utilities</i>	Manage and/or operate the University power plant and other utilities. Develop and execute strategies for energy management and sustainability.
8.5	Facilities	<i>Environmental Health and Safety</i>	Provide environmental and regulatory compliance as well as hazardous materials programs, lab safety programs, biological safety programs, chemical safety programs, food safety programs, fire safety programs, radiation safety, and workplace safety programs.
8.6	Facilities	<i>Facilities Operations</i>	Analyze facilities activity, performance and trends. Clean and maintain building facilities and move goods between departments. Correct or repair any situations arising from failure of equipment, heating, cooling, etc. Plan or perform routine and preventative maintenance on a predefined schedule, including lubrication, filter changes, steam trap checking and replacement, cooling coil cleaning, etc. Store and track inventory used for repairs and maintenance, coordinate maintenance of a building, department, or school, complete work orders or use phone requests to schedule emergency maintenance or repairs, confirm that maintenance and repair work is performed to specifications, and schedule and monitor performance of maintenance and repair services.
8.7	Facilities	<i>Landscaping</i>	Provide landscaping services to maintain University grounds. Provide snow and ice removal. Fill potholes.
8.8	Facilities	<i>Management and Administrative</i>	Management of own unit and/or perform administrative tasks for own unit such as attending meetings, data entry, and department trainings. Management includes setting and communication of goals, determining actions to achieve goals, as well as allocating and managing financial, physical, and human resources to accomplish goals.
8.9	Facilities	<i>Parking and Transportation</i>	Manage all types of services and maintenance related to the provision, operation and maintenance of parking facilities and services. Enforce campus parking policies and issue related tickets.
8.10	Facilities	<i>Planning, Design & Construction</i>	Manage the planning, design and construction process for building, renovation, expansion, and infrastructure projects as well as major repairs. Projects may be designed and constructed by in-house personnel or by third party consultants and contractors. Services for furniture and equipment selection, procurement, and installation in relation to facility usage when needed by units.
8.11	Facilities	<i>Policies and Procedures</i>	Develop, manage, and provide training on University policies regarding Facilities.
8.12	Facilities	<i>Postal Services</i>	Pick up and deliver E&G, auxiliary, and other mail and items. Pre-sort outgoing US mail. Manage express mail services (FedEx, UPS). Manage bulk mail services.
8.13	Facilities	<i>Sign Shop</i>	Manage sign shop and fulfill customer orders. This includes order intake, job set-up, document production, customer service, and maintenance of equipment.
8.14	Facilities	<i>Space Planning and Management</i>	Manage inventory and space database. Develop and implement facility space plans of colleges, departments and units funded through the General Resource Allocation (GRA or E&G).
8.15	Facilities	<i>Student Print Services</i>	Manage and service printing jobs for students and the campus community. This includes order intake, job set-up, document production, customer service, and maintenance of equipment. Fulfill customer orders. See "Publishing" Function for large publishing jobs (e.g. catalogs, newspapers, etc.).

8.16	Facilities	<i>Student Transportation</i>	Manage all types of transportation services for students. Operate transportation services for students (e.g. bus driver, rail car operator).
8.17	Facilities	<i>Third Party Vendor Management</i>	Manage vendor relationships that support third party vendors.
8.18	Facilities	<i>Vehicle and Fleet Management</i>	Manage University fleet of vehicles and perform all types of vehicle and fleet maintenance and support services.
9.1	Finance	<i>Accounts Payable / T&E Accounting</i>	Process and pay vendor and supplier invoices for University expenditures and processing and making payments or employee reimbursements for T&E expenses. Manage One Card purchases as well as process and approve One Card transactions. Approve travel purchases and cash advances.
9.2	Finance	<i>Accounts Receivable / Debt Collection / Cash Collection</i>	Manage money owed to the University by customers who have bought goods or services on credit. It is a current asset that continually turns into cash as customers pay their bills. This does not include accounts receivable related to students, grants, and clinical work. This also includes any effort related to receiving payment and creating deposits and related CRR's at the department level.
9.3	Finance	<i>Billing & Internal Charges</i>	Create and distribute invoices and receipts, for goods or services rendered. Includes the use of ARBI to bill for services provided. Excludes "Cashier's Office " Function for student billing and "Clinical" Function for clinical patient billing. Developing rates for University recharge operations and collecting charges from internal customers.
9.4	Finance	<i>Budgeting & Forecasting</i>	Prepare business unit and department budgets and develop revenue and income forecasts. Focused on the processes performed by the business unit Finance groups.
9.5	Finance	<i>Business Analysis</i>	Provide business analysis and support to managers. Provide operations management with interpretive and predictive financial and non-financial information, analyze cost accounting data for recovery rate development, and price analysis for products / services and new programs.
9.6	Finance	<i>Cashiering and Student Account Management</i>	Manage or coordinate the set-up, performance, and maintenance of PeopleSoft Student Financials to ensure proper fee assessment, facilitating the collection of student fee revenue. Review, produce, and provide customer with monthly electronic and/or paper billing statements. Oversee all third party sponsor billing activities. Produce yearly 1098T tax forms per Federal IRS rules. Evaluate waiver requests from campus departments, UM Human Resources, and adjust the student account accordingly. Oversee the fee assessment for Study Abroad programs. Process all student refunds resulting in credit balances from Federal Financial Aid disbursements and/or personal payments. Responsible for overseeing uncashed refund checks that result in funds being returned to the Department of Education or going through the yearly escheated process. Manage and perform collection activities for both currently enrolled students and non-enrolled students. Process credit adjustments to student's accounts due to withdrawing from the institution and/or receiving residency. Accept student account payments from varied sources and process campus departmental cash received reports. Prepare daily bank deposit. Oversee and manage the collection of the following loan funds: Perkins, Nursing, Health Professions, and institutional loans. Provide customer service to students, families, campus community and external customers. Assist students, parents and staff to resolve complaints and arbitrate disputes. Responsible for the reconciliation of the A/R student balance sheet chartfield strings.

9.7	Finance	<i>Contract Management</i>	Negotiate, draft, review, edit, establish, and manage contracts. Provide user education, database management, ensure contracts comply with University policies and state laws, provide coordination of campus real estate transactions, and custodian of contract records. Excludes Sponsored Research and Procurement/Supply Chain contracts.
9.8	Finance	<i>Credit Management</i>	Establish and update credit and collection policies, evaluate and authorize credit limits, and review and monitor customer payment histories.
9.9	Finance	<i>Financial / External Reporting</i>	Prepare consolidated financial information in accordance with external requirements such as Generally Accepted Accounting Principles (GAAP) and other regulatory reporting requirements.
9.10	Finance	<i>General Accounting</i>	Reconcile and consolidate financial information on a periodic basis. This includes activities related to chart of accounts, journals, internal accounting, fixed asset accounting, inventory accounting, closing the books, transaction checklist, and consolidation. Includes payroll review / reconciliation. Reconcile feeds from source systems into PeopleSoft General Ledger.
9.11	Finance	<i>Internal Audit</i>	Manage and conduct internal audits and consulting projects. Conduct risk assessments. Report to oversight committees and government entities. Manage the system-wide hotline and investigations. Address compliance concerns/issues and follow-up on agreed to management action plans.
9.12	Finance	<i>Management and Administrative</i>	Management of own unit and/or perform administrative tasks for own unit such as attending meetings, data entry, and department trainings. Management includes setting and communication of goals, determining actions to achieve goals, as well as allocating and managing financial, physical, and human resources to accomplish goals. Includes time spent granting, managing and reviewing access to financial systems (PeopleSoft, Hyperion, Webapps, Cognos).
9.13	Finance	<i>Management Reporting</i>	Compile and create management reports as required to enable managers to make decisions.
9.14	Finance	<i>Performance Improvement Projects</i>	Support Finance improvement projects related to process optimization, technology enablement or organizational effectiveness. Only individuals that support overall Finance improvement initiatives as a part time or full time responsibility should allocate time to this process.
9.15	Finance	<i>Policies and Procedures</i>	Develop, manage, and provide training on University policies regarding Finance.
9.16	Finance	<i>Process Controls & Compliance</i>	Provide a system of controls and continuous auditing to monitor compliance with expectations for performance.
9.17	Finance	<i>Risk & Insurance Management</i>	Manage the insurance process at the institution including risk financing, claims management and Safety and Risk Management Consulting.
9.18	Finance	<i>Tax Accounting, Compliance, and Planning</i>	Ensure compliance and prepare and file tax returns. Advise on appropriate strategies for minimizing the organization's tax liability as well as financing and commercial transactions between entities in multiple tax jurisdictions to minimize adverse tax consequences and managing the University structure to ensure tax-planning assumptions continue to be valid.
9.19	Finance	<i>Treasury</i>	Manage cash flows, investments and related financial risks. Includes cash management, risk management – tasks necessary to manage cash flows, investments and related financial risks.
10.1	General Administration	<i>Administrative Services</i>	Support unit operations via office support such as calendaring, scheduling, answering telephone(s), data entry, developing and formatting reports, preparing and filing correspondence and other documents.
10.2	General Administration	<i>Management</i>	Manage multiple departments or functions across the system.
10.3	General Administration	<i>Non-Travel Financial Transactions</i>	Perform financial transaction activities such as purchase orders, voucher payments, reimbursements, one card, cash receivables, etc.
10.4	General Administration	<i>Records Management</i>	Manage or coordinate the retention and disposition of records.

10.5	General Administration	<i>Strategic Planning</i>	Develop operational strategies (setting of goals, determining actions to achieve goals, and allocating financial, physical, and human resources to accomplish goals) across multiple units as well as long-term University strategic plans.
10.6	General Administration	<i>Travel Administration</i>	Support unit operations by coordinating travel scheduling for others and handling associated paperwork, data entry into University systems, and travel expense reimbursements.
11.1	Human Resources	<i>Benefits and Retirement</i>	Develop benefits and retirement strategy and program design. Deliver benefits and retirement services and administrative support. Includes employee enrollment in benefits plans, processing data, managing vendor relationships, FMLA, processing forms, risk management, worker's compensation, and answering general inquiries.
11.2	Human Resources	<i>Compensation and Classification</i>	Develop compensation strategy and program design. Deliver services and administrative support related to compensation strategy, program design, and processing. Includes base pay, incentives, recognition programs, extra compensation, job evaluation, market analysis, salary planning and processing.
11.3	Human Resources	<i>Diversity, Equity, and Inclusion</i>	Implement diversity strategies and initiatives, and design and develop employee diversity and inclusion programs. Perform affirmative action administrative procedures. Develop University guidelines and policies and procedures for diversity, equity, and inclusion processes (including Title IX) and provide associated trainings. Manage, plan, conduct, and coordinate audits and audit procedures of University policies as well as government laws and regulations on diversity, equity, and inclusion.
11.4	Human Resources	<i>Employee Relations, Labor Relations, and Policies & Procedures</i>	Manage, foster and maintain the organization's relationship with both union and non-union employees. Includes setting the employee and labor relations strategy, policy development, policy interpretation, relationship management, coaching and disciplinary action/grievance management and union management. Develop, manage, and provide training and guidance on University policies and departmental guidelines regarding Human Resources.
11.5	Human Resources	<i>Human Resource Technology</i>	Define a technology strategy, design and maintain the HRIS/HRIM applications, payroll, time & attendance and portal technology. Includes selecting, developing and implementing system solutions based on identified business requirements and compliance requirements and managing system enhancements and upgrades.
11.6	Human Resources	<i>Management and Administrative</i>	Management of own unit and staff. Management includes setting and communication of goals, determining actions to achieve goals, as well as allocating and managing financial, plant/equipment, and human resources to accomplish goals. Perform administrative tasks for own unit such as attending meetings, data entry, and department trainings.
11.7	Human Resources	<i>Organizational Effectiveness and Change Management</i>	Optimize the organization's effectiveness and performance. Includes supporting all people-related aspects of organization design, team building, interventions and employee engagement. Manage the impact of change initiatives and coordinate corresponding internal communications. Design and develop the organizational effectiveness and employee performance measures and metrics to support the needs of management and business leaders.
11.8	Human Resources	<i>Payroll & Time and Attendance</i>	Develop payroll strategy, program design, process payroll and related actions to deliver employee pay. Deliver services and administrative support. Includes preparing payroll files, setting up deductions and garnishments, calculating and validating manual and retroactive payments, reconciling payroll files, processing government required compliance reporting, preparing and distributing year end tax records for employees. Monitor types of hours worked and approve hours, perform records maintenance, perform electronic and manual time processing and time accruals. Define the time and attendance strategy and manage day-to-day servicing activities.
11.9	Human Resources	<i>Recruitment, Selection, and Onboarding</i>	Develop talent acquisition strategy and program design. Deliver services and administrative support. Includes requisition management, internal/external sourcing of talent, candidate identification verification, executive recruiting and selection/hiring of faculty/staff/students and on-boarding and assessment, and replacement.

11.10	Human Resources	<i>Talent Management</i>	Develop talent management strategy and program design. Deliver services and administrative support. Includes succession planning, performance management, and other employee development programs.
11.11	Human Resources	<i>Training, Learning, and Development</i>	Develop learning and development strategy and program design. Deliver services and administrative support. Includes needs assessment and skills inventory, learning curriculum development, training delivery and ongoing evaluation.
11.12	Human Resources	<i>Workforce Administration and Processing</i>	Manage the administrative processes of the organization's workforce throughout the employment life-cycle. Includes employee data entry and maintenance, initiating ePAFS, processing employee personnel actions, relocation services, transition assistance, outplacement services, non-resident alien tax administration, service award administration, worker's compensation processing.
12.1	Information Technology	<i>End User Support Management</i>	Run business-as-usual IT operations for end users and end-point devices including workstations, tablets, printers, mobile, etc.
12.2	Information Technology	<i>Enterprise Applications</i>	Run business-as-usual IT operations in custom and vended server or cloud based applications.
12.3	Information Technology	<i>Infrastructure Operations</i>	Run business-as-usual IT operations in facilities, hardware, network, and telecom.
12.4	Information Technology	<i>IT Development</i>	Design, build, test and service introduction - making changes to software and/or infrastructure according to demand and overall service strategy.
12.5	Information Technology	<i>IT Strategy & Architecture</i>	Lead the IT organization and provide a vision and direction for services.
12.6	Information Technology	<i>Management and Administrative</i>	Management of own unit and/or perform administrative tasks for own unit such as attending meetings, data entry, and department trainings. Management includes setting and communication of goals, determining actions to achieve goals, as well as allocating and managing financial, physical, and human resources to accomplish goals.
12.7	Information Technology	<i>Policies and Procedures</i>	Develop, manage, and provide training on University policies regarding IT.
12.8	Information Technology	<i>Quality, Security & Compliance</i>	Ensure that what is done is fit for purpose and complies with policies and standards.
13.1	Intercollegiate Athletics	<i>Broadcast Production</i>	Manage the broadcasting and production of University live athletic events etc. Host or serve as a "personality" for these programs. See "Marketing and Communications" Function for general marketing and content development activities.
13.2	Intercollegiate Athletics	<i>Coaching and Recruiting</i>	Coach, train, recruit, and mentor student athletes and activities in support of these. Market the University and its sports program directly to a potential athlete applicants (via face-to-face and telephone contact). Attend networking events and sports games to build network and observe player talent. Analyze social media accounts of potential recruits.
13.3	Intercollegiate Athletics	<i>Events and Programs</i>	Manage (e.g. plan and coordinate event programming) and operate (e.g. ticket sales, equipment rentals) first tier University sporting team events (e.g. NCAA, NAIA, NJCAA) as well as intramural and recreation events and programs. Manage and coordinate in-game promotion programs. Plan, coordinate, execute, and/or participate in community service events (e.g. MCLUB, Make-A-Wish). Provide security for athletic venues and events, athletes during team travel, coaches, etc. See "Communications and Marketing" Function for event marketing.
13.4	Intercollegiate Athletics	<i>Facilities Management and Operations</i>	Manage, operate, and maintain sports facilities, fields, venues, and recreation centers. See "Student Affairs" Function for dining hall and food service operations.

13.5	Intercollegiate Athletics	<i>Management and Administrative</i>	Management of own unit and/or perform administrative tasks for own unit such as statistics reporting, attending meetings, data entry, expense reports, coordinating of travel, and department trainings. Management includes setting and communication of goals, determining actions to achieve goals, as well as allocating and managing financial, physical, and human resources to accomplish goals. Manage Athletics annual fund and related programs. See "Communications and Marketing" Function for public and media relations, website development and management, and other related activities. See "University Advancement" for general advancement activities.
13.6	Intercollegiate Athletics	<i>Policies and Procedures</i>	Develop, manage, and provide trainings and communication on University, System, and NCAA policies on Athletics (including intramurals and recreation), drugs and alcohol, sexual assault and violence, and bystander intervention.
13.7	Intercollegiate Athletics	<i>Regulations and Compliance</i>	Manage and conduct internal reviews and coordinate work of external parties in regards to organization NCAA and other athletics policy, laws and regulations. Ensure compliance with government and organizational regulations (e.g. NCAA standards, FCPA) and complete required reporting.
13.8	Intercollegiate Athletics	<i>Student Services and Athlete Support</i>	Provide medical and mental health care, academic counseling and support, and student development services for athletes. Manage athletics equipment inventory, maintenance, and procurement.
14.1	Legal	<i>Legal Expertise</i>	Provide legal services to the University, its governing board, and officials. Includes legal advice and representation across range of subject areas, contract legal review, drafting, advice and other services for transactions, client coordination and operational support, formulation of legal strategy, and selection and oversight of outside counsel.
14.2	Legal	<i>Legal Support</i>	Provide specialized support for delivery of legal services including legal assistant services, management and support of legal resources, and reporting functions related to Legal.
14.3	Legal	<i>Management and Administrative</i>	Management of own unit and/or perform administrative tasks for own unit such as attending meetings, data entry, and department trainings. Management includes setting and communication of goals, determining actions to achieve goals, as well as allocating and managing financial, physical, and human resources to accomplish goals.
14.4	Legal	<i>Policies and Procedures</i>	Develop, manage, and provide training on University policies regarding Legal.
15.1	Libraries and Museums	<i>Content Development</i>	Provide design work, programming, and author content for library and museum websites.
15.2	Libraries and Museums	<i>Education and Research Support</i>	Provide research consultation and information services to students, faculty, staff, as dictated by academic needs. Liaise with schools and academic units to provide school- and program-specific collections, content (such as research guides) and research support, including support for literature reviews, author rights, impact measurement, and citation management. Prepare and conduct synchronous and asynchronous library and/or museum classes, workshops, and tours (e.g., general and discipline-specific library research methodologies, walkthroughs of museum exhibits). Support students, faculty, and staff through the creation of systems and services that allow for the curation and preservation of scholarly output.

15.3	Libraries and Museums	<i>Library and Museum Technology</i>	Implement technologies to gather, preserve, and deliver information, including the integrated library system, digital library and institutional repository systems, archival systems, proxy services, etc. Manage inventory of technology assets in the libraries, manage replacement cycle and technology repair and maintenance. Manage assistive technologies available for library users and staff. Negotiate and maintain contracts with vendors of library technology products and purchase products through appropriate procurement channels. Manage digitization technologies. Ensure patron privacy and network security with appropriate technological controls per University policy. Design user interfaces, navigation, and graphical design for web site and apps and integrate disparate content systems into discovery systems for use by library researchers. Write programs to integrate systems and provide user functionality, manage web servers and applications, and trouble-shoot systems. Provide data imports and exports as needed between system. Provide system usage data. Provide technology expertise for library and facility planning.
15.4	Libraries and Museums	<i>Library Collection Management</i>	Perform collection development functions to build collections. Negotiate and maintain contracts with vendors for physical format and electronic content and coordinate ordering and receipt of library resources. Provide administrative oversight for licensed resources, including customization, integration with local systems, and trouble-shooting. Provide bibliographic information and subject access in campus library catalogs (including integrated library system, digital libraries, institutional repositories, archives finding aids, etc.) of books, journals, media, subscriptions, manuscripts, photographs, and related materials. Ensure ongoing access to licensed electronic resources is maintained. Provide physical and digital preservation for general and special collections and archives regardless of format. Digitize and manage collections for online use and preservation in compliance with donor directive, legal compliance, and professional best practice procedures. Manage inventory of collection assets available for checkout and/or usage.
15.5	Libraries and Museums	<i>Library Operations</i>	Check-in and check-out materials and manage patron accounts. Manage late and lost-book fines. Place and lift account holds. Manage physical and digital delivery of materials, including equipment loan. Manage interlibrary loans and direct loans from libraries outside of the University. Manage reference, circulation and service desks. Manage course reserves. Ensure facilities provide spaces supportive of a variety of study, learning styles and productivity needs, including individual and group study spaces. Curate library collection of exhibits. Preserve and maintain current exhibits and collections. Design library exhibits and displays.
15.6	Libraries and Museums	<i>Management and Administrative</i>	Management of own unit and/or perform administrative tasks for own unit. Administrative tasks include reception services, scheduling and/or attending meetings, data entry, department trainings, paying invoices, procurement, providing delivery services between libraries, distributing mail, overseeing and/or reporting facility and furniture issues. Management includes strategic, operational, and project planning with both own unit and external units. This also includes setting and communication of goals, determining actions to achieve goals, as well as allocating and managing financial, physical, and human resources including supervisory functions to accomplish goals.
15.7	Libraries and Museums	<i>Museum Operations</i>	Curate museum collection of exhibits. Preserve and maintain current exhibits and collections. Design museum exhibits and displays. Manage museum memberships.
15.8	Libraries and Museums	<i>Patron Services</i>	Provide in-person and online general reference & information services, circulation, and wayfinding services. Provide specialized services to non-traditional populations (e.g. international students, persons with disabilities, distance learners, retirees, alumni, and the local community).
15.9	Libraries and Museums	<i>Policies and Procedures</i>	Develop, manage, and provide training on University policies regarding Libraries and Museums.
16.1	Printing and Publishing	<i>Content Development and Creative</i>	Author, research, edit, and/or proof content for the campus newspaper, catalogs, brochures, form letters, signs, banners, and other printed materials. Provide design assistance (e.g. layout, graphics, and proofs) for these materials including photographic support.

16.2	Printing and Publishing	<i>Fulfillment and Delivery</i>	Fulfill, print, and execute large publication jobs (e.g. student newspaper, UM press publications, catalogs, etc.) and sign shop services (e.g. nameplates, banners, billboards, etc.), including activities related to the billing for work and oversight of distribution lists. Coordinate distribution of materials. Also includes operational maintenance of equipment.
16.3	Printing and Publishing	<i>Management and Administrative</i>	Management of own unit and/or perform administrative tasks for own unit such as attending meetings, data entry, and department trainings. Management includes setting and communication of goals, determining actions to achieve goals, as well as allocating and managing financial, physical, and human resources to accomplish goals.
16.4	Printing and Publishing	<i>Order Intake</i>	Order intake, including job cost estimation, for large publication jobs (e.g. student newspaper, UM press publications, catalogs, etc.) and sign shop services (e.g. nameplates, banners, billboards, etc.).
16.5	Printing and Publishing	<i>Policies and Procedures</i>	Develop, manage, and provide training on University policies regarding Publishing.
16.6	Printing and Publishing	<i>Print Advertising</i>	Manage advertising space in printed materials and coordinate with advertisers.
16.7	Printing and Publishing	<i>Third Party Vendor Management</i>	Manage vendor relationships that support publishing functions.
17.1	Real Estate Services	<i>Lease Administration</i>	Manage the University's lease portfolio, including tenant relationships, dispute resolutions, market/portfolio analysis, monetary and non-monetary lease terms and portfolio reporting.
17.2	Real Estate Services	<i>Management and Administrative</i>	Management of Real Estate Department includes setting and communicating goals, determining actions to achieve goals, as well as allocating and managing financial, physical, and human resources to accomplish goals. Perform administrative tasks for the Real Estate Department such as attending meetings, assigning transactions/projects to staff, document management, preparing documents for the Board of Curators, data entry, systems maintenance/management and department trainings/meetings.
17.3	Real Estate Services	<i>Policies and Procedures</i>	Develop, manage, and provide training on University policies regarding Real Estate Services.
17.4	Real Estate Services	<i>Risk & Insurance Management</i>	Obtain and manage property insurance policies including risk management.
17.5	Real Estate Services	<i>Strategic Planning</i>	Key roles include master/strategic planning, development of operational strategies, business case development, financial and commercial due diligence, financial modeling, real estate valuation, market analysis and addressing other real estate strategic needs. Participate in the planning and design processes for physical development at the University including site development, building planning and design of new and renovated facilities.
17.6	Real Estate Services	<i>Systems Management</i>	Develop, perform maintenance for, and manage real estate systems used to manage the real property portfolio (lease database, Real Estate Portfolio Management System, SharePoint site and departmental website).
17.7	Real Estate Services	<i>Taxes</i>	Monitor and enforce the University's tax exempt status. Review and approve tax proration for leased and purchased portfolio.
17.8	Real Estate Services	<i>Third Party Vendor Management</i>	Manage vendor relationships that support real estate service functions.
17.9	Real Estate Services	<i>Transaction Management</i>	Manage real estate transactions and projects: including real property acquisition, disposal, development, encumbrance and gifts. Manage full lifecycle of real estate leasing including: program develop, market analysis, site selection, negotiation, contract review and administration. Review and approve all property agreements. Manage external service providers, such as consultants, brokers, and facility owners. Monitor portfolio performance metrics. Generate and distribute portfolio reporting.

18.1	Research and Economic Development Engagement	<i>Clinical Trials</i>	Administer and schedule industry and federal clinical trials including IRB reviews. These are drug and device studies performed beyond the standard of care by non-faculty for patients who are participating in clinical trials or drug studies, which are sponsored by industry or the federal government. These activities include investigations involving human subjects to provide the data required to demonstrate the safety and efficacy of new therapeutic agents or devices. Effort related to these activities may be either investigator initiated or sponsor initiated.
18.2	Research and Economic Development Engagement	<i>Core Laboratory Services</i>	Prepare and perform tests on samples of blood, urine and other specimens as well as other general diagnostics. Document and perform basic analyses of test results. Operate, clean, maintain, and perform basic maintenance on laboratory equipment. Maintain laboratory supplies inventory. Maintain laboratory schedule and staffing.
18.3	Research and Economic Development Engagement	<i>Management and Administrative</i>	Management of own unit and/or perform administrative tasks for own unit such as development of new partnerships with sponsors, development of contracts and agreements, compliance, directing unit functions, planning, attending meetings, data entry, reporting and department trainings and mentoring. Management includes setting and communication of goals, determining actions to achieve unit success, goals, as well as allocating and managing financial, physical, and human resources to accomplish goals.
18.4	Research and Economic Development Engagement	<i>Policies and Procedures</i>	Set University guidelines, policies, and procedures for research and grants management process. Develop and maintain associated documentation and provide information and training to University community. Participate in grant compliance committees (e.g., Institutional Review Board (IRB), Institutional Animal Care and Use Committee (IACUC)) and conflict of interest committee. Ensure that terms of proposals submitted, grants/contracts received and awards are managed in compliance with federal, University and sponsor standards. If required, negotiate award terms with granting agency or PI.
18.5	Research and Economic Development Engagement	<i>Post-Award Grant Administration</i>	Monitor expenditures and project activities for compliance with award terms and conditions, University policy and sponsor requirements (including, but not limited to the OMB Uniform Guidance). Review financial reports and request or perform any required adjustments, including cost transfers, reclassifications of expense, etc. Prepare, write, and submit financial reports to funding agency to include budget changes and no-cost time extension requests. Report and analyze grant activity, performance and trends. Perform grant related billing and account management to include posting of grant revenue, collection of unpaid invoices and reports, review and processing of subcontract invoices and preparation and submission of all closeout documents to sponsoring agencies.
18.6	Research and Economic Development Engagement	<i>Pre-Award Grant Administration</i>	Administer pre award functions from compliance perspective. Review solicitation and interpret along with sponsor requirements to include cost share and F/A limitations. Reviews matching funds requirements, staff names, salary levels in budgets, effort levels, F/A and fringe requirements etc. for grant requirements and approval. Review financial considerations to confirm or deny University support. Develop and/or review proposed budget, sub-awards, cost proposals and forms. Gain signature approval for forms and/or protocols and the full proposal to move to next step, including submission to agency. Conduct compliance review, upload and submit proposal per solicitation/sponsor requirements. Track grant proposal status and update for progress and award. Report proposal and award activity to University management and the Board. Maintain contact list of funding sources such as agencies, corporations, etc. Publicize or post these sources, informally or formally.
18.7	Research and Economic Development Engagement	<i>Proposal Development and Grant Writing</i>	Work closely with investigators and groups of investigators to identify funding opportunities, read and interpret proposal guidelines, and prepare competitive proposals for internal and external funding including grants. Find and vetting funding, plan proposal strategies, and manage proposal development. Work with OSPA to ensure compliant and timely submission of proposal.
18.8	Research and Economic Development Engagement	<i>Public-Private Partnerships and New Ventures</i>	Provide services and support to build relationships and align commercial and government organizations and customers with University research, work force development, and technologies. Support the development of alliances with collaborators and research sponsors. Facilitate the creation of new companies based on University research and technologies.

18.9	Research and Economic Development Engagement	<i>Research</i>	Conduct research studies as outlined in the scope of work, adhere to the terms and conditions of the award-give proper attention to any export control restrictions, report research findings, disclose newly developed technologies, and publish research results in scholarly publications.
18.10	Research and Economic Development Engagement	<i>Research Services</i>	Install, configure, maintain, and support instrumentation used in support of University research, patient care or animal care. Manage and/or operate the University of Missouri Research Reactor (MURR). Manage and provide compliance oversight, research and reporting services related to University and University member institutional performance, demographics and other data. Negotiate and process material service agreements.
18.11	Research and Economic Development Engagement	<i>Technology Transfer and Commercialization</i>	Work directly with faculty, staff and students on campus, to manage and encourage technology transfer activities and intellectual property issues relating to scientific and other discoveries/inventions. Advise and educate the campus community regarding intellectual property and technology transfer issues including developing and interpreting University guidelines, policies and procedures, and represent the University's interest in intellectual property and technology transfer to external organizations. Develop and execute intellectual property protection and licensing strategies. Evaluate disclosures of inventions, software, plant varieties, biological materials and copyrightable creative works. Manage intellectual property and other licensable assets developed from research including protection via patents and copyrights. Market and license new IP discoveries. Manage compliance with funding sources regarding inventions.
18.12	Research and Economic Development Engagement	<i>Veterinary Care</i>	Provide for the care, feeding and housing of animals in support of University research and/or education programs. Work with independent review boards such as the Institutional Animal Care and Use Committee to ensure treatment of animals meets with ethical and legal standards.
19.1	Student Affairs and Services	<i>Advising and Student Support Services</i>	Provide guidance and advice for course registration, financial planning, completion of forms, and other issues. Provide immigration advising, personal advising, and liaison services to international students. Refer students to health services or other organizations as needed. Assign advisors to specific students or individual programs / departments.
19.2	Student Affairs and Services	<i>Career Services</i>	Schedule student interviews, maintain job listings and student recommendation records, oversee cooperative education, internships and other career development programs, provide career education and guidance on career planning. Maintain Career Services database for job searches. Plan, coordinate, and execute campus career fairs and maintain relationships with recruiters and employers.
19.3	Student Affairs and Services	<i>Case Management</i>	Provide case management services to at-risk students or those facing challenge, conduct assessments of risk, provide intervention, referrals, and connection to support resource. Educate students to become self-advocates and serve as liaison with campus and community partners/resources. Document, track, and maintain data regarding students of concern.
19.4	Student Affairs and Services	<i>Counseling Services and Behavioral Health</i>	Manage and/or operate on-campus behavioral health/counseling services. Engage in the daily functions of a comprehensive student Counseling Center. Provide confidential student psychological counseling services focused on enhancing personal and academic well-being. Facilitate outreach and education initiatives across campus. See "Clinical" Function for provision of medical care.
19.5	Student Affairs and Services	<i>Disability Services</i>	Provide reasonable accommodations, auxiliary aids and support services to ensure that students with disabilities have equal access to the educational programs and activities offered by the University. Accommodations may require advance planning, such as housing accommodations, interpreters/captioning, course substitutions, reduced course load and lab assistants, etc.
19.6	Student Affairs and Services	<i>Events and Programs</i>	Attend, plan, develop agendas for and/or coordinate seminars, conferences, and other events to present or learn about leading instruction practices and strategies as well as other applicable academic related topics.
19.7	Student Affairs and Services	<i>Food Plans</i>	Plan and administer food service board plans including quality assurance. Liaison with food service providers and clients and handle complaints for food service board plans.

19.8	Student Affairs and Services	<i>Food Preparation</i>	Prepare and/or cook meals, snacks, and drinks for dining halls, non-dining hall food locations, catered events, and concession stands.
19.9	Student Affairs and Services	<i>Food Service Operations</i>	Manage and/or perform day-to-day operations of dining halls, non-dining hall food locations, and concession stands. Manage contracts and relationships with third party food service vendors. This includes processing food and drink sales, receiving and ordering of ingredients and products, daily cleaning, dishwashing, providing customer service, deliver food and drinks, coordinate catering events, communicate orders to cooking staff, etc. Plan, select, buy, and price a range of meal, snack, and drink ingredients and products to offer at dining halls, non-dining hall food locations, catered events, and concession stands.
19.10	Student Affairs and Services	<i>Management and Administrative</i>	Management of own unit and/or perform administrative tasks for own unit such as attending meetings, data entry, and department trainings. Management includes setting and communication of goals, determining actions to achieve goals, as well as allocating and managing financial, physical, and human resources to accomplish goals. Determine and execute means to assess and evaluate progress towards goal attainment.
19.11	Student Affairs and Services	<i>Policies and Procedures</i>	Develop University guidelines and policies and procedures for student services processes, draft and maintain student handbook and other documentation, provide related trainings, and relay information to greater University community. Manage student discipline process, including appeals process.
19.12	Student Affairs and Services	<i>Programs and Curriculum Development</i>	Develop, manage, review, assess, and modify programs and curriculums.
19.13	Student Affairs and Services	<i>Regulations and Compliance</i>	Maintain records of federal or other regulations, keep current on requirements, pass information to other staff, and update materials to reflect changing regulations. Manage and conduct internal audits and coordinate work of external auditors in regards to University policies as well as government laws and regulations that impact students. Track student residency status and update status in PeopleSoft. Provide immigration services to international students. Administer Student Code of Conduct and other University regulations, including Title IX.
19.14	Student Affairs and Services	<i>Student Centers, Student Union, and Recreation Centers</i>	Manage and/or operate Student Centers, Student Union, and/or Recreation Centers including the coordination of event programming and testing centers.
19.15	Student Affairs and Services	<i>Student Employment</i>	Determine eligibility of students to participate in work study and for RA/TA appointments. Process applications, make assignments, complete paperwork, track earnings, enter data into PeopleSoft, and reconcile PeopleSoft with unit systems.
19.16	Student Affairs and Services	<i>Student Health</i>	Manage and/or operate on-campus student health and sports medicine services. Provide health education outreach activities. Provide immunization cards, track responses, and follow up with students. Provide student immunizations. Post or clear restrictions related to non-compliance with immunization requirements. See "Clinical" Function for provision of medical care.
19.17	Student Affairs and Services	<i>Student Housing Administration</i>	Take applications for student housing, determine house spacing needs, and make living assignments. Manage housing related contracts with students. Enter housing charges into PeopleSoft for billing, make adjustments for moves, and reconcile charges with internal records.
19.18	Student Affairs and Services	<i>Student Housing Operations</i>	Ensure smooth running of student residences. Resolve student residence conflicts and apply discipline as needed. Manage student housing front desk and security and control visitors.
19.19	Student Affairs and Services	<i>Student Life</i>	Support student learning and development and program design and implementation. Develop sponsor, and coordinate student events and outings, advise and train student leaders and/or organizations, support student organizations, serve as an interface for volunteerism and service activities, etc. Programming includes (Greek life, and special student events such as meetings, symposia, and open houses, etc.).
19.20	Student Affairs and Services	<i>Wellness and Health Education</i>	Provide education and outreach based on the dimensions of wellness (social, emotional, spiritual, financial, intellectual, and physical).

20.1	Supply Chain and Procurement	<i>Card Program Management</i>	Administer University card programs, including OneCard, fleet cards and single use accounts.
20.2	Supply Chain and Procurement	<i>Distribution</i>	Receive, transport, and distribute inventory goods.
20.3	Supply Chain and Procurement	<i>Management and Administrative</i>	Management of own unit and/or perform administrative tasks for own unit such as attending meetings, and department trainings. Management includes setting and communication of goals, determining actions to achieve goals, as well as allocating and managing financial, physical, and human resources to accomplish goals.
20.4	Supply Chain and Procurement	<i>Performance Management</i>	Monitor and manage supplier information, prepare and analyze procurement and vendor performance, support inventory and production processes, and monitor quality of product delivered.
20.5	Supply Chain and Procurement	<i>Policies and Procedures</i>	Develop, manage, and provide training on University policies regarding Procurement.
20.6	Supply Chain and Procurement	<i>Strategic Sourcing</i>	Develop procurement plans, clarify purchasing requirements, develop inventory strategy, match needs to supply capabilities, analyze the organization's spend profile, seek opportunities to improve efficiency and value and collaborate with suppliers to identify sourcing opportunities. Includes managing and execution of RFQ, RFI, RFB, RFP's. See "Auxiliary Services" Function for retail buying activities.
20.7	Supply Chain and Procurement	<i>Supplier & Contract Management</i>	Select suppliers, certify and validate suppliers, and negotiate, establish, and manage contracts.
20.8	Supply Chain and Procurement	<i>Supplier Diversity</i>	Develop, implement and administer diversity strategies, initiatives and programs related to purchasing from diverse suppliers. Develop goals and measure progress related to diversity spend.
20.9	Supply Chain and Procurement	<i>Transaction Processing</i>	Process, review, and approve of requisitions, solicit and track vendor quotes, create and distribute purchase orders, expedite orders and satisfy inquiries, record receipt of goods, and research and resolve exceptions. Order supplies and/or approve purchases from the Show-me Shop. Includes researching and resolving open orders and match exceptions.
20.10	Supply Chain and Procurement	<i>Warehousing, Surplus, and Inventory Management</i>	Manage and operate warehouse, surplus, and other inventory storage facilities.
21.1	Teaching	<i>Instruction</i>	Provide instruction to students (Undergraduates, Graduates, Extension), members of the general public, and in professional development / public education/professional programs.
21.2	Teaching	<i>Instruction Administration</i>	Prepare instructional materials for classes and assess student academic performance. Participate in professional development activities and the development of curriculum and academic programs as well as University policies. Leverage technology and software and other related institutional resources to maximize student success and retention. Engage in the scholarship of teaching.
21.3	Teaching	<i>Student Advising</i>	Hold office hours, or their equivalent, to provide students with individualized coursework guidance and feedback and serve in a mentorship role to students. Deliver formative assessments of student performance and provide feedback on student learning opportunities. Provide tutoring instruction and services to students and/or remediation support.
22.1	University Advancement	<i>Asset Management</i>	Administer donated assets and endowments. See "Real Estate" Function for administration of real estate assets and "Finance" Function for investment of capital and endowments.
22.2	University Advancement	<i>Comprehensive Campaign Management</i>	Plan, coordinate, execute, or manage capital or other campaigns. Coordinate, manage, execute, track, and/or report on phone-a-thons and annual fundraising drive for University or unit.
22.3	University Advancement	<i>Corporate Relations</i>	Connect industry needs with the University areas of student recruitment, research, distance education and philanthropy. Integrate University functions to strengthen industry partnerships. Serve as a single interface to assist companies with University engagements.

22.4	University Advancement	<i>Events and Programs</i>	Plan, coordinate, and execute special meetings, dinners, open houses, symposia, class reunions, special alumni activities etc. Assist alumni chapters or organizations.
22.5	University Advancement	<i>Fundraising Administration</i>	Enter, update, and reconcile information on University systems, unit fundraising/development systems, or with ledgers. Coordinate pursuit of prospects and multi-allocation donations with other University units. Develop, modify, review, distribute, and collect fundraising and donor agreements.
22.6	University Advancement	<i>Fundraising and Development</i>	Design, plan and execute philanthropic strategies and objectives for campus needs. Secure major and deferred gifts for campaign objectives and campus needs. Retain and manage major donor portfolios. Identify comprehensive objectives for collaboration while eliminating duplication and streamlining resources.
22.7	University Advancement	<i>Management and Administrative</i>	Management of own unit and/or perform administrative tasks for own unit such as attending meetings, data entry, and department trainings. Management includes setting and communication of goals, determining actions to achieve goals, as well as allocating and managing financial, physical, and human resources to accomplish goals.
22.8	University Advancement	<i>Marketing and Communications Support</i>	Perform marketing and communications support activities for University Advancement including brand template and graphics development, content development, copy editing, etc. See "Marketing and Communications" Function for general marketing and advertising activities.
22.9	University Advancement	<i>Policies and Procedures</i>	Develop, manage, and provide training on University policies regarding University Advancement.
22.10	University Advancement	<i>Research and Analysis</i>	Develop data on potential major donors to University, school, department, agency or other member. Perform analysis of fundraising activity, trends, and campaigns and drives to make corrections to strategy and report on results to internal or external entities.
22.11	University Advancement	<i>Stewardship and Relationship Management</i>	Develop and execute strategies that identify, qualify, cultivate, solicit, and steward donors that lead to increased engagement and philanthropic support of the University's mission and goals. Evaluate potential donor prospects and solicit donations. Write letters, visit, call, and otherwise pursue relationships with constituents and potential donors. Manage volunteers and constituent boards working on behalf of the University to build advocacy and support.

Activity Analysis Survey

Taxonomy

ACTIVITIES

Activity Number	Function	Process	Activity	Activity Description
1.1.1	Academic Affairs	Academic Committees and Groups	Academic and Campus Committees and Groups	Serve on, coordinate, or liaison with academic bodies such as Faculty Senate and committees and/or campus and system committees (e.g. staff council, search committees). Work collaboratively with any faculty governing bodies to monitor any changes to governance, rules, regulations, or operating procedures related to faculty.
1.1.2	Academic Affairs	Academic Committees and Groups	Academic Technology Committees	Serve on and/or chair multiple academic technology University committees, and facilitate campus and system wide conversations around issues related to academic technologies.
1.1.3	Academic Affairs	Academic Committees and Groups	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
1.1.4	Academic Affairs	Academic Committees and Groups	Coordinate Academic Committees and Groups	Support faculty in preparation for campus and academic related committees. Liaison with academic bodies such as Faculty Senate and committees for approval of work, input on initiatives, etc.
1.1.5	Academic Affairs	Academic Committees and Groups	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
1.1.6	Academic Affairs	Academic Committees and Groups	Governing Body Coordination	Work collaboratively with any faculty governing bodies to monitor any changes to governance, rules, regulations, or operating procedures related to faculty. Communicate and supports changes related to faculty hiring and employment process.
1.2.1	Academic Affairs	Administrative Support	Accreditation Support	Assist Deans and schools to obtain and maintain professional accreditation status and provide necessary support for regional accreditation activities. Support processes to ensure institutional accreditation.
1.2.2	Academic Affairs	Administrative Support	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
1.2.3	Academic Affairs	Administrative Support	Call Service Delivery	Answer telephone calls and solve or redirect related inquiries.
1.2.4	Academic Affairs	Administrative Support	Coordinate Academic Committees and Groups	Support faculty in preparation for campus and academic related committees. Liaison with academic bodies such as Faculty Senate and committees for approval of work, input on initiatives, etc.
1.2.5	Academic Affairs	Administrative Support	Data and Content Collection	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis.
1.2.6	Academic Affairs	Administrative Support	Data Entry	Conduct general data entry (to a spreadsheet, system or database) or manually update information.
1.2.7	Academic Affairs	Administrative Support	Department Facilities Coordination and Work Orders	Respond to office workspace or equipment-related needs. Activities may include scheduling maintenance/repair services, placing work orders, purchasing new printers or coordinating safety inspections.
1.2.8	Academic Affairs	Administrative Support	Department Management Business and Operations Reporting	Generate and distribute department business and operational reports (e.g. budget reports).

1.2.9	Academic Affairs	Administrative Support	Document Preparation	Prepare and file correspondence, mail, and other documents.
1.2.10	Academic Affairs	Administrative Support	E-Mail Coordination	Coordinate inbox, respond to emails for delegated email inboxes.
1.2.11	Academic Affairs	Administrative Support	Faculty Credentials and Assignment Support	Manage and supports the teaching credential verification and teaching assignment process.
1.2.12	Academic Affairs	Administrative Support	Grading Policies	Review systems to ensure grades are submitted by deadlines, and perform follow-up communications and procedures as necessary.
1.2.13	Academic Affairs	Administrative Support	Infrastructure Support	Strategically plan for and implement technologies designed to support good teaching. Provide assistance and training on the optimal use of those technologies.
1.2.14	Academic Affairs	Administrative Support	Multiple System Data Entry	Enter the same data into more than one University system manually.
1.2.15	Academic Affairs	Administrative Support	Physical Mail Coordination	Mail correspondence and other documents as well as distribution of mail in local office.
1.2.16	Academic Affairs	Administrative Support	Report Formatting	Format performance reports for internal review or analysis.
1.2.17	Academic Affairs	Administrative Support	Scheduling	Coordinate employee calendars, schedule internal and external meetings, and book rooms.
1.2.18	Academic Affairs	Administrative Support	Visitor Coordination	Receive on-site visitors as well as solve or redirect visitor inquiries.
1.3.1	Academic Affairs	Advising and Student Support Services	Academic Policy	Provide guidance to students on academic policies and/or be knowledgeable about academic policies and procedures to support student success.
1.3.2	Academic Affairs	Advising and Student Support Services	Assign Advisors	Assign advisors to specific students or individual programs / departments.
1.3.3	Academic Affairs	Advising and Student Support Services	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
1.3.4	Academic Affairs	Advising and Student Support Services	Course Registration Advising	Advise students about course registration, suggest courses based on current credits earned, goals, academic requirements, etc.
1.3.5	Academic Affairs	Advising and Student Support Services	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information. Includes updates of Starfish, PeopleSoft Student, and other systems.
1.3.6	Academic Affairs	Advising and Student Support Services	International Student Advising	Provide immigration advising, personal advising, and liaison services to international students and scholars.

1.3.7	Academic Affairs	<i>Advising and Student Support Services</i>	Other Advising	Provide guidance and advice for other non-academic issues such as off-campus living, involvement opportunities, managing personal finances etc. Refer students to health, legal or other services/organizations as needed.
1.3.8	Academic Affairs	<i>Advising and Student Support Services</i>	Program Advising	Provide advising specific to a certain academic program or department.
1.3.9	Academic Affairs	<i>Advising and Student Support Services</i>	Program Coordination	Coordinate programs to improve student retention and build student community. Programming includes Summer Welcome, FIGs, New Student Orientation, Transfer Student Orientation, etc.).
1.3.10	Academic Affairs	<i>Advising and Student Support Services</i>	Special Needs and Disability Accommodations	Provide services to help accommodate students or staff with special needs or disabilities such as note-taking, hosting special test sessions, arranging transportation, etc.
1.3.11	Academic Affairs	<i>Advising and Student Support Services</i>	Technology	Input, analyze report on, and maintain data from key academic technology platforms (e.g. Starfish, College Source, CourseLeaf, etc.). Provide advising on these technologies in an academic capacity.
1.3.12	Academic Affairs	<i>Advising and Student Support Services</i>	Transfer Student Advising	Advise transfer students on academic requirements, general transition advice, etc.
1.4.1	Academic Affairs	<i>Career Services</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
1.4.2	Academic Affairs	<i>Career Services</i>	Career Events	Plan and host workshops, Q&As, networking events, etc. with the goal of placing students at internships and jobs. Develop, manage and teach professional development seminars for students focusing on the job search process.
1.4.3	Academic Affairs	<i>Career Services</i>	Career Fairs	Plan, coordinate, and execute campus career fairs including working with recruiters, student marketing, etc.
1.4.4	Academic Affairs	<i>Career Services</i>	Career Materials	Develop materials to assist and guide students in placing at internships and jobs such as interview guides, job hunting articles, videos, etc.
1.4.5	Academic Affairs	<i>Career Services</i>	Career Planning Advising	Counsel students on career planning, review resumes and cover letters, provide mock interviews, consult on continued graduate education etc. Conduct office hours to provide students with personal guidance in individual career success planning. Hold appointments to advise students on various topics relating to professional development, the job search and career success.
1.4.6	Academic Affairs	<i>Career Services</i>	Cooperative Work Programs	Manage cooperative education, internship and externship programs with internal and external stakeholders.
1.4.7	Academic Affairs	<i>Career Services</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
1.4.8	Academic Affairs	<i>Career Services</i>	Performance Reporting	Collect and report various data points included in career services key performance indicators (KPI) to various stakeholders: students, parents, employers, advancement, academic departments, high school counselors, communications, and various agencies.
1.4.9	Academic Affairs	<i>Career Services</i>	Recommendation Record Management	Maintain student recommendation records.

1.4.10	Academic Affairs	Career Services	Relationship Management	Maintain relationships with recruiters and employers. Assist employers with brand management and relationship building on campus.
1.4.11	Academic Affairs	Career Services	Student Outcome Reporting	Maintain records, coordinate process, and report successful career outcomes and other relevant data to the National Association of Colleges and Employers (NACE), Missouri Department of Higher Education and University of Missouri system.
1.4.12	Academic Affairs	Career Services	Student Recruitment Strategy	Develop campus recruitment strategy and student engagement plan with employers seeking University students and graduates for position openings. Deliver services and administrative support. Includes marketing to students and coordinating interview schedules.
1.4.13	Academic Affairs	Career Services	Student Work Coordination	Schedule student interviews and maintain internal and external job and internship listings.
1.5.1	Academic Affairs	Educational Programs and Curriculum Development	Academic Calendars	Manage academic calendars including term lengths, holidays, final exam schedules etc.
1.5.2	Academic Affairs	Educational Programs and Curriculum Development	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
1.5.3	Academic Affairs	Educational Programs and Curriculum Development	Book Classrooms	Book classrooms and similar facilities for courses / classes.
1.5.4	Academic Affairs	Educational Programs and Curriculum Development	Course Catalog and Schedule	Monitor and advertise course catalog including the maintenance of course schedules and rooms/facilities, course listings, adding / removal of courses, instructor listings, and course requirements.
1.5.5	Academic Affairs	Educational Programs and Curriculum Development	Course Registration Processing	Enter approved courses and schedules into PeopleSoft or other student system and distribute confirmations and class rosters.
1.5.6	Academic Affairs	Educational Programs and Curriculum Development	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis (e.g. curriculum course data) to drive future decision making (e.g. educational technologies). Conduct general data entry (to a spreadsheet, system or database) or manually update information.
1.5.7	Academic Affairs	Educational Programs and Curriculum Development	Instructional Design	Support the instructional design process to create instructional experiences which make the acquisition of knowledge and skill more efficient and effective.
1.5.8	Academic Affairs	Educational Programs and Curriculum Development	Market Research	Perform market research to determine the feasibility of new programs.
1.5.9	Academic Affairs	Educational Programs and Curriculum Development	Program and Curriculum Development Support	Provide administrative support for development of academic programs, majors/minors, and curriculums based on professional experience (e.g. teaching).

1.5.10	Academic Affairs	<i>Educational Programs and Curriculum Development</i>	Program and Curriculum Development Support	Provide administrative support to department chairs in the development and management of academic programs, majors/minors, and curriculum.
1.5.11	Academic Affairs	<i>Educational Programs and Curriculum Development</i>	Program and Curriculum Materials Support	Create spreadsheets and documents for programs and curriculum, course materials, rooms and meeting times in internal systems, and distribute information electronically.
1.5.12	Academic Affairs	<i>Educational Programs and Curriculum Development</i>	Program and Curriculum Review Support	Provide administrative support to the department chairs in the review, assessment, and proposed modifications of academic programs, majors/minors, and curriculums.
1.5.13	Academic Affairs	<i>Educational Programs and Curriculum Development</i>	Student Retention Reporting	Manage and report student retention initiatives.
1.5.14	Academic Affairs	<i>Educational Programs and Curriculum Development</i>	Study Abroad Program Management	Manage and plan study abroad program(s) including planning, scheduling, reconciliation, etc.
1.6.1	Academic Affairs	<i>Events and Programs</i>	Attend Events and Programs	Attend seminars, conferences, and other events to present or learn about leading instruction practices and strategies as well as other applicable academic related topics.
1.6.2	Academic Affairs	<i>Events and Programs</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
1.6.3	Academic Affairs	<i>Events and Programs</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
1.6.4	Academic Affairs	<i>Events and Programs</i>	Event Coordination	Coordinate, and/or execute seminars, conferences, and other events focused on leading instruction practices and strategies as well as other applicable academic related topics.
1.6.5	Academic Affairs	<i>Events and Programs</i>	Event Planning	Plan, develop content, and/or create agendas for seminars, conferences, and other events focused on leading instruction practices and strategies as well as other applicable academic related topics.
1.7.1	Academic Affairs	<i>Faculty Records Administration</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
1.7.2	Academic Affairs	<i>Faculty Records Administration</i>	Data and Content Collection	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis (e.g. faculty professional history).
1.7.3	Academic Affairs	<i>Faculty Records Administration</i>	Faculty Data Entry and Review	Enter or update faculty records and faculty information system, including credentials, vitae, tenure tracking, salary history, etc.
1.7.4	Academic Affairs	<i>Faculty Records Administration</i>	Faculty Employment Processing	Complete faculty employment processing paperwork in collaboration with Human Resources.
1.7.5	Academic Affairs	<i>Faculty Records Administration</i>	Faculty Workload Data Collection and Reporting	Compile, prepare, review, and/or distribute data on faculty workloads.

1.7.6	Academic Affairs	<i>Faculty Records Administration</i>	Reporting	Research, compile, and prepare reports to disseminate faculty data such as promotion and tenure reports as well as annual reviews.
1.8.1	Academic Affairs	<i>Faculty Recruitment and Development</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
1.8.2	Academic Affairs	<i>Faculty Recruitment and Development</i>	Certification and Licensure Support	Work with instructors to assist them in obtaining licenses and/or certifications (e.g. health sciences).
1.8.3	Academic Affairs	<i>Faculty Recruitment and Development</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis (e.g. faculty applicant information). Conduct general data entry (to a spreadsheet, system or database) or manually update information.
1.8.4	Academic Affairs	<i>Faculty Recruitment and Development</i>	Faculty Development Promotion	Promote professional development in support of teaching.
1.8.5	Academic Affairs	<i>Faculty Recruitment and Development</i>	Faculty Development Support	Conduct or monitor faculty appointments, promotion, tenure, and retirement.
1.8.6	Academic Affairs	<i>Faculty Recruitment and Development</i>	Faculty Evaluation and Conduct	Participate in, coordinate, and support the faculty conduct and evaluation process.
1.8.7	Academic Affairs	<i>Faculty Recruitment and Development</i>	Faculty Grievance and Conflict Resolution	Participate in, coordinate, and support the faculty grievance and conflict resolution processes. Include time spent collaborating with Human Resources.
1.8.8	Academic Affairs	<i>Faculty Recruitment and Development</i>	Faculty Recruitment	Participate in faculty recruitment, such as providing information to candidates about the University, HSC, school, division, department, College, agency or other member particular center.
1.8.9	Academic Affairs	<i>Faculty Recruitment and Development</i>	Faculty Tenure Support	Support and manage faculty tenure and promotion process.
1.9.1	Academic Affairs	<i>Institutional Research</i>	Academic Benchmarking	Perform analyses to benchmark academic programs and initiatives at the request of management and external agencies.
1.9.2	Academic Affairs	<i>Institutional Research</i>	Ad Hoc Reporting	Develop and/or distribute reports for ad hoc projects designed to assist specific planning, policy, or decision situations or as a response to one-off requests.
1.9.3	Academic Affairs	<i>Institutional Research</i>	Assessment Testing	Conduct assessment tests, develop ETS proficiency profile, and collect MFT data from the testing center to distribute.
1.9.4	Academic Affairs	<i>Institutional Research</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
1.9.5	Academic Affairs	<i>Institutional Research</i>	Compliance Reporting	Report gathered data as required by the Department of Education, Higher Learning Commission, the Missouri Department of Education, etc.

1.9.6	Academic Affairs	<i>Institutional Research</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis (e.g. quantitative data about University students, faculty, staff, curriculum, course offerings, learning outcomes). Conduct general data entry (to a spreadsheet, system or database) or manually update information.
1.9.7	Academic Affairs	<i>Institutional Research</i>	Institutional Effectiveness	Perform analysis to evaluate the effectiveness of institutional programs and initiatives and the statistical significance of collected data. Include time spent developing casual and predictive statistical models.
1.9.8	Academic Affairs	<i>Institutional Research</i>	Public Reporting	Report gathered data for the IPEDS survey, college publishers such as U.S News & World Report, and with other institutions for comparison of practices and outcomes.
1.9.9	Academic Affairs	<i>Institutional Research</i>	Survey Completion	Complete surveys such as those from the U.S News & World Report, Wintergreen, Princeton Review, and World University.
1.10.1	Academic Affairs	<i>Management and Administrative</i>	Academic Technology Strategy	Provide campus and system wide strategic planning, leadership, coordination, and implementation of present and future educational technologies available to faculty, staff and students, such as Canvas. This includes gathering input from stakeholders, building consensus, securing funding, working through University procurement processes, and managing the project implementation across departments and divisions.
1.10.2	Academic Affairs	<i>Management and Administrative</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
1.10.3	Academic Affairs	<i>Management and Administrative</i>	Communications	Plan and execute structured communications associated with department efforts in conjunction with the goals and objectives of the department/campus/University's leadership team. Answer departmental questions.
1.10.4	Academic Affairs	<i>Management and Administrative</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
1.10.5	Academic Affairs	<i>Management and Administrative</i>	Department Budgeting	Develop and manage departmental operating budgets and costs.
1.10.6	Academic Affairs	<i>Management and Administrative</i>	Department Management Data Analysis	Provide administrative support to compile data that measures program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives and scorecards. For example, presenting departmental scorecard results against expected performance objectives.
1.10.7	Academic Affairs	<i>Management and Administrative</i>	Department Meetings	Attend internal and external college, campus, and department meetings.
1.10.8	Academic Affairs	<i>Management and Administrative</i>	Department Strategy	Provide feedback and input on the overall philosophy and approach for the department functions and operations. Includes aligning work activities with the organization's business strategy and current initiatives.
1.10.9	Academic Affairs	<i>Management and Administrative</i>	Personal Professional Development	Participate in personal development (e.g. national/regional associations and conferences and other professional experiences), work related trainings, and institutional compliance trainings. Include time spent in trainings required for licensure and certifications.

1.10.10	Academic Affairs	Management and Administrative	Professional Development	Coach and mentor direct report employees and provide development and career progression guidance.
1.10.11	Academic Affairs	Management and Administrative	Project Management and Coordination	Coordinate project activities between key stakeholders. Monitor on-going projects, manages project planning, development, and execution activities, monitors performance and identified key performance indicators (measure to established benchmarks), manages and tracks budget timelines, and manages implementation efforts.
1.10.12	Academic Affairs	Management and Administrative	Project Planning	Set project goals and determine both internal and external actions and resources needed to achieve goals.
1.10.13	Academic Affairs	Management and Administrative	Recruitment and Retention	Provide staff support for recruitment and retention efforts including interviews, associated paperwork/processing, and data entry, and file management.
1.10.14	Academic Affairs	Management and Administrative	Staff Management	Assign and supervise staff work assignments and roles as well as review and provide input on their work output.
1.10.15	Academic Affairs	Management and Administrative	Student and Intern Management	Assign and supervise student and intern work assignments and roles as well as review and provide input on their work output.
1.11.1	Academic Affairs	Policies and Procedures	Academic Technology Policy Advising	Advise campus and system administration on the formulation of policies and processes related to academic technologies and advocate for change as the needs of the campus and the technological and pedagogical landscapes of higher education rapidly evolve.
1.11.2	Academic Affairs	Policies and Procedures	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
1.11.3	Academic Affairs	Policies and Procedures	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
1.11.4	Academic Affairs	Policies and Procedures	Government Agency Lobbying	Represent University interests to state, regional and federal agencies such as the Higher Learning Commission, MDHE/CBHE.
1.11.5	Academic Affairs	Policies and Procedures	Policy Management	Develop and maintain guidelines, policies, and procedures for Academic Affairs processes. Draft and maintain handbooks and other documentation.
1.11.6	Academic Affairs	Policies and Procedures	Policy Training	Provide training and/or communication on department and University policies regarding Academic Affairs.
2.1.1	Auxiliary Services & Business Operations	E-Commerce Retail Operations	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
2.1.2	Auxiliary Services & Business Operations	E-Commerce Retail Operations	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis (e.g. product specifications, product photos). Conduct general data entry (to a spreadsheet, system or database) or manually update information.
2.1.3	Auxiliary Services & Business Operations	E-Commerce Retail Operations	Order Fulfillment	Fulfill online customer orders from University retail websites. Coordinate with vendors, stores, or warehouses to ensure packing and shipping of merchandise.

2.1.4	Auxiliary Services & Business Operations	<i>E-Commerce Retail Operations</i>	Product Database Management	Maintain online product catalog and database and ensure listings have accurate price, descriptions, images, etc.
2.2.1	Auxiliary Services & Business Operations	<i>E-Commerce Web Design</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
2.2.2	Auxiliary Services & Business Operations	<i>E-Commerce Web Design</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis (e.g. design specifications). Conduct general data entry (to a spreadsheet, system or database) or manually update information.
2.2.3	Auxiliary Services & Business Operations	<i>E-Commerce Web Design</i>	E-Commerce Design	Provide design work (e.g. graphics, UI, wireframes, etc.) for University retail websites and online retail campaigns.
2.2.4	Auxiliary Services & Business Operations	<i>E-Commerce Web Design</i>	E-Commerce Programming	Provide programming for University retail websites including optimization for search engine optimization and general support.
2.3.1	Auxiliary Services & Business Operations	<i>Management and Administrative</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
2.3.2	Auxiliary Services & Business Operations	<i>Management and Administrative</i>	Communications	Plan and execute structured communications associated with department efforts in conjunction with the goals and objectives of the department/campus/University's leadership team. Answer departmental questions.
2.3.3	Auxiliary Services & Business Operations	<i>Management and Administrative</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
2.3.4	Auxiliary Services & Business Operations	<i>Management and Administrative</i>	Department Budgeting	Develop and manage departmental operating budgets and costs.
2.3.5	Auxiliary Services & Business Operations	<i>Management and Administrative</i>	Department Management Data Analysis	Measure and review program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives and scorecards. For example, presenting departmental scorecard results against expected performance objectives.
2.3.6	Auxiliary Services & Business Operations	<i>Management and Administrative</i>	Department Meetings	Attend internal and external college, campus, and department meetings.
2.3.7	Auxiliary Services & Business Operations	<i>Management and Administrative</i>	Department Strategy	Plan, define, and validate an overall philosophy and approach for the department function. Includes aligning work activities with the campus and System business strategy and current initiatives.
2.3.8	Auxiliary Services & Business Operations	<i>Management and Administrative</i>	Personal Professional Development	Participate in personal development (e.g. national/regional associations and conferences and other professional experiences), work related trainings, and institutional compliance trainings. Include time spent in trainings required for licensure and certifications.
2.3.9	Auxiliary Services & Business Operations	<i>Management and Administrative</i>	Professional Development	Coach and mentor direct report employees and provide development and career progression guidance.

2.3.10	Auxiliary Services & Business Operations	<i>Management and Administrative</i>	Project Management and Coordination	Coordinate project activities between key stakeholders. Ensure quality control with on-going projects, manages project planning, development, and execution activities, monitors performance and identified KPIs (measure to established benchmarks), manages and tracks budget timelines, and manages implementation efforts.
2.3.11	Auxiliary Services & Business Operations	<i>Management and Administrative</i>	Project Planning	Set project goals and determine both internal and external actions and resources needed to achieve goals.
2.3.12	Auxiliary Services & Business Operations	<i>Management and Administrative</i>	Recruitment and Retention	Provide staff support for recruitment and retention efforts including interviews, associated paperwork/processing, and data entry, and file management.
2.3.13	Auxiliary Services & Business Operations	<i>Management and Administrative</i>	Revenue Program Development	Develop and implement programs focused on providing increased revenue or creating new revenue streams.
2.3.14	Auxiliary Services & Business Operations	<i>Management and Administrative</i>	Staff Management	Assign and supervise staff work assignments and roles as well as review and provide input on their work output.
2.3.15	Auxiliary Services & Business Operations	<i>Management and Administrative</i>	Student and Intern Management	Assign and supervise student and intern work assignments and roles as well as review and provide input on their work output.
2.3.16	Auxiliary Services & Business Operations	<i>Management and Administrative</i>	Textbook and Course Material Affordability	Collaborate with campus departments to develop and implement course material programs to reduce the cost of course materials for students.
2.4.1	Auxiliary Services & Business Operations	<i>Miscellaneous Business Operations</i>	Agriculture and/or Agricultural Recharge Operations	Manage and provide agricultural business services such as feed mills, Missouri Foundation Seeds, Bucks & Eckles Cafe, Meat Lab, and South Farm construction and related operations.
2.4.2	Auxiliary Services & Business Operations	<i>Miscellaneous Business Operations</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
2.4.3	Auxiliary Services & Business Operations	<i>Miscellaneous Business Operations</i>	Concert and Event Productions	Manage, coordinate, operate and/or deliver concert and event productions (e.g. University Concert Series, Touhill Performing Arts Center, Rhynsburger Theatre, etc.).
2.4.4	Auxiliary Services & Business Operations	<i>Miscellaneous Business Operations</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
2.4.5	Auxiliary Services & Business Operations	<i>Miscellaneous Business Operations</i>	Golf Course Operation	Manage and provide golf course services.
2.4.6	Auxiliary Services & Business Operations	<i>Miscellaneous Business Operations</i>	Other Business Operations	Perform other direct effort related to supporting auxiliary services or business operations that is not covered elsewhere in the survey. Examples may include specialized activities related to the Child Development Lab, Adult Day Connection, Adventure Club, Assessment Resource Center, K-12 Virtual Schools, College Base, Chemical Stores, Physics Shop, General Stores, Instruction Materials Lab, IEP, etc. Please see the "Retail Operations" process for general retail activities first.
2.5.1	Auxiliary Services & Business Operations	<i>Policies and Procedures</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.

2.5.2	Auxiliary Services & Business Operations	<i>Policies and Procedures</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
2.5.3	Auxiliary Services & Business Operations	<i>Policies and Procedures</i>	Policy Management	Develop and maintain guidelines, policies, and procedures for Auxiliary Services and/or Business Operation processes. Draft and maintain handbooks and other documentation.
2.5.4	Auxiliary Services & Business Operations	<i>Policies and Procedures</i>	Policy Training	Provide trainings and communication on University policies regarding Auxiliary Services.
2.6.1	Auxiliary Services & Business Operations	<i>Retail Buying</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
2.6.2	Auxiliary Services & Business Operations	<i>Retail Buying</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis (e.g. vendor product specifications and pricing). Conduct general data entry (to a spreadsheet, system or database) or manually update information.
2.6.3	Auxiliary Services & Business Operations	<i>Retail Buying</i>	Inventory Balancing	Analyze inventory levels at all locations and submit transfer requests when appropriate to balance inventory across stores, or to replenish stock from the warehouse.
2.6.4	Auxiliary Services & Business Operations	<i>Retail Buying</i>	Inventory Management	Manage inventory levels appropriately to maximize sales potential and inventory turnover.
2.6.5	Auxiliary Services & Business Operations	<i>Retail Buying</i>	Market Analysis	Analyze product customer demand, pricing, quality, market trends, and availability to make decisions.
2.6.6	Auxiliary Services & Business Operations	<i>Retail Buying</i>	Market Research	Attend trade shows and other events to learn about industry trends, discover products to purchase, network with vendors, etc.
2.6.7	Auxiliary Services & Business Operations	<i>Retail Buying</i>	Product Design	Consult on the design of products tailored for the University such as University branded items, white label products, etc.
2.6.8	Auxiliary Services & Business Operations	<i>Retail Buying</i>	Product Recalls	Manage product recalls including the initiation and termination of recalls, recall related communications, submission of regulatory reports, and assessment of recall consequences.
2.6.9	Auxiliary Services & Business Operations	<i>Retail Buying</i>	Product Selection	Plan, select, buy, and price a range of products to sell in retail outlets.
2.6.10	Auxiliary Services & Business Operations	<i>Retail Buying</i>	Vendor Relations	Manage relationships with vendors such as addressing problems, requests, and inquiries related to vendors and their products.
2.6.11	Auxiliary Services & Business Operations	<i>Retail Buying</i>	Vendor Sourcing	Source vendors to purchase from and negotiate rates and terms to meet margin and retail price-point expectations.
2.7.1	Auxiliary Services & Business Operations	<i>Retail Marketing</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
2.7.2	Auxiliary Services & Business Operations	<i>Retail Marketing</i>	Brand Management	Manage brands for retail stores, bookstores, stores at stadiums and sporting venues, pro shops, dining/food services and e-commerce websites.

2.7.3	Auxiliary Services & Business Operations	<i>Retail Marketing</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis (e.g. campaign KPIs). Conduct general data entry (to a spreadsheet, system or database) or manually update information.
2.7.4	Auxiliary Services & Business Operations	<i>Retail Marketing</i>	E-Commerce Campaigns	Manage online paid campaigns for University e-commerce sites through Google AdWords, Facebook, etc.
2.7.5	Auxiliary Services & Business Operations	<i>Retail Marketing</i>	Retail Marketing Events	Coordinate marketing, communications, and promotional events for retail, bookstore, and dining/food service locations as well as e-commerce websites.
2.8.1	Auxiliary Services & Business Operations	<i>Retail Operations</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
2.8.2	Auxiliary Services & Business Operations	<i>Retail Operations</i>	Bookstore Course Inventory	Coordinate with professors, teachers, and textbook vendors to ensure the bookstore is stocking the correct books and quantity for the year's courses at the lowest cost possible.
2.8.3	Auxiliary Services & Business Operations	<i>Retail Operations</i>	Campus Collaboration	Work with academic departments to facilitate and communicate appropriate recommended non-course materials for the classroom.
2.8.4	Auxiliary Services & Business Operations	<i>Retail Operations</i>	Campus Delivery	Deliver product to campus departments.
2.8.5	Auxiliary Services & Business Operations	<i>Retail Operations</i>	Campus Outreach	Maintain consistent contact with campus departments to provide sales and service for technology needs from a store perspective.
2.8.6	Auxiliary Services & Business Operations	<i>Retail Operations</i>	Computer Repair	Provide in and out-of-warranty service on computer hardware for students and other customers.
2.8.7	Auxiliary Services & Business Operations	<i>Retail Operations</i>	Customer Service	Sell merchandise through a point-of-sale device (e.g. cash register), handle returns and exchanges, arrange customer pick-ups and deliveries of merchandise, and perform other customer service.
2.8.8	Auxiliary Services & Business Operations	<i>Retail Operations</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis (e.g. store staff information and hours worked). Conduct general data entry (to a spreadsheet, system or database) or manually update information.
2.8.9	Auxiliary Services & Business Operations	<i>Retail Operations</i>	General Management	Perform general store management tasks including P&L review, staff scheduling, register till reconciliation, cash deposit drops, etc.
2.8.10	Auxiliary Services & Business Operations	<i>Retail Operations</i>	Loss Prevention	Ensure proper LP techniques are utilized to maintain low levels of loss including, regular physical inventories, security camera review, security tag utilization, etc.
2.8.11	Auxiliary Services & Business Operations	<i>Retail Operations</i>	Merchandise Receiving	Process merchandise receipts by verifying quantities match purchase orders, quality checks, tagging, inputting into inventory management system, etc.
2.8.12	Auxiliary Services & Business Operations	<i>Retail Operations</i>	Merchandising	Order, stock and organize store merchandise.
2.8.13	Auxiliary Services & Business Operations	<i>Retail Operations</i>	Production	Produce product utilizing internal machines to fulfill customer orders while working with campus licensing or publishers when appropriate.

2.8.14	Auxiliary Services & Business Operations	<i>Retail Operations</i>	Receipt Delivery	Physically moving merchandise from our warehouse to the various retail outlets or from one retail store to another. Include the unloading of delivery vehicles.
2.8.15	Auxiliary Services & Business Operations	<i>Retail Operations</i>	Store Maintenance	Perform cleaning and maintenance of store.
2.8.16	Auxiliary Services & Business Operations	<i>Retail Operations</i>	Third Party Retail Management	Coordinate with external third parties who manage on-campus retail and customer-facing locations (e.g. barbershop, bank, food stalls etc.).
2.9.1	Auxiliary Services & Business Operations	<i>Television and Radio Broadcasting</i>	Advertiser and Sponsor Relations	Manage relationships with current advertisers and sponsors.
2.9.2	Auxiliary Services & Business Operations	<i>Television and Radio Broadcasting</i>	Agency Coordination	Work with externally contracted talent or talent agencies.
2.9.3	Auxiliary Services & Business Operations	<i>Television and Radio Broadcasting</i>	Analytics Reporting	Design and develop performance measures and metrics to support the needs of the department and business leaders. Develop and distribute reports including reporting for subject matter experts.
2.9.4	Auxiliary Services & Business Operations	<i>Television and Radio Broadcasting</i>	Audiovisual Content Production	Produce University developed audiovisual content (e.g. radio shows, television shows, podcasts, online webcasts, live events etc.), including production, camera and sound equipment operation, etc.
2.9.5	Auxiliary Services & Business Operations	<i>Television and Radio Broadcasting</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
2.9.6	Auxiliary Services & Business Operations	<i>Television and Radio Broadcasting</i>	Branding	Develop and manage radio and/or television station on-air branding and station image.
2.9.7	Auxiliary Services & Business Operations	<i>Television and Radio Broadcasting</i>	Copy Editing	Edit and proof writing content for University developed radio shows, television shows, podcasts, online webcasts etc.
2.9.8	Auxiliary Services & Business Operations	<i>Television and Radio Broadcasting</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
2.9.9	Auxiliary Services & Business Operations	<i>Television and Radio Broadcasting</i>	Design Work	Provide digital and physical design work including formatting / construction (e.g. layout, UI, graphics, etc.) for University developed radio shows, television shows, podcasts, online webcasts etc.
2.9.10	Auxiliary Services & Business Operations	<i>Television and Radio Broadcasting</i>	Hosting	Host or serve as a "personality" for a radio show, television show, podcast, online webcast, live/broadcast events etc. Include time spent participating in interviews or appearing as a guest in other programs related to this role.
2.9.11	Auxiliary Services & Business Operations	<i>Television and Radio Broadcasting</i>	Market Analysis	Analyze demand, pricing, quality, market trends, and availability to make decisions.
2.9.12	Auxiliary Services & Business Operations	<i>Television and Radio Broadcasting</i>	Market Research	Attend trade shows and other events to learn about industry trends, discover products to purchase, network with vendors, etc.
2.9.13	Auxiliary Services & Business Operations	<i>Television and Radio Broadcasting</i>	Marketing Messages	Develop and create marketing messages for radio and/or television station and station clients / sponsors.

2.9.14	Auxiliary Services & Business Operations	<i>Television and Radio Broadcasting</i>	Multimedia Editing	Edit University developed radio shows, television shows, podcasts, online webcasts, etc. in programs such as Adobe Premiere, Apple Final Cut, Audacity, etc. Includes feedback / review process for design work.
2.9.15	Auxiliary Services & Business Operations	<i>Television and Radio Broadcasting</i>	Sales and Marketing	Identify and/or meet with advertisers/sponsors to sell airtime, coordinate sponsored events and programs, negotiate rates and terms, etc.
2.9.16	Auxiliary Services & Business Operations	<i>Television and Radio Broadcasting</i>	Talent Management	Identify, hire, and schedule talent for University productions.
2.9.17	Auxiliary Services & Business Operations	<i>Television and Radio Broadcasting</i>	Writing	Research, author and written edit content for University developed radio shows, television shows, podcasts, online webcasts etc. such as a newscasts.
3.1.1	Clinical	<i>Billing</i>	Account Receivable and Debt Collection	Process all payments collected and/or prepare deposit to be picked up by armored car each day of clinical operation.
3.1.2	Clinical	<i>Billing</i>	Accounting	Input and reconcile financial transactions in patient ledgers, such as insurance and patient payments, process refunds, adjustments, and bad debt accounts.
3.1.3	Clinical	<i>Billing</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
3.1.4	Clinical	<i>Billing</i>	Charge Coding	Perform charge coding and open encounter resolution/reporting. File insurance claims. Bill patients for services they owe, after co-pay, deductible, insurance paid.
3.1.5	Clinical	<i>Billing</i>	Customer Service	Resolve customer complaints and inquiries related to clinical billing, including processing payments, refunds, and setting up payment plans.
3.1.6	Clinical	<i>Billing</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
3.1.7	Clinical	<i>Billing</i>	Denials Management	Manage denials by insurance carriers. Bill patient or other department responsible for payment.
3.1.8	Clinical	<i>Billing</i>	Patient Account Reconciliation	Reconcile outstanding patient accounts receivable and post payments.
3.1.9	Clinical	<i>Billing</i>	Pre-Certification & Authorization	Conduct pre-certifications with insurance companies to confirm patient eligibility, confirm preoperative clearances, and obtain authorizations for treatment, as well as identify potential covered specialty programs for patients.
3.2.1	Clinical	<i>Direct Clinical, Veterinary, Optometric, Audiologic, and Dental Care</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
3.2.2	Clinical	<i>Direct Clinical, Veterinary, Optometric, Audiologic, and Dental Care</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.

3.2.3	Clinical	Direct Clinical, Veterinary, Optometric, Audiologic, and Dental Care	Optometric or Audiologic Dispensary Operations	Perform activities unique to the operations of the Optometric or Audiologic Dispensary such as glasses fittings, lens cleaning and replacement, management of inventory of glasses and contact lenses, hearing aids etc. See "Auxiliary Services" Function for additional retail and retail marketing activities.
3.2.4	Clinical	Direct Clinical, Veterinary, Optometric, Audiologic, and Dental Care	Patient Care	Provide and oversee medical and nursing human patient care or audiologic care.
3.2.5	Clinical	Direct Clinical, Veterinary, Optometric, Audiologic, and Dental Care	Patient Care Administration	Attend to medical records and update them based on care performed. If Medical Scribe, input data into EMR.
3.2.6	Clinical	Direct Clinical, Veterinary, Optometric, Audiologic, and Dental Care	Patient Care Oversight	Oversee patient care, human or animal, performed by students, residents, or trainees.
3.2.7	Clinical	Direct Clinical, Veterinary, Optometric, Audiologic, and Dental Care	Patient Care Planning	Coordinate human patient care with family members, schools, outside agencies and providers. Coordinate animal care with family members, co-owners, and other related parties.
3.2.8	Clinical	Direct Clinical, Veterinary, Optometric, Audiologic, and Dental Care	Patient Dental Care	Provide human or animal patient dental care.
3.2.9	Clinical	Direct Clinical, Veterinary, Optometric, Audiologic, and Dental Care	Patient Dispensary Care	Provide human patient dispensary care, fit for optical or audiology aids, repair hearing aids, and coordinate complete fabrication of optical or audiological aids with various suppliers.
3.2.10	Clinical	Direct Clinical, Veterinary, Optometric, Audiologic, and Dental Care	Patient Optometric or Audiologic Care	Provide human optometric or audiologic care.
3.2.11	Clinical	Direct Clinical, Veterinary, Optometric, Audiologic, and Dental Care	Pharmacy	Provide pharmacy support for human patients.
3.2.12	Clinical	Direct Clinical, Veterinary, Optometric, Audiologic, and Dental Care	Veterinary Medical Care	Provide and oversee medical care for animals.

3.2.13	Clinical	<i>Direct Clinical, Veterinary, Optometric, Audiologic, and Dental Care</i>	Veterinary Pharmacy	Provide pharmacy support for client animals.
3.3.1	Clinical	<i>Managed Care</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
3.3.2	Clinical	<i>Managed Care</i>	Contract Negotiations	Develop, negotiate, manage, and maintain contracts with commercial and governmental payers.
3.3.3	Clinical	<i>Managed Care</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
3.3.4	Clinical	<i>Managed Care</i>	Maintain Charge Master	Maintain schedule pricing for services provided.
3.3.5	Clinical	<i>Managed Care</i>	Payer Enrollment	Enroll providers with government and contracted payers.
3.3.6	Clinical	<i>Managed Care</i>	Payer Issue Resolution	Resolve payer related issues.
3.3.7	Clinical	<i>Managed Care</i>	Payer Reimbursement	Handle issues related to financial transactions with commercial and governmental payers.
3.4.1	Clinical	<i>Management and Administrative</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
3.4.2	Clinical	<i>Management and Administrative</i>	Communications	Plan and execute structured communications associated with department efforts in conjunction with the goals and objectives of the department/campus/University's leadership team. Answer departmental questions. Communicate schedule of providers providing care.
3.4.3	Clinical	<i>Management and Administrative</i>	Compliance Adherence	Ensure compliance to University policies as well as federal/state government and agency regulations such as HIPAA and Section 1557 of the ACA.
3.4.4	Clinical	<i>Management and Administrative</i>	Credentialing	Ensure appropriate credentialing for providers and residents. Enroll and maintain provider participation. Monitor policy changes. Complete annual credentialing paperwork for provider licensures and hospital/entity privileges appointment.
3.4.5	Clinical	<i>Management and Administrative</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
3.4.6	Clinical	<i>Management and Administrative</i>	Department Budgeting	Develop and manage departmental operating budgets and costs. Maintain provider fee schedules, track physician financial productivity and clinic visits to use for analyses.
3.4.7	Clinical	<i>Management and Administrative</i>	Department Management Data Analysis	Measure program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives and scorecards. For example, compare departmental scorecard results against expected performance objectives.

3.4.8	Clinical	Management and Administrative	Department Meetings	Attend internal and external college, campus, and department meetings.
3.4.9	Clinical	Management and Administrative	Department Strategy	Plan, define, and validate an overall philosophy and approach for the department function. Includes aligning work activities with the campus and System business strategy and current initiatives.
3.4.10	Clinical	Management and Administrative	Personal Professional Development	Participate in personal development (e.g. national/regional associations and conferences and other professional experiences), work related trainings, and institutional compliance trainings. Include time spent in trainings required for licensure and certifications.
3.4.11	Clinical	Management and Administrative	Policy Management	Develop and maintain guidelines, policies, and procedures for Clinical processes. Draft and maintain handbooks and other documentation.
3.4.12	Clinical	Management and Administrative	Policy Training	Provide trainings and communication on University policies regarding Clinical activities, including annual compliance training.
3.4.13	Clinical	Management and Administrative	Professional Development	Coach and mentor direct report employees and provide development and career progression guidance.
3.4.14	Clinical	Management and Administrative	Project Management and Coordination	Coordinate project activities between key stakeholders. Ensure quality control with on-going projects, manages project planning, development, and execution activities, monitors performance and identified KPIs (e.g. monthly clinical charges, revenue, wRVUs), manages and tracks budget timelines, and manages implementation efforts.
3.4.15	Clinical	Management and Administrative	Project Planning	Set project goals and determine both internal and external actions and resources needed to achieve goals.
3.4.16	Clinical	Management and Administrative	Provider / Service-line Scheduling	Develop schedules for providers and / or service lines.
3.4.17	Clinical	Management and Administrative	Recruitment and Retention	Provide staff support for recruitment and retention efforts including interviews, associated paperwork/processing, and data entry, and file management.
3.4.18	Clinical	Management and Administrative	Reporting	Coordinate reporting of patient quality data, provider data for all Federal, State, and payer mandatory programs, and use of electronic medical record. Also includes internal and external reporting e.g. (clinical effectiveness, quality, cost of care).
3.4.19	Clinical	Management and Administrative	Staff Management	Assign and supervise staff work assignments and roles as well as review and provide input on their work output.
3.4.20	Clinical	Management and Administrative	Student and Intern Management	Assign and supervise student and intern work assignments and roles as well as review and provide input on their work output.
3.5.1	Clinical	Patient Care Support	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
3.5.2	Clinical	Patient Care Support	Capital Equipment	Engage with clinicians, IT and other functions to select significant clinical or related equipment (e.g. MRI, X-Ray, etc.).

3.5.3	Clinical	Patient Care Support	Customer Service	Perform and resolve customer complaints and inquiries. Include time spent calling or contacting patient insurance companies as well as related patient insurance procedures (claims, denials, scheduling, manage patient records, etc.).
3.5.4	Clinical	Patient Care Support	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis (e.g. if human care, patient insurance information). Conduct general data entry (to a spreadsheet, system or database) or manually update information.
3.5.5	Clinical	Patient Care Support	Equipment and Technology Management	Perform set up, preventative maintenance, break/fix services, of clinical and related equipment, technology, or ambulatory vehicles, while maintaining compliance in all governmental healthcare and veterinary healthcare policies.
3.5.6	Clinical	Patient Care Support	Insurance Enrollment and Monitoring	Enroll in, maintain provider participation, and monitor policy changes among multiple insurance companies.
3.5.7	Clinical	Patient Care Support	Patient Care Instrumentation	Fabricate, configure, maintain, and support instrumentation used in support of University patient care.
3.5.8	Clinical	Patient Care Support	Patient Care Support Services	Identify potential patients who could potentially participate in clinical trials and support the pathway for enrollment. Participate in or coordinate activities dedicated to providing patient care support services such as medical directorships, quality care committees, etc.
3.5.9	Clinical	Patient Care Support	Provider Credentialing	Enroll, and maintain enrollment of, all practicing providers with multiple insurance companies for all clinical locations. Ensure compliance with, and keep abreast of, insurance company policy changes.
3.5.10	Clinical	Patient Care Support	Surgical Implant and Durable Medical Equipment Management	Work with implant vendors and/or durable medical equipment vendors regarding templates.
3.6.1	Clinical	Registration and Scheduling	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
3.6.2	Clinical	Registration and Scheduling	Customer Service	Resolve customer complaints and inquiries related to registration errors.
3.6.3	Clinical	Registration and Scheduling	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
3.6.4	Clinical	Registration and Scheduling	Patient Registration	Register patients which can include verifying demographics, collecting co-pays, down payments, verifying insurance, collecting compliance forms and/or checking-in patients.
3.6.5	Clinical	Registration and Scheduling	Scheduling	Schedule patients, coordinate medical staff schedules, reserve anesthesia and radiology time, surgical block time, book rooms and equipment, and/or manage provider templates.
4.1.1	Communications and Marketing	Advertising and Marketing	Advertiser Coordination	Coordinate with advertisers for billing, specification requirements, performance of advertisements, etc.
4.1.2	Communications and Marketing	Advertising and Marketing	Analytics Reporting	Design and develop performance measures and metrics to support the needs of the department and business leaders. Develop and distribute reports including reporting for subject matter experts.

4.1.3	Communications and Marketing	<i>Advertising and Marketing</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
4.1.4	Communications and Marketing	<i>Advertising and Marketing</i>	Community Development	Promote the formation and supportive interactions in internal and external communities targeted towards benefiting the general public and improving the campus community.
4.1.5	Communications and Marketing	<i>Advertising and Marketing</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
4.1.6	Communications and Marketing	<i>Advertising and Marketing</i>	Data Maintenance Reporting	Develop and distribute reports on maintenance activities (e.g. broken link checks, general analytics across a platform).
4.1.7	Communications and Marketing	<i>Advertising and Marketing</i>	Digital Campaign Analysis	Analyze performance and return on investment of digital advertising and marketing efforts of the University.
4.1.8	Communications and Marketing	<i>Advertising and Marketing</i>	Digital Campaign Execution	Execute University run digital marketing and advertising campaigns.
4.1.9	Communications and Marketing	<i>Advertising and Marketing</i>	Digital Planning	Develop digital marketing plans and design commercial programs and execution briefs.
4.1.10	Communications and Marketing	<i>Advertising and Marketing</i>	E-Commerce Campaigns	Manage online paid campaigns for University e-commerce sites through Google AdWords, Facebook, etc.
4.1.11	Communications and Marketing	<i>Advertising and Marketing</i>	Event Management	Plan, coordinate, and execute events focused on marketing the University, specific campuses, departments, programs, driving recruitment, etc. Include time spent marketing these events to students, staff, faculty, and external groups and communities.
4.1.12	Communications and Marketing	<i>Advertising and Marketing</i>	External Agency Coordination	Coordinate with advertising and marketing agencies to develop tactical media buying plans and manage campaigns.
4.1.13	Communications and Marketing	<i>Advertising and Marketing</i>	Manage Partnerships and Sponsorships	Manage marketing partnerships and/or sponsorships between the University and external groups, organizations, and communities. Include coordinating promotion of partners/sponsors, online and digital marketing efforts for partners/sponsors, marketing inside athletic venues and stadiums for partners/sponsors, etc.
4.1.14	Communications and Marketing	<i>Advertising and Marketing</i>	Print Advertising Management	Manage advertising in University printed materials including allocation of advertising space, setting of billing rates, etc.
4.1.15	Communications and Marketing	<i>Advertising and Marketing</i>	Retail Brand Management	Manage brands for retail stores, bookstores, stores at stadiums and sporting venues, pro shops, dining/food services and e-commerce websites.
4.1.16	Communications and Marketing	<i>Advertising and Marketing</i>	Retail Marketing Events	Coordinate marketing, communications, and promotional events for retail, bookstore, and dining/food service locations as well as e-commerce websites.
4.1.17	Communications and Marketing	<i>Advertising and Marketing</i>	Traditional Campaign Analysis	Analyze performance and return on investment of traditional (e.g. print, television, radio etc.) advertising and marketing efforts of the University.

4.1.18	Communications and Marketing	<i>Advertising and Marketing</i>	Traditional Campaign Execution	Execute University run traditional (e.g. print, television, radio etc.) marketing and advertising campaigns.
4.1.19	Communications and Marketing	<i>Advertising and Marketing</i>	Traditional Campaign Planning	Develop traditional (e.g. print, television, radio etc.) marketing strategy and plans and design commercial programs and execution briefs.
4.2.1	Communications and Marketing	<i>Brand Management</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
4.2.2	Communications and Marketing	<i>Brand Management</i>	Brand Advising	Assist and perform outreach to various departments and internal and external organizations (including University retail) in developing an ongoing marketing strategy related to key services/offerings consistent with enhancing the organizational brand.
4.2.3	Communications and Marketing	<i>Brand Management</i>	Brand Enforcement	Perform outreach to groups and/or individuals who are inappropriately representing the University's brand in terms of materials, communications, marketing, etc. to provide feedback and recommended changes.
4.2.4	Communications and Marketing	<i>Brand Management</i>	Brand Monitoring	Monitor use of University brand across materials, communications, marketing, etc. to ensure it is being utilized in-line with brand standards, University culture, etc.
4.2.5	Communications and Marketing	<i>Brand Management</i>	Brand Standards Training	Provide trainings on University brand standards, template materials, and other resources.
4.2.6	Communications and Marketing	<i>Brand Management</i>	Brand Templates and Graphics	Maintain a central graphics repository necessary to consistently represent and maintain brand integrity.
4.2.7	Communications and Marketing	<i>Brand Management</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
4.3.1	Communications and Marketing	<i>Content Development</i>	Art Direction	Provide creative oversight for graphic design work for digital and print materials to elevate the brand and ensure consistency.
4.3.2	Communications and Marketing	<i>Content Development</i>	Audiovisual Content Production	Produce University developed audiovisual content (e.g. radio shows, television shows, podcasts, online webcasts, live events etc.), including production, camera and sound equipment operation, etc.
4.3.3	Communications and Marketing	<i>Content Development</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
4.3.4	Communications and Marketing	<i>Content Development</i>	Content Strategy	Develop strategy for content across the University's digital presence.
4.3.5	Communications and Marketing	<i>Content Development</i>	Copy Editing	Edit and proof writing content for University print and digital platforms (e.g. websites, marketing materials, advertising campaigns, etc.).
4.3.6	Communications and Marketing	<i>Content Development</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
4.3.7	Communications and Marketing	<i>Content Development</i>	Design Work	Provide digital and physical design work including formatting / construction (e.g. layout, UI, graphics, etc.) for University websites, marketing materials, advertising campaigns, publications etc.

4.3.8	Communications and Marketing	<i>Content Development</i>	Executive Communications	Advise and assist senior leadership in creating important communications, presentations, and reports for strategic internal and external audiences.
4.3.9	Communications and Marketing	<i>Content Development</i>	Front-End Web Development	Manage and perform front end web development including the use of content management systems, template creation, user management, training and support as well as support associated systems such as file management, form development, mobile applications, etc.
4.3.10	Communications and Marketing	<i>Content Development</i>	Multimedia Editing	Edit University developed radio shows, television shows, podcasts, online webcasts, etc. in programs such as Adobe Premiere, Apple Final Cut, Audacity, etc. Includes feedback / review process for design work.
4.3.11	Communications and Marketing	<i>Content Development</i>	Photography	Provide photography or photo editing for University websites, marketing materials, advertising campaigns, etc.
4.3.12	Communications and Marketing	<i>Content Development</i>	Programming	Provide programming for University non-retail websites including optimization for search engine optimization and general support.
4.3.13	Communications and Marketing	<i>Content Development</i>	User Experience Design	Research user behaviors and test websites with target audiences to optimize to their preferences.
4.3.14	Communications and Marketing	<i>Content Development</i>	Writing	Research, author and written edit content for University websites and blogs, recruitment materials, magazines or other print materials, marketing and promotional materials, advertising campaigns, etc.
4.4.1	Communications and Marketing	<i>Executive Communications</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
4.4.2	Communications and Marketing	<i>Executive Communications</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
4.4.3	Communications and Marketing	<i>Executive Communications</i>	Executive Communications	Advise and assist senior leadership in creating important communications, presentations, and reports for strategic internal and external audiences.
4.4.4	Communications and Marketing	<i>Executive Communications</i>	Executive Consulting	Consult with executives to provide input and lend professional experience.
4.4.5	Communications and Marketing	<i>Executive Communications</i>	Issues Management	Advise senior leadership on issues positively/negatively affecting operations and/or individuals. Create and deliver appropriate materials/messages to support campus position.
4.4.6	Communications and Marketing	<i>Executive Communications</i>	Presentation Preparation	Prepare presentations for executives, including development of slide decks, reports, one pagers, etc. for presentation use.
4.4.7	Communications and Marketing	<i>Executive Communications</i>	Speech Writing	Prepare and write speeches for use by executives, including incorporating feedback and edits and working with the executive to determine what points, themes, positions, or messages should be covered by the speech.
4.5.1	Communications and Marketing	<i>External Communications</i>	Analytics Reporting	Design and develop performance measures and metrics to support the needs of the department and business leaders. Develop and distribute reports including reporting for subject matter experts.
4.5.2	Communications and Marketing	<i>External Communications</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.

4.5.3	Communications and Marketing	<i>External Communications</i>	Communications Planning	Develop and update communications roadmaps that outline planned future external communications, key stakeholders and dates, resources needed, etc. Coordinate with key stakeholders across the University and externally to develop roadmaps. Participate in executive leadership meetings to guide communication efforts.
4.5.4	Communications and Marketing	<i>External Communications</i>	Communications Writing	Author, research, edit, and/or proof writing or speech content for external communications.
4.5.5	Communications and Marketing	<i>External Communications</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
4.5.6	Communications and Marketing	<i>External Communications</i>	Digital External Communications	Manage University digital (e.g. University websites, news and Higher Education websites, etc.) external communications, media messaging, and external relations.
4.5.7	Communications and Marketing	<i>External Communications</i>	Social Media Management	Manage external communications through University social media accounts (e.g. Facebook, Twitter, Instagram) and respond to questions and comments posed through these channels by the general public.
4.5.8	Communications and Marketing	<i>External Communications</i>	Traditional External Communications	Manage University traditional (e.g. print, television, radio, in-person, etc.) external communication and media messaging.
4.6.1	Communications and Marketing	<i>Internal Communications</i>	Analytics Reporting	Design and develop performance measures and metrics to support the needs of the department and business leaders. Develop and distribute reports including reporting for subject matter experts.
4.6.2	Communications and Marketing	<i>Internal Communications</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
4.6.3	Communications and Marketing	<i>Internal Communications</i>	Communications Management	Manage or coordinate enterprise, internal communications to ensure consistent messaging and organizational guideline and policy communication and compliance.
4.6.4	Communications and Marketing	<i>Internal Communications</i>	Communications Planning	Develop and update communications roadmaps that outline planned future external communications, key stakeholders and dates, resources needed, etc. Coordinate with key stakeholders across the University and externally to develop roadmaps. Participate in executive leadership meetings to guide communication efforts.
4.6.5	Communications and Marketing	<i>Internal Communications</i>	Communications Writing	Author, research, edit, and/or proof writing content for internal communications including but not limited to promotional campaign for a particular employee program (such as the Wellness Incentive) or for the development of flyers, digital ads, webpages, guide booklets, etc.
4.6.6	Communications and Marketing	<i>Internal Communications</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
4.6.7	Communications and Marketing	<i>Internal Communications</i>	Data Maintenance Reporting	Develop and distribute reports on maintenance activities (e.g. broken link checks, general analytics across a platform).
4.6.8	Communications and Marketing	<i>Internal Communications</i>	Design Work	Provide digital and physical design work including formatting / construction (e.g. layout, UI, graphics, etc.) for University websites, marketing materials, advertising campaigns, publications etc.

4.6.9	Communications and Marketing	<i>Internal Communications</i>	Digital Internal Communications	Manage University digital internal communications.
4.6.10	Communications and Marketing	<i>Internal Communications</i>	Front-End Web Development	Manage and perform front end web development including the use of content management systems, template creation, user management, training and support as well as support associated systems such as file management, form development, mobile applications, etc.
4.6.11	Communications and Marketing	<i>Internal Communications</i>	Marketing and Communications Advising	Consult with various departments to provide input and lend professional internal communications experience.
4.7.1	Communications and Marketing	<i>Licensing</i>	Analytics Reporting	Design and develop performance measures and metrics to support the needs of the department and business leaders. Develop and distribute reports including reporting for subject matter experts.
4.7.2	Communications and Marketing	<i>Licensing</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
4.7.3	Communications and Marketing	<i>Licensing</i>	Brand Enforcement	Perform outreach to groups and/or individuals who are inappropriately representing the University's brand in terms of materials, communications, marketing, etc. to provide feedback and recommended changes.
4.7.4	Communications and Marketing	<i>Licensing</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
4.7.5	Communications and Marketing	<i>Licensing</i>	Data Maintenance Reporting	Develop and distribute reports on maintenance activities (e.g. broken link checks, general analytics across a platform).
4.7.6	Communications and Marketing	<i>Licensing</i>	License Oversight	Ensure licenses are being used in compliance with license contracts and University brand.
4.7.7	Communications and Marketing	<i>Licensing</i>	Licensee Coordination	Identify potential licensees, negotiate license agreements, and maintain licensee relationships.
4.8.1	Communications and Marketing	<i>Management and Administrative</i>	Analytics Reporting	Design and develop performance measures and metrics to support the needs of the department and business leaders. Develop and distribute reports including reporting for subject matter experts.
4.8.2	Communications and Marketing	<i>Management and Administrative</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
4.8.3	Communications and Marketing	<i>Management and Administrative</i>	Board and Committee Reporting	Present reports on marketing efforts to executive advisors such as academic councils, Advisory Boards, or the Board of Curators.
4.8.4	Communications and Marketing	<i>Management and Administrative</i>	Communications	Plan and execute structured communications associated with department efforts in conjunction with the goals and objectives of the department/campus/University's leadership team. Answer departmental questions.
4.8.5	Communications and Marketing	<i>Management and Administrative</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.

4.8.6	Communications and Marketing	<i>Management and Administrative</i>	Data Maintenance Reporting	Develop and distribute reports on maintenance activities (e.g. broken link checks, general analytics across a platform).
4.8.7	Communications and Marketing	<i>Management and Administrative</i>	Department Budgeting	Develop and manage departmental operating budgets and costs.
4.8.8	Communications and Marketing	<i>Management and Administrative</i>	Department Management Data Analysis	Measure program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives and scorecards. For example, presenting departmental scorecard results against expected performance objectives.
4.8.9	Communications and Marketing	<i>Management and Administrative</i>	Department Meetings	Attend internal and external college, campus, and department meetings.
4.8.10	Communications and Marketing	<i>Management and Administrative</i>	Department Strategy	Plan, define, and validate an overall philosophy and approach for the department function. Includes aligning work activities with the campus and System business strategy and current initiatives.
4.8.11	Communications and Marketing	<i>Management and Administrative</i>	Personal Professional Development	Participate in personal development (e.g. national/regional associations and conferences and other professional experiences), work related trainings, and institutional compliance trainings. Include time spent in trainings required for licensure and certifications.
4.8.12	Communications and Marketing	<i>Management and Administrative</i>	Professional Development	Coach and mentor direct report employees and provide development and career progression guidance.
4.8.13	Communications and Marketing	<i>Management and Administrative</i>	Project Management and Coordination	Coordinate project activities between key stakeholders. Ensure quality control with on-going projects, manages project planning, development, and execution activities, monitors performance and identified Key Performance Indicators (measure to established benchmarks), manages and tracks budget timelines, and manages implementation efforts.
4.8.14	Communications and Marketing	<i>Management and Administrative</i>	Project Planning	Set project goals and determine both internal and external actions and resources needed to achieve goals.
4.8.15	Communications and Marketing	<i>Management and Administrative</i>	Recruitment and Retention	Provide staff support for recruitment and retention efforts including interviews, associated paperwork/processing, and data entry, and file management.
4.8.16	Communications and Marketing	<i>Management and Administrative</i>	Staff Management	Assign and supervise staff work assignments and roles as well as review and provide input on their work output.
4.8.17	Communications and Marketing	<i>Management and Administrative</i>	Student and Intern Management	Assign and supervise student and intern work assignments and roles as well as review and provide input on their work output.
4.8.18	Communications and Marketing	<i>Management and Administrative</i>	System Communications	Plan and execute structured communications associated with UM System efforts. Attend system-wide meetings, provide talking points, data points, conduct requested research, edit and proof content as requested.
4.8.19	Communications and Marketing	<i>Management and Administrative</i>	Third Party Vendor Management	Manage day-to-day third party vendor relationships. Includes the transmission/sharing of required data/information, resolving service issues and monitoring performance, and administration of contracts.
4.9.1	Communications and Marketing	<i>Policies and Procedures</i>	Analytics Reporting	Design and develop performance measures and metrics to support the needs of the department and business leaders. Develop and distribute reports including reporting for subject matter experts.

4.9.2	Communications and Marketing	<i>Policies and Procedures</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
4.9.3	Communications and Marketing	<i>Policies and Procedures</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
4.9.4	Communications and Marketing	<i>Policies and Procedures</i>	Data Maintenance Reporting	Develop and distribute reports on maintenance activities (e.g. broken link checks, general analytics across a platform).
4.9.5	Communications and Marketing	<i>Policies and Procedures</i>	Policy Communication	Provide policy related trainings as well as communicate and relay policy information to greater University community.
4.9.6	Communications and Marketing	<i>Policies and Procedures</i>	Policy Management	Develop and maintain guidelines, policies, and procedures for Communications and/or Marketing processes. Draft and maintain handbooks and other documentation.
4.10.1	Communications and Marketing	<i>Public Relations</i>	Analytics Reporting	Design and develop performance measures and metrics to support the needs of the department and business leaders. Develop and distribute reports including reporting for subject matter experts.
4.10.2	Communications and Marketing	<i>Public Relations</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
4.10.3	Communications and Marketing	<i>Public Relations</i>	Communications Planning	Develop and update communications roadmaps that outline planned future external communications, key stakeholders and dates, resources needed, etc. Coordinate with key stakeholders across the University and externally to develop roadmaps. Participate in executive leadership meetings to guide communication efforts.
4.10.4	Communications and Marketing	<i>Public Relations</i>	Communications Writing	Author, research, edit, and/or proof writing or speech content for public relations related work.
4.10.5	Communications and Marketing	<i>Public Relations</i>	Community Development	Promote the formation and supportive interactions in internal and external communities targeted towards benefiting the general public and improving the campus community.
4.10.6	Communications and Marketing	<i>Public Relations</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
4.10.7	Communications and Marketing	<i>Public Relations</i>	Events & Programs	Coordinate and execute events/programs which engage internal and external audiences, promote brand development and communicate the value of the University.
4.10.8	Communications and Marketing	<i>Public Relations</i>	Issues Management	Advise senior leadership on issues positively/negatively affecting operations and/or individuals. Create and deliver appropriate materials/messages to support campus position.
4.10.9	Communications and Marketing	<i>Public Relations</i>	Media Relations Training	Provide trainings on how to manage relationships and communication with the media and press and proper messaging.
4.10.10	Communications and Marketing	<i>Public Relations</i>	Press Releases and Media Relations	Develop and issue press releases and media advisories. Includes pitching stories to media, arranging interviews, faculty experts, etc.

4.10.11	Communications and Marketing	<i>Public Relations</i>	Spokesperson Duties	Act as liaison and spokesperson to media outlets regarding University issues.
4.11.1	Communications and Marketing	<i>Talent</i>	Acting Performances	Perform as an actor or extra in University developed videos, stage performances, etc.
4.11.2	Communications and Marketing	<i>Talent</i>	Agency Coordination	Work with externally contracted talent or talent agencies.
4.11.3	Communications and Marketing	<i>Talent</i>	Analytics Reporting	Design and develop performance measures and metrics to support the needs of the department and business leaders. Develop and distribute reports including reporting for subject matter experts.
4.11.4	Communications and Marketing	<i>Talent</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
4.11.5	Communications and Marketing	<i>Talent</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
4.11.6	Communications and Marketing	<i>Talent</i>	Data Maintenance Reporting	Develop and distribute reports on maintenance activities (e.g. broken link checks, general analytics across a platform).
4.11.7	Communications and Marketing	<i>Talent</i>	Hosting	Host or serve as a "personality" for a radio show, television show, podcast, online webcast, live/broadcast events etc. Include time spent participating in interviews or appearing as a guest in other programs related to this role.
4.11.8	Communications and Marketing	<i>Talent</i>	Musical Performances	Perform or conduct music live or for University developed soundtracks, videos, etc.
4.11.9	Communications and Marketing	<i>Talent</i>	Talent Management	Identify, hire, and schedule talent for University productions.
5.1.1	Community Service and Extension	<i>External Relations</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
5.1.2	Community Service and Extension	<i>External Relations</i>	Business Consulting	Provide consulting services or share best practices with local and state-wide entities, towns, and businesses (including farms) to help them operate more efficiently, expand their offerings, and navigate strategic opportunities.
5.1.3	Community Service and Extension	<i>External Relations</i>	Community Development	Promote the formation and supportive interactions in internal and external communities targeted towards benefiting the general public and improving the campus community.
5.1.4	Community Service and Extension	<i>External Relations</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
5.1.5	Community Service and Extension	<i>External Relations</i>	Government Relations	Develop and support relationships with key governmental entities and organizations.
5.1.6	Community Service and Extension	<i>External Relations</i>	Relationship Management	Develop and support relationships with key organizations, stakeholders, partners, government entities as well as non-profit and volunteer-based organizations, etc.

5.1.7	Community Service and Extension	<i>External Relations</i>	Share Research and Resources	Share and connect research findings and resources to community leaders, industry and commercial entities (including farms), charitable entities, families, and others in order to promote practices focused on sustainability, improving the environment, better healthcare, stronger families, improved nutrition habits, economic support of the local and state community, etc.
5.2.1	Community Service and Extension	<i>Management and Administrative</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
5.2.2	Community Service and Extension	<i>Management and Administrative</i>	Communications	Plan and execute structured communications associated with department efforts in conjunction with the goals and objectives of the department/campus/University's leadership team. Answer departmental questions.
5.2.3	Community Service and Extension	<i>Management and Administrative</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
5.2.4	Community Service and Extension	<i>Management and Administrative</i>	Department Budgeting	Develop and manage departmental operating budgets and costs.
5.2.5	Community Service and Extension	<i>Management and Administrative</i>	Department Management Data Analysis	Measure program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives and scorecards. For example, presenting departmental scorecard results against expected performance objectives.
5.2.6	Community Service and Extension	<i>Management and Administrative</i>	Department Meetings	Attend internal and external college, campus, and department meetings.
5.2.7	Community Service and Extension	<i>Management and Administrative</i>	Department Strategy	Plan, define, and validate an overall philosophy and approach for the department function. Includes aligning work activities with the campus and System business strategy and current initiatives.
5.2.8	Community Service and Extension	<i>Management and Administrative</i>	Personal Professional Development	Participate in personal development (e.g. national/regional associations and conferences and other professional experiences), work related trainings, and institutional compliance trainings. Include time spent in trainings required for licensure and certifications.
5.2.9	Community Service and Extension	<i>Management and Administrative</i>	Professional Development	Coach and mentor direct report employees and provide development and career progression guidance.
5.2.10	Community Service and Extension	<i>Management and Administrative</i>	Project Management and Coordination	Coordinate project activities between key stakeholders. Ensure quality control with on-going projects, manages project planning, development, and execution activities, monitors performance and identified KPIs (measure to established benchmarks), manages and tracks budget timelines, and manages implementation efforts.
5.2.11	Community Service and Extension	<i>Management and Administrative</i>	Project Planning	Set project goals and determine both internal and external actions and resources needed to achieve goals.
5.2.12	Community Service and Extension	<i>Management and Administrative</i>	Recruitment and Retention	Provide staff support for recruitment and retention efforts including interviews, associated paperwork/processing, and data entry, and file management.
5.2.13	Community Service and Extension	<i>Management and Administrative</i>	Staff Management	Assign and supervise staff work assignments and roles as well as review and provide input on their work output.

5.2.14	Community Service and Extension	<i>Management and Administrative</i>	Student and Intern Management	Assign and supervise student and intern work assignments and roles as well as review and provide input on their work output.
5.3.1	Community Service and Extension	<i>Policies and Procedures</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
5.3.2	Community Service and Extension	<i>Policies and Procedures</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
5.3.3	Community Service and Extension	<i>Policies and Procedures</i>	Policy Communication	Provide policy related trainings as well as communicate and relay policy information to greater University community.
5.3.4	Community Service and Extension	<i>Policies and Procedures</i>	Policy Management	Develop and maintain guidelines, policies, and procedures for Community Service and/or Extension processes. Draft and maintain handbooks and other documentation.
5.4.1	Community Service and Extension	<i>Public Programs</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
5.4.2	Community Service and Extension	<i>Public Programs</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
5.4.3	Community Service and Extension	<i>Public Programs</i>	Off Campus Program Coordination	Coordinate people, logistics, etc. for off campus community events, drives, programs and activities.
5.4.4	Community Service and Extension	<i>Public Programs</i>	On Campus Program Coordination	Coordinate people, logistics, etc. for on campus community events, drives, programs and activities.
5.4.5	Community Service and Extension	<i>Public Programs</i>	Program Management	Manage programs and volunteer activities targeted towards benefiting the general public (e.g. MU International Center, UMKC Women's Center, 4-H Clubs).
5.5.1	Community Service and Extension	<i>Public Service Education</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
5.5.2	Community Service and Extension	<i>Public Service Education</i>	Civic Internships	Coordinate program based, public service and civic-based student credit internships.
5.5.3	Community Service and Extension	<i>Public Service Education</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
5.5.4	Community Service and Extension	<i>Public Service Education</i>	Experiential Learning Program Coordination	Coordinate people, logistics, etc. for experiential learning.
5.5.5	Community Service and Extension	<i>Public Service Education</i>	Extension Program Instruction	Deliver instruction for clients enrolled in extension courses, trainings, and events.
5.5.6	Community Service and Extension	<i>Public Service Education</i>	Public Service Education Curriculum	Recommend, develop, deliver and provide support around curriculum based in service-learning and public service activities.

5.5.7	Community Service and Extension	<i>Public Service Education</i>	Volunteer Travel	Participate in experiential learning activities focused on community development, such as study abroad programs, youth programs.
5.6.1	Community Service and Extension	<i>Volunteerism</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
5.6.2	Community Service and Extension	<i>Volunteerism</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
5.6.3	Community Service and Extension	<i>Volunteerism</i>	Volunteer Management	Provide oversight of volunteers -job descriptions, expectations, coaching and evaluation of volunteers to benefit the public good.
5.6.4	Community Service and Extension	<i>Volunteerism</i>	Volunteerism	Provide services at events, drives, or organizations for no financial gain to benefit the general public.
6.1.1	Diversity, Equity, and Inclusion	<i>Events and Programs</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
6.1.2	Diversity, Equity, and Inclusion	<i>Events and Programs</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
6.1.3	Diversity, Equity, and Inclusion	<i>Events and Programs</i>	Diversity, Equity, and Inclusion Committees	Participate or serve in committees focused on diversity, equity, and inclusion.
6.1.4	Diversity, Equity, and Inclusion	<i>Events and Programs</i>	Event Coordination	Coordinate and execute both social and educational events focused on promoting diversity, equity, and inclusion (e.g. Annual Martin Luther King, Jr. Celebration Event, Women of Color, Girls of Color, Social Justice conferences, Title IX awareness events, etc.).
6.1.5	Diversity, Equity, and Inclusion	<i>Events and Programs</i>	Event Planning	Strategize and plan both social and educational events focused on promoting diversity, equity, and inclusion (e.g. Annual Martin Luther King, Jr. Celebration Event, Women of Color, Girls of Color, Social Justice conferences, Title IX awareness events, etc.).
6.1.6	Diversity, Equity, and Inclusion	<i>Events and Programs</i>	Grants and Funding	Coordinate, plan, and/or support programs, events, and other efforts focused on soliciting donations or winning grants to help fund efforts of the department. Include time spent collaborating with University Advancement and other University units for these efforts.
6.1.7	Diversity, Equity, and Inclusion	<i>Events and Programs</i>	Policy and Education Guidance	Provide guidance on University policy and educational programming on all aspects of diversity, equity, and inclusion.
6.1.8	Diversity, Equity, and Inclusion	<i>Events and Programs</i>	Program Management	Coordinate programs focused on promoting diversity, equity, and inclusion such as Diversity Peer Educators, the LGBTQ Resource Center, the Black Culture Center, etc.
6.1.9	Diversity, Equity, and Inclusion	<i>Events and Programs</i>	Student Organizations	Collaborate with students and student organizations (e.g. Diversity Peer Educators, Legion of Black Collegians, Asian American Association, etc.) on programming, speakers, workshops (e.g. Diversity Student Ambassadors, TAASU, Avanzando, SGA, ASCO, ALAS, etc.).
6.1.10	Diversity, Equity, and Inclusion	<i>Events and Programs</i>	Student Recruitment	Coordinate, plan, and/or execute programs and events focused on building or growing a pipeline of diverse students for the University (e.g. high school programming).

6.2.1	Diversity, Equity, and Inclusion	<i>Management and Administrative</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
6.2.2	Diversity, Equity, and Inclusion	<i>Management and Administrative</i>	Communications	Plan and execute structured communications associated with department efforts in conjunction with the goals and objectives of the department/campus/University's leadership team. Answer departmental questions.
6.2.3	Diversity, Equity, and Inclusion	<i>Management and Administrative</i>	Data Analysis	Perform data analysis of collected data and/or synthesize data into specific recommendations. Include time spent developing statistical models and analyses.
6.2.4	Diversity, Equity, and Inclusion	<i>Management and Administrative</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
6.2.5	Diversity, Equity, and Inclusion	<i>Management and Administrative</i>	Department Budgeting	Develop and manage departmental operating budgets and costs.
6.2.6	Diversity, Equity, and Inclusion	<i>Management and Administrative</i>	Department Management Data Analysis	Measure program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives and scorecards. For example, compare departmental scorecard results against expected performance objectives.
6.2.7	Diversity, Equity, and Inclusion	<i>Management and Administrative</i>	Department Meetings	Attend internal and external college, campus, and department meetings.
6.2.8	Diversity, Equity, and Inclusion	<i>Management and Administrative</i>	Department Strategy	Plan, define, and validate an overall philosophy and approach for the department function. Includes aligning work activities with the campus and System business strategy and current initiatives.
6.2.9	Diversity, Equity, and Inclusion	<i>Management and Administrative</i>	Personal Professional Development	Participate in personal development (e.g. national/regional associations and conferences and other professional experiences), work related trainings, and institutional compliance trainings. Include time spent in trainings required for licensure and certifications.
6.2.10	Diversity, Equity, and Inclusion	<i>Management and Administrative</i>	Professional Development	Coach and mentor direct report employees and provide development and career progression guidance.
6.2.11	Diversity, Equity, and Inclusion	<i>Management and Administrative</i>	Project Management and Coordination	Coordinate project activities between key stakeholders. Ensure quality control with on-going projects, manages project planning, development, and execution activities, monitors performance and identified KPIs (e.g. monthly clinical charges, revenue, wRVUs), manages and tracks budget timelines, and manages implementation efforts.
6.2.12	Diversity, Equity, and Inclusion	<i>Management and Administrative</i>	Project Planning	Set project goals and determine both internal and external actions and resources needed to achieve goals.
6.2.13	Diversity, Equity, and Inclusion	<i>Management and Administrative</i>	Recruitment and Retention	Provide staff support for recruitment and retention efforts including interviews, associated paperwork/processing, and data entry, and file management.
6.2.14	Diversity, Equity, and Inclusion	<i>Management and Administrative</i>	Staff Management	Assign and supervise staff work assignments and roles as well as review and provide input on their work output.

6.2.15	Diversity, Equity, and Inclusion	<i>Management and Administrative</i>	Student and Intern Management	Assign and supervise student and intern work assignments and roles as well as review and provide input on their work output.
6.3.1	Diversity, Equity, and Inclusion	<i>Policies, Procedures, and Consulting</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
6.3.2	Diversity, Equity, and Inclusion	<i>Policies, Procedures, and Consulting</i>	Community Support	Collaborate with community stakeholders regarding diversity initiatives and engagement.
6.3.3	Diversity, Equity, and Inclusion	<i>Policies, Procedures, and Consulting</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
6.3.4	Diversity, Equity, and Inclusion	<i>Policies, Procedures, and Consulting</i>	Group Consulting	Consultation with other groups (e.g. department chairs, deans, student groups/affairs) for diversity issues (not formal complaints), approaches, and results of data and analytic reports.
6.3.5	Diversity, Equity, and Inclusion	<i>Policies, Procedures, and Consulting</i>	Leadership Consulting	Advises the Chancellor, Provost, Associate Dean of Diversity and Inclusion at the School of Medicine, and other University leadership on diversity matters and results of data and analytic reports.
6.3.6	Diversity, Equity, and Inclusion	<i>Policies, Procedures, and Consulting</i>	Policy Management	Collaborate with Human Resources to develop and maintain guidelines, policies, and procedures for Diversity, Equity, and Inclusion processes. Draft and maintain handbooks and other documentation.
6.3.7	Diversity, Equity, and Inclusion	<i>Policies, Procedures, and Consulting</i>	Policy Trainings and Communication	Provide skill-based trainings and communications on a wide range of diversity and inclusion topics to the greater University community. Include time spent writing and developing communications.
6.3.8	Diversity, Equity, and Inclusion	<i>Policies, Procedures, and Consulting</i>	Strategic Plan	Work to execute the University-wide diversity strategic plan by working and collaborating with leaders and cross-functional groups.
6.3.9	Diversity, Equity, and Inclusion	<i>Policies, Procedures, and Consulting</i>	System Strategy Consulting	Advise the System Chief Diversity officer team on system strategy and results of data and analytic reports.
6.4.1	Diversity, Equity, and Inclusion	<i>Regulations and Compliance</i>	ADA Accommodations	Provide ADA accommodations for faculty, staff, and visitors or provide input on needed/planned ADA accommodations.
6.4.2	Diversity, Equity, and Inclusion	<i>Regulations and Compliance</i>	ADA Compliance Strategy	Support the development of strategies and policies for compliance with ADA regulations, as well as the interpretation of regulations and institutional policies.
6.4.3	Diversity, Equity, and Inclusion	<i>Regulations and Compliance</i>	Affirmative Action Program Processing	Perform affirmative action administrative procedures. Actions may include collecting, maintaining and analyzing AAP data as well as conducting audits to ensure compliance with applicable regulations.
6.4.4	Diversity, Equity, and Inclusion	<i>Regulations and Compliance</i>	Audit Assistance	Provide support for internal and external audits of University policies as well as government laws (e.g. ADA) and regulations on diversity, equity, and inclusion (e.g. from OCR).
6.4.5	Diversity, Equity, and Inclusion	<i>Regulations and Compliance</i>	Audit Planning	Plan upcoming audits and audit procedures of University policies as well as government laws and regulations on diversity, equity, and inclusion.
6.4.6	Diversity, Equity, and Inclusion	<i>Regulations and Compliance</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.

6.4.7	Diversity, Equity, and Inclusion	<i>Regulations and Compliance</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
6.4.8	Diversity, Equity, and Inclusion	<i>Regulations and Compliance</i>	Monitoring Non-Compliance Activities	Monitor activities of non-compliance with University policies as well as government laws and regulations on diversity, equity, and inclusion.
6.4.9	Diversity, Equity, and Inclusion	<i>Regulations and Compliance</i>	Policy Violations	Support the investigations of potential violations of University policies regarding diversity, equity, and inclusion. Provide resources to those have experienced discrimination or retaliation.
6.4.10	Diversity, Equity, and Inclusion	<i>Regulations and Compliance</i>	Regulation Monitoring	Maintain records of federal or other regulations, keep current on requirements, pass information to other staff, and update materials to reflect changing regulations.
6.4.11	Diversity, Equity, and Inclusion	<i>Regulations and Compliance</i>	Regulatory Compliance and Reporting	Assist in the generation and distribution of required reports to government and federal agencies. For example, fair hiring practice reports and affirmative action plans.
6.4.12	Diversity, Equity, and Inclusion	<i>Regulations and Compliance</i>	Reporting	Report to oversight committees and government entities.
6.4.13	Diversity, Equity, and Inclusion	<i>Regulations and Compliance</i>	Title IX Strategy	Collaborate with Human Resources to develop strategies and policies for compliance with Title IX regulations. Interpret regulations and institutional policies.
6.5.1	Diversity, Equity, and Inclusion	<i>Talent Diversity and Inclusion</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
6.5.2	Diversity, Equity, and Inclusion	<i>Talent Diversity and Inclusion</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
6.5.3	Diversity, Equity, and Inclusion	<i>Talent Diversity and Inclusion</i>	Diversity and Inclusion Objective Setting	Partner with leaders to develop annual Diversity and Inclusion performance goals and objectives to ensure alignment with the organization's performance management goals, succession planning pipeline development, etc.
6.5.4	Diversity, Equity, and Inclusion	<i>Talent Diversity and Inclusion</i>	Diversity and Inclusion Performance Analysis	Measure program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives and scorecards. For example, presenting the number of diverse staff hired for executive positions.
6.5.5	Diversity, Equity, and Inclusion	<i>Talent Diversity and Inclusion</i>	Diversity and Inclusion Program Design and Development	Design and develop employee diversity and inclusion programs, such as working mothers. Includes building tools and processes and conducting periodic evaluations of the programs.
6.5.6	Diversity, Equity, and Inclusion	<i>Talent Diversity and Inclusion</i>	Diversity and Inclusion Program Management	Implement diversity strategies and initiatives. Actions may include metric collection and analysis, identifying and employing sources to develop diverse talent pipelines, providing diversity awareness training, and affirmative action planning.
6.5.7	Diversity, Equity, and Inclusion	<i>Talent Diversity and Inclusion</i>	Diversity and Inclusion Strategy	Collaborate with Human Resources to plan, define and validate an employee diversity and inclusion philosophy and approach for the organization.
7.1.1	Enrollment Management	<i>Admissions</i>	Admit Students	Evaluate applications and materials to make admission decisions based upon the published admission requirements to the University. Process requires knowledge and functionality in PeopleSoft, Perceptive Content, and Slate.

7.1.2	Enrollment Management	<i>Admissions</i>	Applicant Communication	Communicate with prospective applicants/students through e-mail, note cards, direct mail, etc. (e.g. answering general and specific University questions). CRM administration of prospect and applicant data for the division and academic units. Applicant communications are nuanced and complex based upon the type and status of the student application. Communications can be sourced through PeopleSoft and Slate in both hard copy and electronic formats.
7.1.3	Enrollment Management	<i>Admissions</i>	Application Evaluation	Evaluate applications and materials to make admission decisions based upon the published admission requirements to the University. Process requires knowledge and functionality in PeopleSoft, Perceptive Content, and Slate.
7.1.4	Enrollment Management	<i>Admissions</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
7.1.5	Enrollment Management	<i>Admissions</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
7.1.6	Enrollment Management	<i>Admissions</i>	Direct Recruitment	All facets of marketing the University, its program offerings and student life to prospective domestic and international students through direct and indirect marketing methods (including face-to-face, telecounseling, campus/facility tours, social media, electronic and print media). Communicate with individuals in a position to influence prospective student decisions (such as guidance counselors, teachers and parents).
7.1.7	Enrollment Management	<i>Admissions</i>	Event Recruitment	Attend college fairs, high school visits, community events, tabling at community colleges, college panels, college nights etc. Perform student recruitment event management for both in and out of state markets for students, their families and guidance counselors. Creation of marketing and event communications. Includes yield events during this recruitment process.
7.1.8	Enrollment Management	<i>Admissions</i>	Inquiry Resolution	Respond to and resolve inquiries related to the matriculation of students.
7.1.9	Enrollment Management	<i>Admissions</i>	Matriculate Students	Perform matriculation of students (spring, summer, and/or fall terms) manually on an as needed basis or schedule via a PeopleSoft process.
7.1.10	Enrollment Management	<i>Admissions</i>	Process Applications	Receive, enter, and process applications in PeopleSoft, Perceptive Content, SLATE, etc. Include time spent verifying applicant information, deleting applications, etc.
7.1.11	Enrollment Management	<i>Admissions</i>	Process Test Scores	Receive and enter applicant test scores into PeopleSoft, SLATE, etc.
7.1.12	Enrollment Management	<i>Admissions</i>	Process Transcripts	Receive, enter, and/or code applicant transcripts (and other documents) into ImageNow/Perceptive Content, PeopleSoft, SLATE, etc.
7.1.13	Enrollment Management	<i>Admissions</i>	Recruiting Materials Coordination	Distribute recruiting materials to unit offices and assemble/mail recruiting material packages and/or decision letters for distribution to the potential applicant.
7.1.14	Enrollment Management	<i>Admissions</i>	Residency Processing	Perform residency processing, re-evaluation, and calculate impact on tuition in PeopleSoft, ImageNow, Slate, etc.

7.1.15	Enrollment Management	<i>Admissions</i>	Student Data Processing and Entry	Process all incoming data and documents for students in both electronic and hard copy formats. Receive and enter transcripts and manually enter transcript and course data. Update various systems including PeopleSoft, Perceptive Content, and Slate.
7.1.16	Enrollment Management	<i>Admissions</i>	Transfer Processing	Evaluate transfer credits and process transfers in PeopleSoft, Registration & Records/ISAO, SIS, etc.
7.2.1	Enrollment Management	<i>Advising and Student Support Services</i>	Academic Policy	Provide guidance to students on academic policies and/or be knowledgeable about academic policies and procedures to support student success.
7.2.2	Enrollment Management	<i>Advising and Student Support Services</i>	Assign Advisors	Assign advisors to specific students or individual programs / departments.
7.2.3	Enrollment Management	<i>Advising and Student Support Services</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
7.2.4	Enrollment Management	<i>Advising and Student Support Services</i>	Course Registration Advising	Advise students about course registration, suggest courses based on current credits earned, goals, academic requirements, etc.
7.2.5	Enrollment Management	<i>Advising and Student Support Services</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information. Includes updates of Starfish, PeopleSoft Student, and other systems.
7.2.6	Enrollment Management	<i>Advising and Student Support Services</i>	International Student Advising	Provide immigration advising, personal advising, and liaison services to international students and scholars.
7.2.7	Enrollment Management	<i>Advising and Student Support Services</i>	Other Advising	Provide guidance and advice for other non-academic issues such as off-campus living, involvement opportunities, managing personal finances etc. Refer students to health, legal or other services/organizations as needed.
7.2.8	Enrollment Management	<i>Advising and Student Support Services</i>	Program Advising	Provide advising specific to a certain academic program or department.
7.2.9	Enrollment Management	<i>Advising and Student Support Services</i>	Program Coordination	Coordinate programs to improve student retention and build student community. Programming includes Summer Welcome, FIGs, New Student Orientation, Transfer Student Orientation, etc.).
7.2.10	Enrollment Management	<i>Advising and Student Support Services</i>	Special Needs and Disability Accommodations	Provide services to help accommodate students or staff with special needs or disabilities such as note-taking, hosting special test sessions, arranging transportation, etc.
7.2.11	Enrollment Management	<i>Advising and Student Support Services</i>	Technology	Input, analyze report on, and maintain data from key academic technology platforms (e.g. Starfish, College Source, CourseLeaf, etc.). Provide advising on these technologies in an academic capacity.
7.2.12	Enrollment Management	<i>Advising and Student Support Services</i>	Transfer Student Advising	Advise transfer students on academic requirements, general transition advice, etc.

7.3.1	Enrollment Management	<i>Athletic Certification and Reporting</i>	Athlete Data Reporting	Prepare and submit required Academic Progress (APR) and Graduation/Academic Success Rate (GSR/ASR) reports annually to the NCAA and conference. Writes queries, compiles and analyzes data which assist with tracking, supporting student success efforts of student-athletes, EADA, and NCAA financial audits. Complete University required special forms (e.g. executive order 39).
7.3.2	Enrollment Management	<i>Athletic Certification and Reporting</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
7.3.3	Enrollment Management	<i>Athletic Certification and Reporting</i>	Certification of Eligibility	Reviews data and approves certification of eligibility for all incoming, transfer and continuing student-athletes. Serves as liaison between academic units and Athletics staff. Maintains custom PeopleSoft athletic database.
7.3.4	Enrollment Management	<i>Athletic Certification and Reporting</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
7.4.1	Enrollment Management	<i>Career Services</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
7.4.2	Enrollment Management	<i>Career Services</i>	Career Events	Plan and host workshops, Q&As, networking events, etc. with the goal of placing students at internships and jobs. Develop, manage and teach professional development seminars for students focusing on the job search process.
7.4.3	Enrollment Management	<i>Career Services</i>	Career Fairs	Plan, coordinate, and execute campus career fairs including working with recruiters, student marketing, etc.
7.4.4	Enrollment Management	<i>Career Services</i>	Career Materials	Develop materials to assist and guide students in placing at internships and jobs such as interview guides, job hunting articles, videos, etc.
7.4.5	Enrollment Management	<i>Career Services</i>	Career Planning Advising	Counsel students on career planning, review resumes and cover letters, provide mock interviews, consult on continued graduate education etc. Conduct office hours to provide students with personal guidance in individual career success planning. Hold appointments to advise students on various topics relating to professional development, the job search and career success.
7.4.6	Enrollment Management	<i>Career Services</i>	Cooperative Work Programs	Manage cooperative education, internship and externship programs with internal and external stakeholders.
7.4.7	Enrollment Management	<i>Career Services</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
7.4.8	Enrollment Management	<i>Career Services</i>	Performance Reporting	Collect and report various data points included in career services key performance indicators (KPI) to various stakeholders: students, parents, employers, advancement, academic departments, high school counselors, communications, and various agencies.
7.4.9	Enrollment Management	<i>Career Services</i>	Recommendation Record Management	Maintain student recommendation records.
7.4.10	Enrollment Management	<i>Career Services</i>	Relationship Management	Maintain relationships with recruiters and employers. Assist employers with brand management and relationship building on campus.

7.4.11	Enrollment Management	<i>Career Services</i>	Student Outcome Reporting	Maintain records, coordinate process, and report successful career outcomes and other relevant data to the National Association of Colleges and Employers (NACE), Missouri Department of Higher Education and University of Missouri system.
7.4.12	Enrollment Management	<i>Career Services</i>	Student Recruitment Strategy	Develop campus recruitment strategy and student engagement plan with employers seeking University students and graduates for position openings. Deliver services and administrative support. Includes marketing to students and coordinating interview schedules.
7.4.13	Enrollment Management	<i>Career Services</i>	Student Work Coordination	Schedule student interviews and maintain internal and external job and internship listings.
7.5.1	Enrollment Management	<i>College Pathways</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
7.5.2	Enrollment Management	<i>College Pathways</i>	Bridge / Pre-Collegiate Program	Develop a pipeline of future students through the management and operations of bridge and pre-collegiate programs focused on summer and weekend activities for 6th to 12th graders.
7.5.3	Enrollment Management	<i>College Pathways</i>	Community College Relations	Build and maintain relationships with community colleges to ensure strong partnerships and pathways for students. Facilitate agreements between institutions and connect appropriate individuals and departments.
7.5.4	Enrollment Management	<i>College Pathways</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
7.5.5	Enrollment Management	<i>College Pathways</i>	Missouri College Advising Corps	Advise high school students on post-secondary plans by providing information, assistance, and guidance on college options, applications, and financial aid. Serve with and in partner high schools to promote a college-going culture.
7.6.1	Enrollment Management	<i>Financial Aid, Scholarships, and Awards</i>	Assess Financial Aid Need	Calculate financial need and eligibility using federal methodology and other accepted University methodologies, determine eligibility for loan programs, and/or review academic progress for continuing aid.
7.6.2	Enrollment Management	<i>Financial Aid, Scholarships, and Awards</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
7.6.3	Enrollment Management	<i>Financial Aid, Scholarships, and Awards</i>	Award and Process Financial Aid	Inform students of award of financial aid and collect student accept/decline responses. Include time spent packaging, processing in Equation Engine/PeopleSoft, etc.
7.6.4	Enrollment Management	<i>Financial Aid, Scholarships, and Awards</i>	Award and Process Institutional Grants	Award institutional grants including time spent defining item type and packaging rules, determining target populations, etc.
7.6.5	Enrollment Management	<i>Financial Aid, Scholarships, and Awards</i>	Coordinate University Scholarships	Manage the status of students who receive University sponsored student aid scholarships due to academic merit, participation in athletics, etc. Ensure students are meeting needed requirements to continue to receive aid.
7.6.6	Enrollment Management	<i>Financial Aid, Scholarships, and Awards</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.

7.6.7	Enrollment Management	<i>Financial Aid, Scholarships, and Awards</i>	Fellowship Disbursement	Disburse fellowship stipends.
7.6.8	Enrollment Management	<i>Financial Aid, Scholarships, and Awards</i>	Financial Aid Application / ISIR Follow-Up	Contact financial aid and Pell Grant applicants about missing items or accuracy issues.
7.6.9	Enrollment Management	<i>Financial Aid, Scholarships, and Awards</i>	Financial Aid Application / ISIR Processing	Process and complete financial aid, loan, and grant applications, mail to lenders, and/or track or record in system or file.
7.6.10	Enrollment Management	<i>Financial Aid, Scholarships, and Awards</i>	Financial Aid Application / ISIR Review	Review and evaluate applications for financial aid, loans, or grants, assess their financial need, and discuss applications with other staff to determine whether or not aid should be provided.
7.6.11	Enrollment Management	<i>Financial Aid, Scholarships, and Awards</i>	Financial Aid Application Reconciliation	Track financial aid or loan application data and verify accuracy of reported information including follow-up. Include federal verification.
7.6.12	Enrollment Management	<i>Financial Aid, Scholarships, and Awards</i>	Financial Aid Package Preparation	Prepare financial aid packages and update financial aid system with aid package or loan information. Notify financial aid applicants of award.
7.6.13	Enrollment Management	<i>Financial Aid, Scholarships, and Awards</i>	Financial Aid Reporting and Transmission	Prepare financial aid reports or gather data to report/transmit to outside entities such the Department of Education, State or National entities, and other institutions.
7.6.14	Enrollment Management	<i>Financial Aid, Scholarships, and Awards</i>	Financial Aid Repository	Maintain a central repository or database with all need-based and non-need-based federal, state, local, private and institutional student financial assistance programs available to students who enroll at the school as well as associated requirements, terms and conditions, etc.
7.6.15	Enrollment Management	<i>Financial Aid, Scholarships, and Awards</i>	Fund Management	Manage funds allocated for direct loans, Pell Grants, scholarships etc.
7.6.16	Enrollment Management	<i>Financial Aid, Scholarships, and Awards</i>	Grant and Fellowship Data Entry and Reporting	Set up and manage grant and fellowship accounts in PeopleSoft or other systems and report to funding agencies or other entities (e.g. NCAA for athletic awards), track or record information in system, and prepare donor reporting.
7.6.17	Enrollment Management	<i>Financial Aid, Scholarships, and Awards</i>	Issue Resolution	Resolve financial aid problems with students, other units, offices, outside entities (such as banks).
7.6.18	Enrollment Management	<i>Financial Aid, Scholarships, and Awards</i>	Loan Entrance / Exit Counseling	Provide loan entrance and/or exit counseling.
7.6.19	Enrollment Management	<i>Financial Aid, Scholarships, and Awards</i>	Loan Processing	Process loans including origination, adjustments, disbursements, SULA reporting, and loan date management.

7.6.20	Enrollment Management	<i>Financial Aid, Scholarships, and Awards</i>	NSLDS/Transfer Monitoring	Select student, send and import monitoring files, review flagged students, adjust aid, etc.
7.6.21	Enrollment Management	<i>Financial Aid, Scholarships, and Awards</i>	Opportunity Communication	Notify students of availability of financial aid, application process, and key contacts as well as assist students in applications. Include scholarship, grant, and fellowship opportunities as well.
7.6.22	Enrollment Management	<i>Financial Aid, Scholarships, and Awards</i>	Pell Grant Processing	Process Pell Grant awards, manage Pell Census and LEU, etc.
7.6.23	Enrollment Management	<i>Financial Aid, Scholarships, and Awards</i>	Regulatory Reporting & Compliance	Perform activities related to annual audit/A133 audit. Follow and administer Financial Aid Federal Regulations. Ensure proper controls measures are in place.
7.6.24	Enrollment Management	<i>Financial Aid, Scholarships, and Awards</i>	Scholarship Application Review	Read award merit scholarships applications, rank applicants, review eligibility, and determine award amount.
7.6.25	Enrollment Management	<i>Financial Aid, Scholarships, and Awards</i>	Scholarship Processing	Process and award scholarships (including automatic scholarships), including time spent notifying recipients and updating internal systems.
7.6.26	Enrollment Management	<i>Financial Aid, Scholarships, and Awards</i>	Student Aid Advising	Advise and counsel aid applicants, recipients, and parents about options. Answer questions on the phone, help with forms, and assist with financial planning.
7.6.27	Enrollment Management	<i>Financial Aid, Scholarships, and Awards</i>	Support Program Specific Awards	Support program specific award programs such as outside scholarships, PLUS and private loans, TEACH grants, etc.
7.6.28	Enrollment Management	<i>Financial Aid, Scholarships, and Awards</i>	Title IV Processing	Identify applicable students and communicate about post withdrawal disbursements. Calculate R2T4 and process post withdrawal disbursements.
7.6.29	Enrollment Management	<i>Financial Aid, Scholarships, and Awards</i>	Title IV Strategy	Develop strategies and policies for compliance with Title IV regulations. Interpret regulations and institutional policies.
7.7.1	Enrollment Management	<i>Graduation</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
7.7.2	Enrollment Management	<i>Graduation</i>	Commencement/Graduation Coordination	Coordinate and conduct Commencement/Graduation services and ceremonies.
7.7.3	Enrollment Management	<i>Graduation</i>	Commencement/Graduation Planning	Plan Commencement/Graduation services and ceremonies. Act as liaison to academic units regarding their ceremonies.
7.7.4	Enrollment Management	<i>Graduation</i>	Coordinate Graduation Products	Coordinate ordering, renting, and/or sales of graduation robes, gowns, class rings, etc. or work with a third party vendor to facilitate this.

7.7.5	Enrollment Management	<i>Graduation</i>	Data and Content Collection and Entry	Manually gather and/or compile data from multiple sources for consolidation (e.g. student graduation rolls). General data entry (to a spreadsheet, system or database) or manually update information.
7.7.6	Enrollment Management	<i>Graduation</i>	Transitional Services	Provide intentional services and support to address transitional events, issues, and needs of new students and their families, collect data and conduct assessment to identify needs of individuals and cohorts of new students.
7.8.1	Enrollment Management	<i>Management and Administrative</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
7.8.2	Enrollment Management	<i>Management and Administrative</i>	Communications	Plan and execute structured communications associated with department efforts in conjunction with the goals and objectives of the department/campus/University's leadership team. Answer departmental questions. Collaborate with University Marketing to develop specialized communication tracks through the CRM.
7.8.3	Enrollment Management	<i>Management and Administrative</i>	Compliance Activities	Maintain compliance with various regulations within the Enrollment Management function (e.g. state/federal compliance, FERPA, safeguarding of data, NSC reporting).
7.8.4	Enrollment Management	<i>Management and Administrative</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
7.8.5	Enrollment Management	<i>Management and Administrative</i>	Department Budgeting	Develop and manage departmental operating budgets and costs.
7.8.6	Enrollment Management	<i>Management and Administrative</i>	Department Management Data Analysis	Measure program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives and scorecards. For example, presenting departmental scorecard results against expected performance objectives.
7.8.7	Enrollment Management	<i>Management and Administrative</i>	Department Meetings	Attend internal and external college, campus, and department meetings. Participate and represent department at campus-wide committees and off-campus organizations.
7.8.8	Enrollment Management	<i>Management and Administrative</i>	Department Strategy	Plan, define, and validate an overall philosophy and approach for the department function. Includes aligning work activities with the campus and System business strategy and current initiatives.
7.8.9	Enrollment Management	<i>Management and Administrative</i>	Immigration Services	Provide immigration services to international students.
7.8.10	Enrollment Management	<i>Management and Administrative</i>	Personal Professional Development	Participate in personal development (e.g. national/regional associations and conferences and other professional experiences), work related trainings, and institutional compliance trainings. Include time spent in trainings required for licensure and certifications.
7.8.11	Enrollment Management	<i>Management and Administrative</i>	Professional Development	Coach and mentor direct report employees and provide development and career progression guidance.
7.8.12	Enrollment Management	<i>Management and Administrative</i>	Project Management and Coordination	Coordinate project activities between key stakeholders. Ensure quality control with on-going projects, manages project planning, development, and execution activities, monitors performance and identified KPIs (measure to established benchmarks), manages and tracks budget timelines, and manages implementation efforts.

7.8.13	Enrollment Management	<i>Management and Administrative</i>	Project Planning	Set project goals and determine both internal and external actions and resources needed to achieve goals.
7.8.14	Enrollment Management	<i>Management and Administrative</i>	Recruitment and Retention	Provide staff support for recruitment and retention efforts including interviews, associated paperwork/processing, and data entry, and file management.
7.8.15	Enrollment Management	<i>Management and Administrative</i>	Staff Management	Assign and supervise staff work assignments and roles as well as review and provide input on their work output.
7.8.16	Enrollment Management	<i>Management and Administrative</i>	Student and Intern Management	Assign and supervise student and intern work assignments and roles as well as review and provide input on their work output.
7.9.1	Enrollment Management	<i>Onboarding</i>	Admitted Student Communications	Communicate with admitted students through e-mail, CRM, postal mail, or telephone regarding admitted student requirements, enrollment confirmation process, next steps for orientation and course enrollment and matriculation to the University.
7.9.2	Enrollment Management	<i>Onboarding</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
7.9.3	Enrollment Management	<i>Onboarding</i>	Coordinate Orientation Sessions	Coordinate and conduct student orientation sessions.
7.9.4	Enrollment Management	<i>Onboarding</i>	Data and Content Collection and Entry	Manually gather and/or compile data from multiple sources for consolidation (e.g. student graduation rolls). General data entry (to a spreadsheet, system or database) or manually update information.
7.9.5	Enrollment Management	<i>Onboarding</i>	Distribute Publications and Materials	Distribute publications and materials to academic units and prospective students.
7.9.6	Enrollment Management	<i>Onboarding</i>	E-mails	Write, design and send all batch emails containing onboarding messages and registration and orientation information.
7.9.7	Enrollment Management	<i>Onboarding</i>	Letters	Write, edit, produce and mail all batch onboarding letters such as the New Student Guide letters for freshmen and transfers.
7.9.8	Enrollment Management	<i>Onboarding</i>	Manage Orientation Sessions	Develop and plan student and family orientation and welcome sessions.
7.9.9	Enrollment Management	<i>Onboarding</i>	New Student Orientation Programs	Produce publications for new student and family orientation and welcome programs.
7.9.10	Enrollment Management	<i>Onboarding</i>	Parent and Family Relations	Communicate with parents and family members of new students through e-mail, CRM, postal mail, or telephone regarding University resources, process, and support.
7.9.11	Enrollment Management	<i>Onboarding</i>	Publications	Concept, write, design and produce final press files for all onboarding publications such as the New Student Guide for Freshmen, New Student Guide for Transfers, and Academic Guide.
7.9.12	Enrollment Management	<i>Onboarding</i>	Transitional Services	Provide intentional services and support to address transitional events, issues, and needs of new students and their families, collect data and conduct assessment to identify needs of individuals and cohorts of new students.

7.10.1	Enrollment Management	<i>Policies and Procedures</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
7.10.2	Enrollment Management	<i>Policies and Procedures</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
7.10.3	Enrollment Management	<i>Policies and Procedures</i>	Grading Policies	Review systems to ensure grades are submitted by deadlines, and perform follow-up communications and procedures as necessary.
7.10.4	Enrollment Management	<i>Policies and Procedures</i>	Policy Communication	Provide policy related trainings as well as communicate and relay policy information to greater University community.
7.10.5	Enrollment Management	<i>Policies and Procedures</i>	Policy Management	Develop and maintain guidelines, policies, and procedures for Enrollment Management processes. Draft and maintain handbooks and other documentation.
7.11.1	Enrollment Management	<i>Recruitment Marketing and Communications</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
7.11.2	Enrollment Management	<i>Recruitment Marketing and Communications</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
7.11.3	Enrollment Management	<i>Recruitment Marketing and Communications</i>	Event Emails	Write, design and send batch emails for all recruitment events such as Meet and Greets, Daily Campus Visits, Guided Tours, High School Visits, College Fairs, College Planning Workshops, etc.
7.11.4	Enrollment Management	<i>Recruitment Marketing and Communications</i>	Event Invitations	Concept, write, design and produce final press files for all recruitment events such as Meet and Greets, Daily Campus Visits, Guided Tours, High School Visits, College Fairs, College Planning Workshops, etc.
7.11.5	Enrollment Management	<i>Recruitment Marketing and Communications</i>	Marketing Emails	Write, design and send all batch emails containing recruitment messages such as scholarships, academic information, student involvement, etc. sent to prospective students.
7.11.6	Enrollment Management	<i>Recruitment Marketing and Communications</i>	Marketing Letters	Write, edit, produce and mail all batch letters containing recruitment messages such as scholarships, academic information, student involvement, etc. sent to prospective students.
7.11.7	Enrollment Management	<i>Recruitment Marketing and Communications</i>	Onboarding	Manage, develop and execute batch communications for the onboarding of incoming students.
7.11.8	Enrollment Management	<i>Recruitment Marketing and Communications</i>	Publications	Concept, write, design and produce final press files for all recruitment publications such as the Road Piece, Viewbooks, Search Pieces, Postcard series, etc.
7.11.9	Enrollment Management	<i>Recruitment Marketing and Communications</i>	Recruitment Communications	Manage, develop and execute communications (including batch communications) for the recruitment of future students. Include the use of CRM (e.g. SLATE) and other systems (e.g. Net Price Calculator).
7.11.10	Enrollment Management	<i>Recruitment Marketing and Communications</i>	Recruitment Marketing Strategy	Evaluate best practices and create solutions for marketing the University and its programs to prospective students in conjunction with marketing efforts in place at the University level.
7.11.11	Enrollment Management	<i>Recruitment Marketing and Communications</i>	Retention	Manage and execute messages for returning students including development of new messages and organization of existing messages for Financial Aid, Registrar, Veteran's Center and other Enrollment Management offices.

7.11.12	Enrollment Management	<i>Recruitment Marketing and Communications</i>	Social Media	Manage all social media accounts for campus and/or overall University admission (currently Facebook and Twitter). Provide support and guidance for Admissions Representatives' individual Twitter accounts.
7.11.13	Enrollment Management	<i>Recruitment Marketing and Communications</i>	Transactional Emails	Write, design and send all batch emails containing steps to application and enrollment such as missing application materials, received application materials, missing enrollment steps, deadline reminders, etc. sent to prospective students.
7.11.14	Enrollment Management	<i>Recruitment Marketing and Communications</i>	Web	Update campus and/or overall University admissions website(s) when necessary including text updates, page additions, and photo swaps. Liaise between Admissions and Digital Services for larger changes. Also provide admin support, design input and copy for third-party recruitment tools such as the You@Mizzou website, Hobson's info page, etc.
7.12.1	Enrollment Management	<i>Registration</i>	Academic Calendars	Manage academic calendars including term lengths, holidays, final exam schedules etc.
7.12.2	Enrollment Management	<i>Registration</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
7.12.3	Enrollment Management	<i>Registration</i>	Book Classrooms	Book classrooms and similar facilities for courses / classes.
7.12.4	Enrollment Management	<i>Registration</i>	Course Catalog and Schedule	Monitor and advertise course catalog including the maintenance of course schedules and rooms/facilities, course listings, adding / removal of courses, instructor listings, and course requirements.
7.12.5	Enrollment Management	<i>Registration</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
7.12.6	Enrollment Management	<i>Registration</i>	Enroll Students	Manually enroll or withdraw students from courses and/or adjust what courses students are currently enrolled in, including time spent meeting with students to coordinate this. Perform batch or block enrollment of students and term set up including term activation, and batch assignment of service indicators, student groups, and study agreements.
7.12.7	Enrollment Management	<i>Registration</i>	Maintain Academic Structure	Update and maintain the academic organization tree and all programs/subjects within the tree structure.
7.12.8	Enrollment Management	<i>Registration</i>	Veteran Certification	Collect required data from veteran students (e.g. degree plan, certification request form, academic advising form, course schedule) and submit to the VA for processing and/or work with other departments on submission for VA benefits.
7.12.9	Enrollment Management	<i>Registration</i>	Wait Lists	Manage course wait lists and enroll students into courses as slots open up, including time spent in communicating enrollment updates to students.
7.13.1	Enrollment Management	<i>Student Records</i>	Academic Record Processing.	Update student academic records based on changes in grades or academic standing, receipt of honors or other milestones, etc. Follow-up with instructors for missing or incomplete grades.
7.13.2	Enrollment Management	<i>Student Records</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.

7.13.3	Enrollment Management	<i>Student Records</i>	Award and Revoke Degrees	Maintain the programming and tables by which advisors can verify student completion of programs and approve for degree or certificates as appropriate. Update the student record for awarded degrees and revoke degrees as necessary. Print and mail diplomas and modify board papers as needed for the Board of Curators.
7.13.4	Enrollment Management	<i>Student Records</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information. This includes updating student information (e.g. athletic participation, biography, majors, attendance etc.), grades, and progress towards degrees in PeopleSoft or other student information systems.
7.13.5	Enrollment Management	<i>Student Records</i>	Degree Audits and Verification	Perform degree audits by pulling student biography, course and exam information, and other miscellaneous data to compare against requirements. Maintain and distribute degree audits with endcoding and verify degrees for outside entities.
7.13.6	Enrollment Management	<i>Student Records</i>	Process Transfers	Manage shift of student record information (e.g. GPA, credits, test scores etc.) for transfer students from prior institution into University records.
7.13.7	Enrollment Management	<i>Student Records</i>	Security for Student Systems	Ensure the security of student records and work to prevent unauthorized access to student systems. Include time spent working with Information Technology.
7.13.8	Enrollment Management	<i>Student Records</i>	Student Data Reporting and Census	Develop and distribute reports/census on aggregate student data such as number of current students by program and demographics as well as graduation rates, participation in University programs, etc. Include time spent transmitting these reports and bundle testing upgrades. Submit data to National Student Clearinghouse.
7.13.9	Enrollment Management	<i>Student Records</i>	Student ID Coordination	Place current semester validation on student accounts and merge duplicate ID files as needed.
7.13.10	Enrollment Management	<i>Student Records</i>	Student Record Analysis	Analyze student record data like retention, enrollment, demographic data, credit hours, headcount, withdrawal survey, and graduation dates.
7.13.11	Enrollment Management	<i>Student Records</i>	Student Record Appeals	Handle appeals including the review of student records, changes to records as needed, and communication with students as part of the process.
7.13.12	Enrollment Management	<i>Student Records</i>	Transcripts and Certification Letters	Manage and reconcile transcript production and certification letter requests. Provide official student transcripts and certification letters. Custodial of records in managing and complying with validated subpoenas. Manage MO Reverse Transfer files.
8.1.1	Facilities	<i>Campus Security</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
8.1.2	Facilities	<i>Campus Security</i>	Campus Patrol	Patrol University campus and facilities and/or stand guard at specific locations or events to protect members of the University community and University physical assets. Enforce driving laws and policies and issue related tickets. Provide proactive law enforcement services to the University community through active patrols, enforcing laws, rules, and regulations. Utilize the community policing philosophy to ensure input and assistance from the University community.
8.1.3	Facilities	<i>Campus Security</i>	Crime Investigations	Conduct investigations on crimes and administrative issues reported to the department.

8.1.4	Facilities	Campus Security	Crime Prevention	Conduct trainings and events focused on crime prevention and awareness.
8.1.5	Facilities	Campus Security	Crime Response	Respond to calls for service taking reports, providing guidance, taking enforcement action, or making proper referrals.
8.1.6	Facilities	Campus Security	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis (e.g. crime statistics, case information). Conduct general data entry (to a spreadsheet, system or database) or manually update information.
8.1.7	Facilities	Campus Security	Emergency Preparedness	Develop emergency and disaster plans and provide associated trainings and communication.
8.1.8	Facilities	Campus Security	Emergency Response	Respond to and provide services during campus emergencies such as fires, natural disasters, protests etc. as well as participate in drills for these events.
8.1.9	Facilities	Campus Security	Lost and Found	Manage and/or coordinate lost and found item storage and requests for lost items.
8.1.10	Facilities	Campus Security	Paperwork and Logging	Complete required reports and log activities in the departments computer aided dispatch system.
8.1.11	Facilities	Campus Security	Parking Enforcement	Enforce campus parking policies and issue related tickets.
8.1.12	Facilities	Campus Security	Training	Participate in training sessions and/or in the development of work skills.
8.2.1	Facilities	Card Access and Key Shop	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
8.2.2	Facilities	Card Access and Key Shop	Building Access Management	Control access permissions for University facilities, including adding and removing individuals from access lists and responding to access requests. Respond to and address inquiries concerning cards not working as expected.
8.2.3	Facilities	Card Access and Key Shop	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
8.2.4	Facilities	Card Access and Key Shop	Design & Construction	Assist in design of facilities for key/card access and construction phase (keying cores, providing modules, etc.).
8.2.5	Facilities	Card Access and Key Shop	Keycard Management	Build and distribute building access cards. Include time spent collecting information or taking photographs for these cards.
8.2.6	Facilities	Card Access and Key Shop	Keyshop Management	Create and copy keys as well as maintain inventory of master keys and key molds. Distribute keys as required.
8.2.7	Facilities	Card Access and Key Shop	Problem Response	Respond to calls for service such as repairing/replacing card swipes & locks.

8.3.1	Facilities	<i>Design and Construction Compliance</i>	Administrative Review	Conduct administrative review to resolve contract disputes.
8.3.2	Facilities	<i>Design and Construction Compliance</i>	AHJ Duties	Provide Authority Having Jurisdiction services including code review and approval for all University property and leased property.
8.3.3	Facilities	<i>Design and Construction Compliance</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
8.3.4	Facilities	<i>Design and Construction Compliance</i>	Contract Authority	Review and execute all construction contracts over \$500K and A/E agreements over \$100K.
8.3.5	Facilities	<i>Design and Construction Compliance</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis (e.g. for use in systemwide facilities reports). Conduct general data entry (to a spreadsheet, system or database) or manually update information.
8.3.6	Facilities	<i>Design and Construction Compliance</i>	Liaison to BOC and State	Prepare documents for BOC approval of facility projects, including capital plans. Coordinate with the State on facility related items.
8.3.7	Facilities	<i>Design and Construction Compliance</i>	Policy & Standard Document Management	Develop and manage University policies, standard documents and procedures for design and construction activities (i.e. FMPPM, PM, CPM, and CPDG Manuals, Technical Design Guidelines, and Standard Documents for each delivery system.).
8.3.8	Facilities	<i>Design and Construction Compliance</i>	Policy Training and Support	Provide training and daily support to the campuses on University policies regarding Design and Construction activities.
8.3.9	Facilities	<i>Design and Construction Compliance</i>	Prevailing Wage	Manage the prevailing wage program for the design and construction program.
8.3.10	Facilities	<i>Design and Construction Compliance</i>	Systemwide Collaboration	Facilitate collaboration between the campuses on facility related issues.
8.4.1	Facilities	<i>Energy and Utilities</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
8.4.2	Facilities	<i>Energy and Utilities</i>	Building Controls	Design and/or review building control systems.
8.4.3	Facilities	<i>Energy and Utilities</i>	Building Controls Operations	Participate in the day to day operation and maintenance of building control systems including Testing & Balancing of systems.
8.4.4	Facilities	<i>Energy and Utilities</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
8.4.5	Facilities	<i>Energy and Utilities</i>	Sustainability Solutions	Develop, execute, and/or communicate strategies for energy management and energy sustainability.

8.4.6	Facilities	<i>Energy and Utilities</i>	Utility Distribution	Manage the utility distribution systems - electrical, steam, chilled water, hot water, domestic water, sanitary sewer, storm sewer, etc.
8.4.7	Facilities	<i>Energy and Utilities</i>	Utility Distribution Operations	Participate in the day to day operation and maintenance of utility distribution systems.
8.4.8	Facilities	<i>Energy and Utilities</i>	Utility Insulation Services	Participate in the day to day installation and repair of insulation systems and/or abatement of asbestos containing materials.
8.4.9	Facilities	<i>Energy and Utilities</i>	Utility Production Management	Manage the production or procurement of utilities including electricity, steam, chilled water, hot water, and/or domestic water, etc.
8.4.10	Facilities	<i>Energy and Utilities</i>	Utility Production Operations	Participate in the day-to-day operations and maintenance of electrical and steam production (i.e. the University power plant or heating plants) chilled water production, hot water production, domestic water production, etc.
8.5.1	Facilities	<i>Environmental Health and Safety</i>	Administrative Support	Perform records management (including extensive records retention requirements) and all administrative tasks to support all of the programs with which EHS is tasked.
8.5.2	Facilities	<i>Environmental Health and Safety</i>	Asbestos Management	Identify and verify the management of ACM (asbestos containing material).
8.5.3	Facilities	<i>Environmental Health and Safety</i>	Biological, Chemical, and Radiation Safety	Recognize, evaluate and control biological hazards, chemical hazards, and/or radiological hazards to minimize the health risk from potential exposure to these materials.
8.5.4	Facilities	<i>Environmental Health and Safety</i>	Clinical Support	Support the use of hazardous materials (chemical, radiological and biological) in the diagnostic, research and treatment segments of clinical use in both human and animals.
8.5.5	Facilities	<i>Environmental Health and Safety</i>	Committee Support	Provide all day-to-day management for several committee that support general campus and research communities including the Institutional Biosafety Committee, the Radiation Safety Committee, Medical Quorum, Lab Safety Committee, and Campus Safety Committee.
8.5.6	Facilities	<i>Environmental Health and Safety</i>	Emergency Preparedness	Manage campus level plans and drills (chemical/radiological/biological and weather), building level drills, building emergency plans, campus emergency plan, training programs for building coordinators, phone bank staff and faculty/staff/students.
8.5.7	Facilities	<i>Environmental Health and Safety</i>	Emergency Response	Respond to and provide services during campus emergencies such as chemical, biological, radiological releases, etc. as well as participate in drills for these events.
8.5.8	Facilities	<i>Environmental Health and Safety</i>	Environmental Management	Manage exposures to air, land and water (storm and drinking). Programs include greenhouse gases, lagoons, land disturbance, impaired water management, and oil management.
8.5.9	Facilities	<i>Environmental Health and Safety</i>	Fire Safety	Manage and/or coordinate drills and events, training, open burns, fireworks, building inspections.
8.5.10	Facilities	<i>Environmental Health and Safety</i>	Food Safety	Manage and/or coordinate facility inspections and compliance, temporary food use, food-borne illness, food safety course.

8.5.11	Facilities	<i>Environmental Health and Safety</i>	Hazardous Materials Management	Includes management of unwanted and waste biological, chemical and radiological materials to both comply with regulation and minimize impact to the planet.
8.5.12	Facilities	<i>Environmental Health and Safety</i>	Laboratory Safety	Includes elements of all material and personal safety programs but in specific application to laboratories.
8.5.13	Facilities	<i>Environmental Health and Safety</i>	Occupational Safety	Includes indoor air quality, noise control, ergonomics, heat exposure and personal protective equipment (hands, eyes, ears, feet and respiratory).
8.5.14	Facilities	<i>Environmental Health and Safety</i>	Permit Management	Manage all aspects of permits issued to the University including those pertaining to air, water and land, radiation, oil, select agents and asbestos.
8.5.15	Facilities	<i>Environmental Health and Safety</i>	Process, Procedures & Policy	Develop and manage processes, procedures and policies for all of the programs for which EHS provides oversight.
8.5.16	Facilities	<i>Environmental Health and Safety</i>	Regulatory Compliance	Oversee compliance with CDC, DOT, EPA, NRC, DHS, FAA, FDA, OSHA and their state counterparts where applicable.
8.5.17	Facilities	<i>Environmental Health and Safety</i>	Regulatory Review	Constant ongoing review of potential and finalized regulations in the environment, health and safety fields that may have impact on University operations. Includes comments or working with professional organizations to minimize those impacts to the extent possible.
8.5.18	Facilities	<i>Environmental Health and Safety</i>	Safety & Regulatory Training	Develop and deliver in-person and online training for faculty, staff and students to aid in compliance with regulations and campus policies, procedures and processes.
8.5.19	Facilities	<i>Environmental Health and Safety</i>	Safety Review	Evaluate and identify general safety hazards including those both facility and manmade.
8.6.1	Facilities	<i>Facilities Operations</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
8.6.2	Facilities	<i>Facilities Operations</i>	Building Coordinator	Serve as building coordinator for the building you work in.
8.6.3	Facilities	<i>Facilities Operations</i>	Building Maintenance	Correct or repair any situations arising from failure of building systems or equipment (heating, cooling, plumbing, lighting, doors, elevators, roofs, etc.).
8.6.4	Facilities	<i>Facilities Operations</i>	Custodial Duties	Clean and maintain building facilities and grounds including typical custodial duties such as emptying trash.
8.6.5	Facilities	<i>Facilities Operations</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database such as Sightlines and ISES) or manually update information.
8.6.6	Facilities	<i>Facilities Operations</i>	Engineering Support	Maintain, troubleshoot and repair electronic systems. Include time spent coordinating with Information Services.
8.6.7	Facilities	<i>Facilities Operations</i>	Event Services	Work to set-up and/or take-down equipment, displays, furniture, etc. for events.

8.6.8	Facilities	<i>Facilities Operations</i>	Maintenance Coordination	Coordinate maintenance of a building, department, or school including scheduling, the completion work orders or use of phone requests to schedule emergency maintenance or repairs. Confirm that maintenance and repair work is performed to specifications.
8.6.9	Facilities	<i>Facilities Operations</i>	Maintenance Inventory Management	Order, store and track inventory used for repairs and maintenance.
8.6.10	Facilities	<i>Facilities Operations</i>	Moving Services	Move equipment, furniture, and other goods between University departments, including time spent loading and securing goods onto a truck or van as well as unloading goods from truck or van. Include time spent reconciling shipping manifests and obtaining receipt confirmations.
8.6.11	Facilities	<i>Facilities Operations</i>	Performance Analysis	Prepare, analyze, and report facilities activity, performance and trends.
8.6.12	Facilities	<i>Facilities Operations</i>	Preventive Maintenance	Plan or perform preventative maintenance on a predefined schedule, including lubrication, filter changes, steam trap checking and replacement, cooling coil cleaning, etc.
8.6.13	Facilities	<i>Facilities Operations</i>	Routine Maintenance	Plan or perform maintenance on a predefined schedule, repair/replacement of building system components - plumbing/electrical/HVAC/etc.
8.7.1	Facilities	<i>Landscaping</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
8.7.2	Facilities	<i>Landscaping</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
8.7.3	Facilities	<i>Landscaping</i>	Landscape Design Services	Provide design and construction services to maintain University grounds.
8.7.4	Facilities	<i>Landscaping</i>	Landscaping Management	Manage University landscaping schedules and teams and/or coordinate with third party vendors.
8.7.5	Facilities	<i>Landscaping</i>	Landscaping Services	Provide landscaping services (e.g. mowing lawns, spreading mulch, pulling weeds, etc.) to maintain University grounds.
8.7.6	Facilities	<i>Landscaping</i>	Pothole Repair	Repair potholes including cleaning of the area, filling with asphalt etc.
8.7.7	Facilities	<i>Landscaping</i>	Snow and Ice Removal	Provide snow and ice removal and/or treatment.
8.8.1	Facilities	<i>Management and Administrative</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
8.8.2	Facilities	<i>Management and Administrative</i>	Communications	Plan and execute structured communications associated with department efforts in conjunction with the goals and objectives of the department/campus/University's leadership team. Answer departmental questions.

8.8.3	Facilities	<i>Management and Administrative</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
8.8.4	Facilities	<i>Management and Administrative</i>	Department Budgeting	Develop and manage departmental operating budgets and costs.
8.8.5	Facilities	<i>Management and Administrative</i>	Department Management Data Analysis	Measure program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives and scorecards. For example, presenting departmental scorecard results against expected performance objectives.
8.8.6	Facilities	<i>Management and Administrative</i>	Department Meetings	Attend internal and external college, campus, and department meetings.
8.8.7	Facilities	<i>Management and Administrative</i>	Department Strategy	Plan, define, and validate an overall philosophy and approach for the department function. Includes aligning work activities with the campus and System business strategy and current initiatives.
8.8.8	Facilities	<i>Management and Administrative</i>	Imaging	Perform work effort related to imaging departmental records (non T&E).
8.8.9	Facilities	<i>Management and Administrative</i>	Personal Professional Development	Participate in personal development (e.g. national/regional associations and conferences and other professional experiences), work related trainings, and institutional compliance trainings. Include time spent in trainings required for licensure and certifications.
8.8.10	Facilities	<i>Management and Administrative</i>	Product Selection	Research and develop plans for capital purchases. Include time spent working with Procurement and providing input and recommendations on these purchases.
8.8.11	Facilities	<i>Management and Administrative</i>	Professional Development	Coach and mentor direct report employees and provide development and career progression guidance.
8.8.12	Facilities	<i>Management and Administrative</i>	Project Management and Coordination	Coordinate project activities between key stakeholders. Ensure quality control with on-going projects, manages project planning, development, and execution activities, monitors performance and identified KPIs (measure to established benchmarks), manages and tracks budget timelines, and manages implementation efforts.
8.8.13	Facilities	<i>Management and Administrative</i>	Project Planning	Set project goals and determine both internal and external actions and resources needed to achieve goals.
8.8.14	Facilities	<i>Management and Administrative</i>	Recharge\Service Operation Billing	Perform work effort related to completing recharge operation billing such as Maximo, Projex IV, PeopleSoft ISE/CE or utility billing.
8.8.15	Facilities	<i>Management and Administrative</i>	Recharge\Service Operation Rates	Perform work effort related to developing campus rates for recharge operations.
8.8.16	Facilities	<i>Management and Administrative</i>	Recruitment and Retention	Provide staff support for recruitment and retention efforts including interviews, associated paperwork/processing, and data entry, and file management.
8.8.17	Facilities	<i>Management and Administrative</i>	Staff Management	Assign and supervise staff work assignments and roles as well as review and provide input on their work output.

8.8.18	Facilities	<i>Management and Administrative</i>	Student and Intern Management	Assign and supervise student and intern work assignments and roles as well as review and provide input on their work output.
8.8.19	Facilities	<i>Management and Administrative</i>	Training	Perform work related to facilities process and occupational requirement training.
8.8.20	Facilities	<i>Management and Administrative</i>	Website Content	Perform work effort related to maintaining content on department websites.
8.9.1	Facilities	<i>Parking and Transportation</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
8.9.2	Facilities	<i>Parking and Transportation</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
8.9.3	Facilities	<i>Parking and Transportation</i>	Meter Parking Collection and Repair	Collect money from parking meters and perform meter repairs.
8.9.4	Facilities	<i>Parking and Transportation</i>	Parking Facility Maintenance	Coordinate and/or perform maintenance of parking facilities.
8.9.5	Facilities	<i>Parking and Transportation</i>	Parking Facility Operations	Operate parking facilities and services.
8.9.6	Facilities	<i>Parking and Transportation</i>	Parking Policy Enforcement	Enforce campus parking policies and issue related tickets.
8.9.7	Facilities	<i>Parking and Transportation</i>	Special Events	Place, staff and monitor cones, barricades and gates for special events parking.
8.9.8	Facilities	<i>Parking and Transportation</i>	Transportation	Manage contract and coordinate daily campus shuttle and bus services.
8.10.1	Facilities	<i>Planning, Design & Construction</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
8.10.2	Facilities	<i>Planning, Design & Construction</i>	BOC & State	Prepare documents for BOC approval of facility projects, including capital plans. Prepare needed information for UM to coordinate with the State on facility related items.
8.10.3	Facilities	<i>Planning, Design & Construction</i>	Capital Planning	Facilitate, collaborate, and/or develop capital project scope and costs for the development of the campus capital plan.
8.10.4	Facilities	<i>Planning, Design & Construction</i>	Construction Management	Manage the construction activities of 3rd party contractors and consultants during the construction phase of building, renovation, expansion, and infrastructure projects as well as major repairs. Coordinate and communicate construction activities with campus constituents, end users, general public, and public entities.
8.10.5	Facilities	<i>Planning, Design & Construction</i>	Contracts Management	Develop, review, and process all construction contracts and all A/E agreements for delivery to authorized signers.

8.10.6	Facilities	<i>Planning, Design & Construction</i>	Cost Estimating	Provide estimates for project costs.
8.10.7	Facilities	<i>Planning, Design & Construction</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis (e.g. for use in systemwide facilities reports). Conduct general data entry (to a spreadsheet, system or database) or manually update information.
8.10.8	Facilities	<i>Planning, Design & Construction</i>	Document Management	Handle the receipt and distribution of documents related the process of design and construction.
8.10.9	Facilities	<i>Planning, Design & Construction</i>	Feasibility Studies	Lead and/or participate in feasibility studies for future projects.
8.10.10	Facilities	<i>Planning, Design & Construction</i>	Furniture and Equipment Management	Assist in the design, procurement and installation of furniture, fixtures and equipment.
8.10.11	Facilities	<i>Planning, Design & Construction</i>	In-House Construction Labor	Perform carpentry, plumbing, electrical work, and specialized or general labor work for University construction projects per campus delegations.
8.10.12	Facilities	<i>Planning, Design & Construction</i>	In-House Design	Provide architectural, engineering and/or interior design services for University building, renovation, addition, and infrastructure projects.
8.10.13	Facilities	<i>Planning, Design & Construction</i>	Master Planning	Facilitate the Master Planning Process and provide insight and develop documentation related to the master plan.
8.10.14	Facilities	<i>Planning, Design & Construction</i>	Material Procurement	Procure materials for in-house construction.
8.10.15	Facilities	<i>Planning, Design & Construction</i>	Presentations	Lead and/or assist in the preparation and/or delivery of graphic presentations.
8.10.16	Facilities	<i>Planning, Design & Construction</i>	Prevailing Wage Management	Facilitate the collection of the documentation for the prevailing wage program for the design and construction program managed by UM.
8.10.17	Facilities	<i>Planning, Design & Construction</i>	Project Coordination	Coordinate needs of campus constituents, end users, general public, and public entities which impact project design or planned construction delivery.
8.10.18	Facilities	<i>Planning, Design & Construction</i>	Project Management and Coordination	Manage the design process including the consultant selection, planning, design, bidding and construction award phases for building, renovation, additions, and infrastructure projects as well as major repair projects.
8.10.19	Facilities	<i>Planning, Design & Construction</i>	Project Scheduling	Schedule project meetings or schedule in-house projects.
8.10.20	Facilities	<i>Planning, Design & Construction</i>	Technical Design Review	Provide technical design review of documents during each phase of the design submitted by the design consultant, including design calculations.
8.11.1	Facilities	<i>Policies and Procedures</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.

8.11.2	Facilities	<i>Policies and Procedures</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
8.11.3	Facilities	<i>Policies and Procedures</i>	Legal Compliance	Evaluate and ensure compliance with government regulations.
8.11.4	Facilities	<i>Policies and Procedures</i>	Policy Management	Develop and maintain University guidelines, policies, and procedures for Facilities processes. Draft and maintain handbooks and other documentation.
8.11.5	Facilities	<i>Policies and Procedures</i>	Policy Training	Provide trainings and communication on University policies regarding Facilities.
8.12.1	Facilities	<i>Postal Services</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
8.12.2	Facilities	<i>Postal Services</i>	Bulk Mail	Manage and process bulk and non-profit rate mailings based upon USPS standards.
8.12.3	Facilities	<i>Postal Services</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
8.12.4	Facilities	<i>Postal Services</i>	Express Mail Services	Operate on-campus express mail services (FedEx, UPS), including departmental delivery. Manage incoming and outgoing International mail. Perform departmental processing of outgoing express mail services.
8.12.5	Facilities	<i>Postal Services</i>	Mail Delivery and Pick-Up	Pick up and deliver E&G, auxiliary, and other mail and items. Perform campus to campus courier services.
8.12.6	Facilities	<i>Postal Services</i>	Mail Sorting	Pre-sort incoming and outgoing USPS and campus mail.
8.13.1	Facilities	<i>Sign Shop</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
8.13.2	Facilities	<i>Sign Shop</i>	Customer Service	Estimate job costs and communicate pricing to customers. Solve customer inquiries.
8.13.3	Facilities	<i>Sign Shop</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis (e.g. print job specifications). Conduct general data entry (to a spreadsheet, system or database) or manually update information.
8.13.4	Facilities	<i>Sign Shop</i>	Document Preparation	Fulfill, print, and execute sign shop jobs and services.
8.13.5	Facilities	<i>Sign Shop</i>	Equipment Maintenance	Perform operational maintenance of equipment. Inspect equipment and issue work orders for repair and requisitions for replacement.
8.13.6	Facilities	<i>Sign Shop</i>	Order Intake	Intake of sign jobs including paperwork, data entry, collection of materials and graphics, etc.

8.14.1	Facilities	<i>Space Planning and Management</i>	Architectural and Engineering Design	Lead and/or participates in the development of in-house architectural and engineering designs for projects of varying scope.
8.14.2	Facilities	<i>Space Planning and Management</i>	Architectural and Engineering Review	Review architectural and engineering designs and construction documents prepared by outside consultants.
8.14.3	Facilities	<i>Space Planning and Management</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
8.14.4	Facilities	<i>Space Planning and Management</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
8.14.5	Facilities	<i>Space Planning and Management</i>	Data Management	Manage space inventory database, provide reports as requested.
8.14.6	Facilities	<i>Space Planning and Management</i>	Design Standards Management	Formulate and enforce design standards as well as ADA requirements.
8.14.7	Facilities	<i>Space Planning and Management</i>	Document Archives	Archive, maintain and retrieval of all facility related documents (plans, specs, etc.) and provide assistance to internal and external customers in locating needed documents.
8.14.8	Facilities	<i>Space Planning and Management</i>	Feasibility Studies	Lead and/or participate in feasibility studies for future projects.
8.14.9	Facilities	<i>Space Planning and Management</i>	Map Inventory	Provide mapping services to support internal and external customers (Official University Map, Parking Map, etc.) and GIS/GPS surface mapping database.
8.14.10	Facilities	<i>Space Planning and Management</i>	Move Management	Coordinate and assist individuals, units and departments with the moving and/or relocation of people, furniture, equipment and services (phone, data, etc.).
8.14.11	Facilities	<i>Space Planning and Management</i>	Presentations	Lead and/or assist in the preparation and/or delivery of graphic presentations.
8.14.12	Facilities	<i>Space Planning and Management</i>	Space Allocation	Assign or classify space according to pertinent standards and procedures.
8.14.13	Facilities	<i>Space Planning and Management</i>	Space Inventory	Physically inventory space, including square footage, department assignment and individual assigned.
8.14.14	Facilities	<i>Space Planning and Management</i>	Space Planning	Provide space utilization surveys, programming studies for new and/or renovated buildings and provide solutions for space needs as requested by academic and administrative units.
8.14.15	Facilities	<i>Space Planning and Management</i>	Space Utilization Reporting	Develop reports on space utilization, including the gathering of needed information and data.
8.14.16	Facilities	<i>Space Planning and Management</i>	Zoning and Permitting	Coordinate zoning, building permitting, and other issues of common interest with community representatives.

8.15.1	Facilities	Student Print Services	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
8.15.2	Facilities	Student Print Services	Customer Service	Estimate job costs and communicate pricing to customers. Solve customer inquiries.
8.15.3	Facilities	Student Print Services	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis (e.g. print job specifications). Conduct general data entry (to a spreadsheet, system or database) or manually update information.
8.15.4	Facilities	Student Print Services	Document Preparation	Fulfill, print, and execute student printing jobs and services.
8.15.5	Facilities	Student Print Services	Equipment Maintenance	Perform operational maintenance of equipment. Inspect equipment and issue work orders for repair and requisitions for replacement.
8.15.6	Facilities	Student Print Services	Order Intake	Intake of student printing jobs including paperwork, data entry, collection of materials and graphics, etc.
8.16.1	Facilities	Student Transportation	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
8.16.2	Facilities	Student Transportation	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis (e.g. availability of parking passes). Conduct general data entry (to a spreadsheet, system or database) or manually update information.
8.16.3	Facilities	Student Transportation	Parking and Transportation Permits	Coordinate and disburse parking permits and other types of transportation passes (e.g. bus passes).
8.16.4	Facilities	Student Transportation	Transportation Management	Manage all types of transportation services for students.
8.16.5	Facilities	Student Transportation	Transportation Services	Operate transportation services for students (e.g. bus driver, rail car operator).
8.17.1	Facilities	Third Party Vendor Management	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
8.17.2	Facilities	Third Party Vendor Management	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis (e.g. vendor pricing and capabilities). Conduct general data entry (to a spreadsheet, system or database) or manually update information.
8.17.3	Facilities	Third Party Vendor Management	Third Party Vendor Contracting	Negotiate third party vendor service level agreement and contracts.
8.17.4	Facilities	Third Party Vendor Management	Third Party Vendor Management	Manage day-to-day third party vendor relationships. Includes the transmission/sharing of required data/information, resolving service issues and monitoring performance, and administration of contracts.

8.18.1	Facilities	<i>Vehicle and Fleet Management</i>	Auto Leasing	Manage leasing of vehicles to faculty and staff for University business.
8.18.2	Facilities	<i>Vehicle and Fleet Management</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
8.18.3	Facilities	<i>Vehicle and Fleet Management</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
8.18.4	Facilities	<i>Vehicle and Fleet Management</i>	Vehicles and Fleet Inventory Management	Manage vehicle fleet inventory including the acquisition of vehicles.
8.18.5	Facilities	<i>Vehicle and Fleet Management</i>	Vehicles and Fleet Maintenance	Perform vehicle and fleet maintenance and support services.
8.18.6	Facilities	<i>Vehicle and Fleet Management</i>	Vehicles and Fleet Management	Manage all types of vehicle and fleet maintenance and support services. Manage licensing and registration of vehicles.
9.1.1	Finance	<i>Accounts Payable / T&E Accounting</i>	A/P Data Review	Review A/P data such as reviewing top vendor balances and aging balances.
9.1.2	Finance	<i>Accounts Payable / T&E Accounting</i>	A/P Documentation	Gather and compile A/P documentation (including purchase orders, vendor invoices, receiving information, etc.).
9.1.3	Finance	<i>Accounts Payable / T&E Accounting</i>	A/P Issue Resolution	Resolve non-matching invoices, billing discrepancies or other incomplete A/P information.
9.1.4	Finance	<i>Accounts Payable / T&E Accounting</i>	A/P Reconciliations	Reconcile A/P information (e.g. between the G/L and subsidiary accounts, between A/P reports, A/P Invoices to A/P Checks, etc.). Applies only to Controller's Office.
9.1.5	Finance	<i>Accounts Payable / T&E Accounting</i>	A/P Report Generation	Generate A/P related reports for internal review or analysis.
9.1.6	Finance	<i>Accounts Payable / T&E Accounting</i>	A/P Voucher Entry and In-PO Matching	Enter A/P vouchers into the system for payment and matching the A/P invoice to PO.
9.1.7	Finance	<i>Accounts Payable / T&E Accounting</i>	Check Processing	Run checks from the system, ensure checks are signed and approved.
9.1.8	Finance	<i>Accounts Payable / T&E Accounting</i>	Express Check Processing	Request and process express checks as required by emergency/rush payments.
9.1.9	Finance	<i>Accounts Payable / T&E Accounting</i>	Hold Check Processing	Handle process related to "hold checks". Includes, request, pickup and delivery of "hold checks" as per department requests.
9.1.10	Finance	<i>Accounts Payable / T&E Accounting</i>	Mail and Invoice Support	Open mail, date/time stamp invoices, sort for entry, distribute to entry clerks and review vendor invoices for completeness and reasonableness.

9.1.11	Finance	<i>Accounts Payable / T&E Accounting</i>	Multiple System Data Entry	Manually enter the same data into more than one system.
9.1.12	Finance	<i>Accounts Payable / T&E Accounting</i>	Non-PO Voucher Processing	Review, approve and process non-PO vouchers and include any time spent manually reconciling data.
9.1.13	Finance	<i>Accounts Payable / T&E Accounting</i>	One Card Purchasing and Processing	Make One Card purchases. Initiate One Card (P-Card, Uni-Card) purchases, research, coordinate and troubleshoot with vendors in regards to One Card purchases, etc. Enter transactions made by use of a One Card into the University system and/or review and reconcile One Card transactions.
9.1.14	Finance	<i>Accounts Payable / T&E Accounting</i>	One Card Transaction Approval	Approve transactions and purchases made by use of a One Card. Confirm compliance with guidelines, policies and review receipts.
9.1.15	Finance	<i>Accounts Payable / T&E Accounting</i>	Purchase and Payment Method Determination	Determine type of payment method (e.g. ePro, requisition, One Card, etc.) that is suitable to the needs of different purchases in compliance with the payment reference guide.
9.1.16	Finance	<i>Accounts Payable / T&E Accounting</i>	Supplier Management	Set up or request new supplier accounts, change supplier accounts and account data such as addresses, get W-9s etc.
9.1.17	Finance	<i>Accounts Payable / T&E Accounting</i>	T&E Adjustment Processing	Review and process T&E adjustments for errors or omissions. This includes BCM as well as funding, and correcting entries.
9.1.18	Finance	<i>Accounts Payable / T&E Accounting</i>	T&E Documentation	Collect documentation to support expenditures processed for employee reimbursement.
9.1.19	Finance	<i>Accounts Payable / T&E Accounting</i>	T&E Report Generation	Generate T&E related reports for internal review or analysis.
9.1.20	Finance	<i>Accounts Payable / T&E Accounting</i>	T&E Review and Analysis	Review and approve T&E information for compliance and validity.
9.1.21	Finance	<i>Accounts Payable / T&E Accounting</i>	Travel Approval Management	Create, approve, and manage supervisor approval of departmental travel whether via T&E, e-mail, or other processes.
9.1.22	Finance	<i>Accounts Payable / T&E Accounting</i>	Travel Cash Advance Management	Create, approve, and/or reconcile cash advances for employees for work related travel.
9.1.23	Finance	<i>Accounts Payable / T&E Accounting</i>	Vendor and Supplier Inquiry Resolution	Resolve vendor and supplier inquiries.
9.2.1	Finance	<i>Accounts Receivable / Debt Collection / Cash Collection</i>	A/R Balance Review, Collections & Write Offs	Review non-student, clinical, and grant related A/R balances. Includes collection efforts on A/R balances and write off process for uncollectible accounts and receivables generated through ARBI and non-ARBI systems.
9.2.2	Finance	<i>Accounts Receivable / Debt Collection / Cash Collection</i>	A/R Reconciliations	Reconcile non-student, clinical, and grant related A/R information (e.g. between the G/L and subsidiary accounts, between A/R reports, A/R Invoices to A/R Checks, etc.).

9.2.3	Finance	<i>Accounts Receivable / Debt Collection / Cash Collection</i>	A/R Report Formatting	Format non-student, clinical, and grant related A/R related reports for internal review or analysis.
9.2.4	Finance	<i>Accounts Receivable / Debt Collection / Cash Collection</i>	A/R Report Generation	Generate non-student, clinical, and grant related A/R related reports for internal review or analysis.
9.2.5	Finance	<i>Accounts Receivable / Debt Collection / Cash Collection</i>	A/R Report Review and Analysis	Review / analyze non-student, clinical, and grant related A/R related reports.
9.2.6	Finance	<i>Accounts Receivable / Debt Collection / Cash Collection</i>	Cash Payment Processing	Receive non-student/clinical cash and check payments and apply them against customer accounts. Create CRR (Cash Received Report) for any deposits.
9.2.7	Finance	<i>Accounts Receivable / Debt Collection / Cash Collection</i>	Cash/Credit Card Receipt, Deposit Preparation, and CRR Creation	Prepare deposit for cashier's office, bank or courier, including time spent delivering deposits to Cashiers Office or bank. Prepare and approve Cashier's CRR to record deposits to G/L. Includes preparation of ARR deposits and receipt of any payments related to credit cards.
9.2.8	Finance	<i>Accounts Receivable / Debt Collection / Cash Collection</i>	Late Payments and Penalties	Contact non-student/clinical customers regarding late payments and apply late payment penalties.
9.2.9	Finance	<i>Accounts Receivable / Debt Collection / Cash Collection</i>	Multiple System Data Entry	Manually enter the same data into more than one system.
9.2.10	Finance	<i>Accounts Receivable / Debt Collection / Cash Collection</i>	Payment Discrepancy Investigation	Investigate overpayments and underpayments and handle disputes.
9.2.11	Finance	<i>Accounts Receivable / Debt Collection / Cash Collection</i>	Remittance Error Correction	Correct errors related to remittance processing.
9.2.12	Finance	<i>Accounts Receivable / Debt Collection / Cash Collection</i>	Strategic Partnerships and Contract Negotiations	Participate in meetings to discuss / implement strategic partnerships and negotiate payment contracts.
9.3.1	Finance	<i>Billing & Internal Charges</i>	Billing Improvement Support	Implement early payment discounts and analysis of billing data to generate process improvements.
9.3.2	Finance	<i>Billing & Internal Charges</i>	Generate Internal Charges	Process payment for internal charges, including collecting MOCODEs and making "Internal Service Entries (ISEs) or other journal entries to collect charges. Includes the use of any feeder systems to charge internal customers.
9.3.3	Finance	<i>Billing & Internal Charges</i>	Invoice Customer Support	Handle customer complaints and resolve disputes over invoices sent to the customer.
9.3.4	Finance	<i>Billing & Internal Charges</i>	Invoice Error Correction	Correct errors on invoices.

9.3.5	Finance	<i>Billing & Internal Charges</i>	Invoice Generation	Generate invoices.
9.3.6	Finance	<i>Billing & Internal Charges</i>	Invoice Reformatting for Customer Payment Systems	Reformat invoices for non-student/clinical customers to align with customer payment systems.
9.3.7	Finance	<i>Billing & Internal Charges</i>	Invoice Review	Review proforma invoices before final invoice is generated.
9.3.8	Finance	<i>Billing & Internal Charges</i>	Invoice to Revenue Error Correction	Correct errors discovered in reconciling invoices distributed versus revenue recognized during a given period.
9.3.9	Finance	<i>Billing & Internal Charges</i>	Invoice to Revenue Reconciliation	Reconcile invoices distributed versus revenue recognized during a given period.
9.3.10	Finance	<i>Billing & Internal Charges</i>	Invoicing Schedule Data Entry	Enter invoicing schedules into system.
9.3.11	Finance	<i>Billing & Internal Charges</i>	Rate Development	Develop rates for University services for internal customers.
9.3.12	Finance	<i>Billing & Internal Charges</i>	Receipt Creation and Distribution	Create and/or distribute receipts, including gift receipts.
9.4.1	Finance	<i>Budgeting & Forecasting</i>	Budget Planning, Policy, & Procedures	Provide budget guidelines and assumptions for budget planning. Prepare policy and procedures for budget processes including training.
9.4.2	Finance	<i>Budgeting & Forecasting</i>	Budget Preparation and Data Entry	Gather necessary information in preparation of annual budget and input budget data into Hyperion/PeopleSoft Grant Module. Prepare and review multi-year budgets, such as 3-5 year forecasts.
9.4.3	Finance	<i>Budgeting & Forecasting</i>	Budget Projections and Reports	Prepare and/or present periodic new budget projections and reports for management.
9.4.4	Finance	<i>Budgeting & Forecasting</i>	Budget Review and Approval	Review budgetary information at College, School, Campus, or System level for reasonableness and accuracy during budget development.
9.4.5	Finance	<i>Budgeting & Forecasting</i>	Budget Software Management	Manage and support Hyperion and PeopleSoft software and interfaces, including upgrades, patches and supporting information such as managing organization/entity and account trees. In addition, oversee budget and actual data integrity in data warehouse.
9.4.6	Finance	<i>Budgeting & Forecasting</i>	Data Analysis and Internal/External Reporting	Collect data and perform ad hoc analysis to support management decisions. Prepare reports and provide budget data to internal and external audiences.
9.4.7	Finance	<i>Budgeting & Forecasting</i>	Department Budgeting Oversight	Approve and oversee departmental operating budgets and costs at high level.
9.4.8	Finance	<i>Budgeting & Forecasting</i>	Fiscal Year Budget Management	Review budget to actual performance, examine and explain variances, revise budget forecast for the year, review and address budget errors. Manage budget throughout the fiscal year.

9.4.9	Finance	<i>Budgeting & Forecasting</i>	Next Year Budget Development and Data Entry	Gather necessary information in preparation of annual fiscal year budget and input or key budget data into Hyperion FINPLN/SALPLN. Prepare and review multi-year budgets, such as 3-5 year forecasts in LRP or other applications.
9.4.10	Finance	<i>Budgeting & Forecasting</i>	Non-Hyperion Budget Data Entry	Input or key budget data into department budget spreadsheets so that comparative results can be generated.
9.4.11	Finance	<i>Budgeting & Forecasting</i>	Position Management for Budgeting	Perform position management for budgeting purposes, which includes assessing funding for salary and raise pool calculations as well as controlling and monitoring academic and staff open positions using Hyperion Core or other applications.
9.4.12	Finance	<i>Budgeting & Forecasting</i>	State Liaison and Appropriations	Coordinate state funding requests and monitor through the legislative process. Serve as the liaison office with the CBHE and the legislature. Monitor state economic impact on University budget.
9.4.13	Finance	<i>Budgeting & Forecasting</i>	Tuition and Fees/Pricing	Work with College and Schools on price setting for tuition and fees. Research tuition and fee models and provide recommendations and materials for management and the Board.
9.5.1	Finance	<i>Business Analysis</i>	Data Analysis Adjustments	Repeat analysis due to initial information being incomplete or inaccurate.
9.5.2	Finance	<i>Business Analysis</i>	Data Analysis Executive Request	Support one-off analysis requests from executive management.
9.5.3	Finance	<i>Business Analysis</i>	Data Analytics Design and Development	Design and develop performance measures, analytics models, and metrics to support the needs of management and business leaders.
9.5.4	Finance	<i>Business Analysis</i>	Data and Content Collection	Manually compile financial information from various sources to fulfill a request from executive management.
9.6.1	Finance	<i>Cashiering and Student Account Management</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
9.6.2	Finance	<i>Cashiering and Student Account Management</i>	Bad Debt Management	Process bad debt write-offs, submit for tax offset, and perform yearly bad-debt write-off process. Initiate unapplied lists of payments, including FA and scsps to be adjusted Process bankruptcy notifications and manage collection agency reports. Review accounts for collection fee eligibility.
9.6.3	Finance	<i>Cashiering and Student Account Management</i>	Bill Handling	Handle and mail student invoices and billing statements. Prepare bills in Campus Solutions to be sent to NelNet/QuikPay.
9.6.4	Finance	<i>Cashiering and Student Account Management</i>	Billing Statements	Prepare and produce student statement files for billing activity.
9.6.5	Finance	<i>Cashiering and Student Account Management</i>	Collections	Make internal collections calls, mail notifications and final demand letters, and handle debt disputes. Send overdue accounts to collections and coordinate with collection agencies. Manage and follow-up on repayment agreements. Complete litigation packets for potential lawsuits.
9.6.6	Finance	<i>Cashiering and Student Account Management</i>	Compliance Activities	Perform Annual Reporting obligations related to FISAP, AOR, etc.

9.6.7	Finance	Cashiering and Student Account Management	Customer Service	Answer questions received through phone, email, and in-person and utilize or update MyZou, CS, ImageNow, etc. as needed.
9.6.8	Finance	Cashiering and Student Account Management	Data and Content Collection and Entry	Manually gather and/or compile content and data (e.g. student balances) from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
9.6.9	Finance	Cashiering and Student Account Management	Exit Counseling	Conduct exit counseling for Perkins, Nursing, Health Professions and institutional loans.
9.6.10	Finance	Cashiering and Student Account Management	Mail and Invoice Support	Open mail, date/time stamp invoices, sort for entry, distribute to entry clerks and review vendor invoices for completeness and reasonableness.
9.6.11	Finance	Cashiering and Student Account Management	PeopleSoft Student Financials	Set-up and perform maintenance of PeopleSoft Student Financials module needed to ensure proper fee assessment, refund processing, accurate billing statements, proper waiver crediting, etc. Perform associated research (e.g. look up course ID and rate fees). Test and verify that fees assess correctly.
9.6.12	Finance	Cashiering and Student Account Management	Process Fees and Payments	Accept payments on account including fees (e.g. application fees, study abroad) or fines collected in units, library, parking office, etc. Provide account information, provide receipts, prepare deposits, and update PeopleSoft, Quikpay, SLATE, etc.
9.6.13	Finance	Cashiering and Student Account Management	Process Refunds and Stipends	Process refunds and approved refund/fee petitions in PS Campus Solutions and then retrieve the direct deposit information (if applicable) within PS Finance. Review and research uncashed checks and perform escheated checks process on monthly and annual basis. Include time spent processing athletic stipends and any graduate stipends that are not processed through payroll. Manage uncashed student refund checks.
9.6.14	Finance	Cashiering and Student Account Management	Program Support	Provide program specific support such as cost centers, NonRes Tax Offset Credit, Educational Assistance/EFRs, monthly cancellations, Study Abroad, Student Health Insurance etc.
9.6.15	Finance	Cashiering and Student Account Management	Report Taxes	Report taxes using MOD 1098T process or in PeopleSoft.
9.6.16	Finance	Cashiering and Student Account Management	Student Financials Reconciliation	Reconcile student financials to the G/L and preparation of accounting entries as needed. Reconcile feeds from PS Student Module to G/L. G/L balance sheet reconciliation of A/R Student Fees and A/R Student Third Party chartfields.
9.6.17	Finance	Cashiering and Student Account Management	Student Holds	Place and/or resolve student holds and other inquiries.
9.6.18	Finance	Cashiering and Student Account Management	Student Loan Receivables and Entrance Counseling	Conduct entrance counseling for Perkins, Nursing, Health Professions and institutional loans. Coordinate with ECSI for student loan receivables.
9.6.19	Finance	Cashiering and Student Account Management	Third Party Billing	Support third party billing, contract management, and party statements by entering data, completing paperwork, contacting parties, etc.
9.6.20	Finance	Cashiering and Student Account Management	Veteran Benefits Processing	Calculate and post VA Benefits, including coordinating with other departments.
9.7.1	Finance	Contract Management	Ad Hoc Data Collection	Gather and compile data (such as contract or other party data) on an ad hoc basis.

9.7.2	Finance	Contract Management	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
9.7.3	Finance	Contract Management	Conflict of Interest	Monitor other parties for potential or actual conflicts of interest.
9.7.4	Finance	Contract Management	Contract Approval	Ensure compliance, revise terms and conditions, work with Legal to approve terms and conditions, sign off as authorized signatory on final contract.
9.7.5	Finance	Contract Management	Contract Compliance Review	Perform periodic review of supplier contract to ensure contract compliance.
9.7.6	Finance	Contract Management	Contract Drafting	Draft standard and non-standard agreements for use by University/departments as requested.
9.7.7	Finance	Contract Management	Contract Negotiation	Ensure compliance with policy and laws, verify business terms of contract, act as liaison with Legal, department, other University departments, and supplier in negotiation of contract terms and conditions.
9.7.8	Finance	Contract Management	Contract Performance Evaluation	Measure performance of relationship with other party by engaging with business unit / department directly responsible for product / service consumption.
9.7.9	Finance	Contract Management	Contract Revisions	Revise standard contract forms as necessary, obtain legal review and new delegation of authority.
9.7.10	Finance	Contract Management	Customer Service	Advise internal customers on type of contract that is appropriate, user education, real estate coordinator, technical assistance, contract issues and general questions.
9.7.11	Finance	Contract Management	Follow-Up Requirement and KPI Review	Review product / service follow-up requirements and performance key performance indicators as dictated by potential suppliers (i.e. installation, maintenance, warranty, etc.).
9.7.12	Finance	Contract Management	Internal Customer Feedback Collection	Gather supplier feedback from internal customers.
9.7.13	Finance	Contract Management	Issue and Dispute Resolution	Conduct issue / dispute resolution.
9.7.14	Finance	Contract Management	Multiple System Data Entry	Manually enter the same data into more than one system.
9.7.15	Finance	Contract Management	Report Adjustments	Recreate / re-run contract management reports due to the initial information being incomplete or inaccurate.
9.7.16	Finance	Contract Management	Report Formatting	Format contract management reports for internal review or analysis.
9.7.17	Finance	Contract Management	Report Generation	Manually develop reports to support contract management.

9.7.18	Finance	<i>Contract Management</i>	University-Supplier Risk Management	Manage University-supplier risk management including advising on insurance requirements and coordinating collection of appropriate certificates of insurance from suppliers.
9.8.1	Finance	<i>Credit Management</i>	Credit Terms and Agreements Data Entry	Update various systems with newly agreed upon credit terms for the same customer.
9.8.2	Finance	<i>Credit Management</i>	Credit Terms and Agreements Management	Develop and/or participate in strategic initiatives to update credit terms and agreements for customers.
9.8.3	Finance	<i>Credit Management</i>	Customer Credit Rating Data Entry	Manually update customers' credit ratings as they change or require updates.
9.8.4	Finance	<i>Credit Management</i>	Customer Credit Rating Reconciliation	Research discrepancies and correct errors made during updates of customer credit ratings / terms.
9.8.5	Finance	<i>Credit Management</i>	Customer Data Consolidation	Compile customer information from various systems to create a report containing all records of payment.
9.8.6	Finance	<i>Credit Management</i>	Customer Risk Scoring	Gain access to customers' current credit rating and stratify customers into risk categories based on their credit rating.
9.8.7	Finance	<i>Credit Management</i>	Customer Timeliness Report Generation	Run customer reports to monitor payment history / timeliness.
9.8.8	Finance	<i>Credit Management</i>	Short Term Funding Management	Manage short term funding requirements with banks and other sources of credit.
9.9.1	Finance	<i>Financial / External Reporting</i>	Annual Report Error Correction	Research discrepancies and make corrections, as necessary, in the Annual Report.
9.9.2	Finance	<i>Financial / External Reporting</i>	Annual Report Generation	Create the Annual Report.
9.9.3	Finance	<i>Financial / External Reporting</i>	Annual Report Review	Review and make edits to Annual Report.
9.9.4	Finance	<i>Financial / External Reporting</i>	Discrepancy Review and Correction	Research discrepancies and correct as necessary.
9.9.5	Finance	<i>Financial / External Reporting</i>	Financial Information Review	Management review and sub-certification of financial results.
9.9.6	Finance	<i>Financial / External Reporting</i>	Financial Statement Data Collection	Gather the information to create the Financial Statements. Includes review and response to open records requests.
9.10.1	Finance	<i>General Accounting</i>	Asset Categorization	Categorize assets based on asset description (e.g. automobile, equipment, land).

9.10.2	Finance	<i>General Accounting</i>	Bank Reconciliations	Complete bank reconciliations (e.g. review outstanding checks, deposits in transit, examine bank statements).
9.10.3	Finance	<i>General Accounting</i>	Data Consolidation	Manually compile data or join data from multiple sources for consolidation.
9.10.4	Finance	<i>General Accounting</i>	Data Formatting for System Entry	Format data in order to input into the G/L or other systems.
9.10.5	Finance	<i>General Accounting</i>	Discrepancy Review and Correction	Research discrepancies and correct as necessary.
9.10.6	Finance	<i>General Accounting</i>	Financial Information Data Collection	Extract financial information (either local or subsidiary) for G/L close (e.g. monthly, quarterly, yearly) from multiple sources.
9.10.7	Finance	<i>General Accounting</i>	Financial Results Review	Review of financial information and evaluate financial results upon monthly, quarterly and annual closes including preparation of financial measures.
9.10.8	Finance	<i>General Accounting</i>	Fixed Asset Data Collection	Gather the information to evaluate fixed assets.
9.10.9	Finance	<i>General Accounting</i>	Fixed Asset Data Entry	Enter data into the fixed asset accounting system.
9.10.10	Finance	<i>General Accounting</i>	Fixed Asset Physical Accounting	Perform annual fixed asset inventory.
9.10.11	Finance	<i>General Accounting</i>	Fixed Asset Reconciliation	Reconcile fixed asset information (e.g. between the G/L and subsidiary ledgers, between fixed asset reports, etc.).
9.10.12	Finance	<i>General Accounting</i>	Fixed Asset Report Generation	Produce fixed asset reports for management. Produce fixed asset register and special reports (such as tax depreciation).
9.10.13	Finance	<i>General Accounting</i>	G/L Feeders Reconciliation	Reconcile between G/L and G/L activity feeding systems (e.g. Reconcile PS Student to PS Finance).
9.10.14	Finance	<i>General Accounting</i>	G/L Information Manual Filing and Storage	File and store G/L information and journal entries manually.
9.10.15	Finance	<i>General Accounting</i>	Generate Correcting Entries	Generate correcting journal entries or adjustments for errors or admissions. Includes the creation of correcting entries and payroll correcting entries.
9.10.16	Finance	<i>General Accounting</i>	Journal Entry	Develop journal entries, including preparation and review for G/L closing and consolidation including elimination entries. Key journal entries into the G/L system and perform uploads in the accounting system.
9.10.17	Finance	<i>General Accounting</i>	MOCODE, Chartfield String, and G/L Account Management	Set up new accounts, cost centers, chartfield strings, and MOCODES as well as administer the G/L database.

9.10.18	Finance	<i>General Accounting</i>	Policy Change System Entry	Enter the changes into multiple systems in order for policies to take effect.
9.10.19	Finance	<i>General Accounting</i>	Systems Data Error Correction	Clean or correct errors in the data to be entered into the cash management or accounting system.
9.10.20	Finance	<i>General Accounting</i>	Transaction Checklist	Perform transaction checklist and enter related comments for transactions posting to the G/L.
9.11.1	Finance	<i>Internal Audit</i>	Audit Data Gathering	Gather necessary information on accounts to test/check balances.
9.11.2	Finance	<i>Internal Audit</i>	Audit Meetings	Meet with constituents involved in an audit to plan the engagement, discuss results, develop agreed to management action plans and finalize the report.
9.11.3	Finance	<i>Internal Audit</i>	Audit Performance	Perform activities to complete audit steps.
9.11.4	Finance	<i>Internal Audit</i>	Audit Planning	Plan upcoming audits and audit procedures.
9.11.5	Finance	<i>Internal Audit</i>	Audit Report Generation	Develop and create audit reports for internal review.
9.11.6	Finance	<i>Internal Audit</i>	Audit Supervision	Supervise the performance of an audit including planning, fieldwork and reporting.
9.11.7	Finance	<i>Internal Audit</i>	Reporting	Report to oversight committees and government entities.
9.11.8	Finance	<i>Internal Audit</i>	Testing Policies and Procedures	Test University policies and procedures such as reviewing authorization levels.
9.12.1	Finance	<i>Management and Administrative</i>	Agency Support	Provide support for agency fund activities (e.g. Missourian, MUAA, UClub, Law School Foundation, Med School Foundation, etc.).
9.12.2	Finance	<i>Management and Administrative</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
9.12.3	Finance	<i>Management and Administrative</i>	Communications	Plan and execute structured communications associated with department efforts in conjunction with the goals and objectives of the department/campus/University's leadership team. Answer departmental questions.
9.12.4	Finance	<i>Management and Administrative</i>	Compliance Activities	Maintain compliance with various regulations within the Finance function (e.g. FERPA, PCI, Federal Uniform Guidance, Identify Theft Protection Program).
9.12.5	Finance	<i>Management and Administrative</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.

9.12.6	Finance	Management and Administrative	Department Management Data Analysis	Measure program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives and scorecards. For example, presenting departmental scorecard results against expected performance objectives.
9.12.7	Finance	Management and Administrative	Department Meetings	Attend internal and external college, campus, and department meetings.
9.12.8	Finance	Management and Administrative	Department Strategy	Plan, define, and validate an overall philosophy and approach for the department function. Includes aligning work activities with the campus and System business strategy and current initiatives.
9.12.9	Finance	Management and Administrative	Personal Professional Development	Participate in personal development (e.g. national/regional associations and conferences and other professional experiences), work related trainings, and institutional compliance trainings. Include time spent in trainings required for licensure and certifications.
9.12.10	Finance	Management and Administrative	Professional Development	Coach and mentor direct report employees and provide development and career progression guidance.
9.12.11	Finance	Management and Administrative	Project Management and Coordination	Coordinate project activities between key stakeholders. Ensure quality control with on-going projects, manages project planning, development, and execution activities, monitors performance and identified KPIs (measure to established benchmarks), manages and tracks budget timelines, and manages implementation efforts.
9.12.12	Finance	Management and Administrative	Project Planning	Set project goals and determine both internal and external actions and resources needed to achieve goals.
9.12.13	Finance	Management and Administrative	Recruitment and Retention	Provide staff support for recruitment and retention efforts including interviews, associated paperwork/processing, and data entry, and file management.
9.12.14	Finance	Management and Administrative	Staff Management	Assign and supervise staff work assignments and roles as well as review and provide input on their work output.
9.12.15	Finance	Management and Administrative	Student and Intern Management	Assign and supervise student and intern work assignments and roles as well as review and provide input on their work output.
9.13.1	Finance	Management Reporting	Accrual Reporting	Report prior and current year accruals including variance analysis against budget and outlook.
9.13.2	Finance	Management Reporting	Business Metric Collection	Compile information and key metrics to measure business performance outputs.
9.13.3	Finance	Management Reporting	Final Management Report Formatting	Format final management report information for various meetings.
9.13.4	Finance	Management Reporting	Financial Data Consolidation	Compile financial information from various systems to piece together a report required for management's analysis.
9.13.5	Finance	Management Reporting	Financial Meeting Support	Coordinate and/or run investor, bank and finance related meetings.

9.13.6	Finance	<i>Management Reporting</i>	Key Performance Metric Calculations and Reports	Execute manual calculations / compilation of information for analysis of key business metrics. Include time spent reviewing web application reports of actual to date results from the G/L reporting system. Create and produce income statements and Hyperion reports for management or other review on a monthly, quarterly or annual basis.
9.13.7	Finance	<i>Management Reporting</i>	Report Adjustments	Recreate / re-run reports due to the initial information being incomplete or inaccurate.
9.13.8	Finance	<i>Management Reporting</i>	Report Formatting	Format reporting for management or other review.
9.13.9	Finance	<i>Management Reporting</i>	Trend Analysis	Analyze and review account balances and determine trends at the unit or University level.
9.14.1	Finance	<i>Performance Improvement Projects</i>	Finance Process Improvement	Conduct lean performance improvement projects specific to finance (e.g. Six Sigma).
9.14.2	Finance	<i>Performance Improvement Projects</i>	Meeting Support (Scope of Work)	Attend meetings directly related to your scope of work and required to effectively perform your job.
9.14.3	Finance	<i>Performance Improvement Projects</i>	New Financial System Development	Develop new financial systems, including planning, administration and vendor / supplier selection.
9.14.4	Finance	<i>Performance Improvement Projects</i>	Organizational Improvement Management	Research, evaluate and analyze process, technology and organizational design for purposes of improvement.
9.14.5	Finance	<i>Performance Improvement Projects</i>	Performance Improvement Initiative Reporting	Provide management reporting specific to performance improvement initiatives.
9.14.6	Finance	<i>Performance Improvement Projects</i>	Software Upgrade Management	Manage and support software upgrades, interface existing systems and add new field information.
9.14.7	Finance	<i>Performance Improvement Projects</i>	Strategic Initiative Meeting Support (Non-Scope)	Attend meetings regarding internal strategic initiatives outside your control/scope of work.
9.14.8	Finance	<i>Performance Improvement Projects</i>	Technology Implementation / Process Improvement Staff Coordination	Coordinate work assignments and output for personnel, both internal and external, on technology implementations or process improvement projects.
9.15.1	Finance	<i>Policies and Procedures</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
9.15.2	Finance	<i>Policies and Procedures</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
9.15.3	Finance	<i>Policies and Procedures</i>	Policy Management	Develop and maintain University guidelines, policies, and procedures for Finance processes. Draft and maintain handbooks and other documentation and ensure the control environment is adequately documented.

9.15.4	Finance	<i>Policies and Procedures</i>	Policy Training	Provide trainings and answer questions pertaining to policies and procedures.
9.16.1	Finance	<i>Process Controls & Compliance</i>	Control Compliance Review	Review and update controls for compliance with organization and regulatory standards.
9.16.2	Finance	<i>Process Controls & Compliance</i>	Control Implementation	Implement sound financial and operational controls.
9.16.3	Finance	<i>Process Controls & Compliance</i>	Control Remediation	Remediate identified controls weakness and/or audit findings.
9.16.4	Finance	<i>Process Controls & Compliance</i>	Policy Compliance Review	Implement plans to review compliance with University policies.
9.17.1	Finance	<i>Risk & Insurance Management</i>	Claims Management	Complete claim forms for submission, review and create claims, and coordinate with consultants and Counsel. Attend meetings regarding claims and claim reviews.
9.17.2	Finance	<i>Risk & Insurance Management</i>	Risk Consulting & Mitigation	Work with departments and colleges to identify risks and implement mitigation strategies.
9.17.3	Finance	<i>Risk & Insurance Management</i>	Risk Financing	Manage Risk Financing via self funded programs, commercial insurance or a combination.
9.17.4	Finance	<i>Risk & Insurance Management</i>	Risk Transfer	Protect the University assets via transfer language in contracts or other risk management methods.
9.18.1	Finance	<i>Tax Accounting, Compliance, and Planning</i>	Compliance Monitoring	Monitor the adherence to organization and statutory tax regulations and guidelines.
9.18.2	Finance	<i>Tax Accounting, Compliance, and Planning</i>	International Tax	Complete non-resident alien tax analysis and processing of related 1042s tax reporting.
9.18.3	Finance	<i>Tax Accounting, Compliance, and Planning</i>	Regulatory Dispute Resolution	Resolve disputes with regulatory agencies.
9.18.4	Finance	<i>Tax Accounting, Compliance, and Planning</i>	Tax Customer Support	Perform customer support and inquiry resolution for issues and questions related to taxes for the Procurement function.
9.18.5	Finance	<i>Tax Accounting, Compliance, and Planning</i>	Tax Data Collection	Gather and compile relevant tax information.
9.18.6	Finance	<i>Tax Accounting, Compliance, and Planning</i>	Tax Data Filing	File and store tax information and data either manually or electronically.

9.18.7	Finance	<i>Tax Accounting, Compliance, and Planning</i>	Tax Error Correction	Perform re-work due to inaccurate information initially received.
9.18.8	Finance	<i>Tax Accounting, Compliance, and Planning</i>	Tax Implication Advising	Advise on financing and commercial transaction regarding tax implications.
9.18.9	Finance	<i>Tax Accounting, Compliance, and Planning</i>	Tax Plan and Program Development	Design tax plans and programs.
9.18.10	Finance	<i>Tax Accounting, Compliance, and Planning</i>	Tax Preparation	Prepare supporting schedules, tax forms and tax returns, including all tax based accounting.
9.18.11	Finance	<i>Tax Accounting, Compliance, and Planning</i>	Tax Report Generation	Create and produce tax reports for management and other review.
9.18.12	Finance	<i>Tax Accounting, Compliance, and Planning</i>	University Structure Management	Manage the University structure to ensure tax-planning assumptions continue to be valid.
9.19.1	Finance	<i>Treasury</i>	Banking Service Management	Research and identify cash management services, negotiating terms, bank account set-up and ongoing control of banking services.
9.19.2	Finance	<i>Treasury</i>	Cash Flow Data Collection	Collect cash flow information.
9.19.3	Finance	<i>Treasury</i>	Cash Management System Data Entry	Enter data into the cash management system.
9.19.4	Finance	<i>Treasury</i>	Collections and Payment Disbursement Oversight	Oversee collections and payment disbursement processes. Includes merchant card operations.
9.19.5	Finance	<i>Treasury</i>	Generate Cash Forecasting	Generate cash forecasting.
9.19.6	Finance	<i>Treasury</i>	Investment Management	Manage investment of endowment funds, general pool, and retirement in stocks, bonds, mutual funds, commodities, venture capital, private equity, etc. as well as associated portfolio management activities.
9.19.7	Finance	<i>Treasury</i>	Net Cash Position Summarization	Summarize net cash position based on compiled information.
9.19.8	Finance	<i>Treasury</i>	Review of Debt Requirements, Future Capital Needs, and Bank Covenants	Review debt requirements, future capital needs, bank covenants and compliance of such.
9.19.9	Finance	<i>Treasury</i>	Risk Management	Identify and measure financial risk exposures (e.g. foreign exchange, commodities, interest rates, liquidity, credit, etc.).

9.19.10	Finance	Treasury	Treasury Org-wide Management	Organize, manage and execute organization-wide treasury activities.
9.19.11	Finance	Treasury	Treasury Report Formatting	Format treasury related reports for management or other review.
9.19.12	Finance	Treasury	Treasury Report Generation	Create and produce treasury related reports for management or other review.
9.19.13	Finance	Treasury	Treasury Transaction Accounting	Provide accounting for treasury transactions.
10.1.1	General Administration	Administrative Services	Academic and Campus Committees and Groups	Serve on academic bodies such as Faculty Senate and committees and/or campus and system committees (e.g. staff council, search committees).
10.1.2	General Administration	Administrative Services	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
10.1.3	General Administration	Administrative Services	Call Service Delivery	Answer telephone calls and solve or redirect related inquiries.
10.1.4	General Administration	Administrative Services	Coordinate Academic Committees and Groups	Support faculty in preparation for campus and academic related committees. Liaison with academic bodies such as Faculty Senate and committees for approval of work, input on initiatives, etc.
10.1.5	General Administration	Administrative Services	Data and Content Collection	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis.
10.1.6	General Administration	Administrative Services	Data Entry	Conduct general data entry (to a spreadsheet, system or database) or manually update information.
10.1.7	General Administration	Administrative Services	Department Facilities Coordination and Work Orders	Respond to office workspace or equipment-related needs. Activities may include scheduling maintenance/repair services, placing work orders, purchasing new printers or coordinating safety inspections.
10.1.8	General Administration	Administrative Services	Department Management Business and Operations Reporting	Generate and distribute department business and operational reports (e.g. budget reports).
10.1.9	General Administration	Administrative Services	Document Preparation	Prepare and file correspondence, mail, and other documents.
10.1.10	General Administration	Administrative Services	E-Mail Coordination	Coordinate inbox, respond to emails for delegated email inboxes.
10.1.11	General Administration	Administrative Services	Infrastructure Support	Strategically plan for the implementation of technologies. Provide assistance and training on the optimal use of those technologies.
10.1.12	General Administration	Administrative Services	Leadership Committee Management	Support and coordinate Governance and other leadership committees including (logistics, planning, note-taking, meeting follow-ups and other support activities).

10.1.13	General Administration	<i>Administrative Services</i>	Multiple System Data Entry	Enter the same data into more than one University system manually.
10.1.14	General Administration	<i>Administrative Services</i>	Physical Mail Coordination	Mail correspondence and other documents as well as distribution of mail in local office.
10.1.15	General Administration	<i>Administrative Services</i>	Report Formatting	Format performance reports for internal review or analysis.
10.1.16	General Administration	<i>Administrative Services</i>	Scheduling	Coordinate employee calendars, schedule internal and external meetings, and book rooms.
10.1.17	General Administration	<i>Administrative Services</i>	Vendor Support and Coordination	Work with vendors to make ensure systems are working properly, information is updated, etc. This includes identifying and solving technical and operational problems, or coordinating with IT to ensure issues are resolved.
10.1.18	General Administration	<i>Administrative Services</i>	Visitor Coordination	Receive on-site visitors as well as solve or redirect visitor inquiries.
10.2.1	General Administration	<i>Management</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
10.2.2	General Administration	<i>Management</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
10.2.3	General Administration	<i>Management</i>	Event Coordination	Serve as event coordinator for special / catered events for third party customers on University property. Other event activities can be found in specific Functional areas (e.g. Student-focused events in Student Affairs).
10.2.4	General Administration	<i>Management</i>	Event Management	Plan paid events such as seminars, alumni events and other business / professional events. Other event activities can be found in specific Functional areas (e.g. Student-focused events in Student Affairs).
10.2.5	General Administration	<i>Management</i>	Leadership Liaison	Work collaboratively with management bodies such as Faculty Committees and Board of Curators / Directors / Trustees to provide information on University projects, report financial results, or prepare other materials for Board of Curator's meetings or respond to outside requests from legislative or governing bodies. Coordinate with the community, System, state, or campus in service of these activities.
10.2.6	General Administration	<i>Management</i>	Management Committees and Groups	Serve on management bodies such as Governance or Advisory committees.
10.2.7	General Administration	<i>Management</i>	Multi-Department/Function Management	Oversee and manage multiple departments or functions across the system.
10.3.1	General Administration	<i>Non-Travel Financial Transactions</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
10.3.2	General Administration	<i>Non-Travel Financial Transactions</i>	Cash Receivables	Receive and process cash payments. Create CRR (Cash Received Report) for any deposits.

10.3.3	General Administration	<i>Non-Travel Financial Transactions</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
10.3.4	General Administration	<i>Non-Travel Financial Transactions</i>	Expense Reimbursements	Review, validate, and process employee non-travel expense reimbursements. Includes reconciling business expense variances and supporting a business expense audit.
10.3.5	General Administration	<i>Non-Travel Financial Transactions</i>	One Card Administration	Manage One Card purchases, coordinate and troubleshoot with vendors in regards to One Card purchases, etc.
10.3.6	General Administration	<i>Non-Travel Financial Transactions</i>	One Card Transaction Processing	Enter transactions made by use of a One Card into the University system and/or review and reconcile One Card transactions.
10.3.7	General Administration	<i>Non-Travel Financial Transactions</i>	Purchase Orders	Create purchase orders and/or validate existing purchase orders.
10.3.8	General Administration	<i>Non-Travel Financial Transactions</i>	Voucher Payments	Match invoices to purchase orders and produce and/or process associated vouchers. Include time spent collaborating with Finance.
10.4.1	General Administration	<i>Records Management</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
10.4.2	General Administration	<i>Records Management</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
10.4.3	General Administration	<i>Records Management</i>	Process Billing for Records Storage	Process and reconcile monthly and quarterly billing for records storage.
10.4.4	General Administration	<i>Records Management</i>	Records Delivery, Storage and Disposal	Provide secure short and long-term storage for inactive records with associated retrieval and delivery services. Provide secure destruction for expired records.
10.4.5	General Administration	<i>Records Management</i>	Records Management Services, Policies and Procedures	Establish criteria for the legal retention and disposition of records. Provide records management training and guidance, in addition to forms management.
10.5.1	General Administration	<i>Strategic Planning</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
10.5.2	General Administration	<i>Strategic Planning</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
10.5.3	General Administration	<i>Strategic Planning</i>	Strategic Facilitation and Process Management	Prepare and facilitate strategic planning sessions with faculty, students, staff and community. Prepare recommended changes based on input/feedback. Include time spent working closely with strategic planning committee and leadership.
10.5.4	General Administration	<i>Strategic Planning</i>	Strategic Plan Preparation and Presentation	Prepare long-term strategic plans, along with Senior Executive and Board presentations, and share with stakeholders.
10.5.5	General Administration	<i>Strategic Planning</i>	Strategic Planning	Develop operational strategies (setting of goals, determining actions to achieve goals) across multiple units.

10.5.6	General Administration	Strategic Planning	Strategy Execution	Allocate financial, physical, and human resources to accomplish strategic goals across multiple units. Track strategic goal performance.
10.6.1	General Administration	Travel Administration	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
10.6.2	General Administration	Travel Administration	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
10.6.3	General Administration	Travel Administration	Pre-Travel Approval	Ensure proper pre-travel approval documents were submitted correctly with all information needed and track submission to confirm approval was provided.
10.6.4	General Administration	Travel Administration	Travel Expenses	Manage travel expense system including submission of expense reimbursements.
10.6.5	General Administration	Travel Administration	Travel Scheduling and Booking	Support unit operations by coordinating travel scheduling and booking for others, as well as handling associated paperwork and data entry into University systems.
11.1.1	Human Resources	Benefits and Retirement	Benefit Plan Communication	Develop and deliver benefit plan communications to executives, managers, employees and retirees. Activities may include provide health and welfare benefit plan seminars or workshops, annual enrollment communication to individuals or departments.
11.1.2	Human Resources	Benefits and Retirement	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
11.1.3	Human Resources	Benefits and Retirement	Benefit Plan Compliance	Conduct audits to ensure the administration of all benefit plans complies with legislative requirements. For example, ACA, Section 125, IRS limits.
11.1.4	Human Resources	Benefits and Retirement	Benefits Data Reconciliation	Reconcile employee benefits data variances and/or benefits payment variances with benefit vendors on a routine and periodic basis.
11.1.5	Human Resources	Benefits and Retirement	Benefits Payment Collection	Collect and process payments for benefit coverage for employees in a non-paid status, dependents and/or retirees.
11.1.6	Human Resources	Benefits and Retirement	Benefits Performance Analysis	Measure program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives and scorecards. For example, presenting trends about healthcare costs and the future impact on the organization.
11.1.7	Human Resources	Benefits and Retirement	Benefits Program Design and Development	Design and develop programs, plan provisions and establishing costs. Includes health and other benefit programs.
11.1.8	Human Resources	Benefits and Retirement	Benefits Regulatory and Compliance Reporting	Generate and distribute required reports to government and federal agencies. For example, FAS valuations and 1095/1094s.
11.1.9	Human Resources	Benefits and Retirement	Benefits Reporting	Generate and distribute benefits reports. For example, employer health contribution or benefits utilization reports.

11.1.10	Human Resources	<i>Benefits and Retirement</i>	Benefits Strategy	Plan, define and validate an overall benefits philosophy and approach for the organization. Includes all benefit programs and plans such as health, wellness, work/life, etc.
11.1.11	Human Resources	<i>Benefits and Retirement</i>	Benefits Vendor Contracting	Negotiate benefits service level agreements and vendor contracts. Manage overall vendor relationships. For example, health providers or life insurance providers.
11.1.12	Human Resources	<i>Benefits and Retirement</i>	COBRA Processing	Perform COBRA administrative procedures. Actions may include distributing notices and election forms, enrolling participants in coverage, billing and collecting payments.
11.1.13	Human Resources	<i>Benefits and Retirement</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
11.1.14	Human Resources	<i>Benefits and Retirement</i>	Deferred Compensation Processing	Perform deferred compensation administrative procedures. Actions may include determining eligibility, reviewing agreements, and initiating contribution and distribution.
11.1.15	Human Resources	<i>Benefits and Retirement</i>	Education Program Processing	Perform education program administrative procedures. Actions may include validating eligibility, maintaining class data and processing reimbursements.
11.1.16	Human Resources	<i>Benefits and Retirement</i>	Employee Assistance Program Counseling	Perform employee assistance program procedures. Activities may include providing referral services and/or counseling to employees and eligible family members for resolution of personal problems and issues. Coordinate with third party vendors who handle these activities.
11.1.17	Human Resources	<i>Benefits and Retirement</i>	Employee Health and Wellness Program Processing	Perform health and wellness administrative procedures. Activities may include coordinating and promoting general health programs, health screenings and certifications.
11.1.18	Human Resources	<i>Benefits and Retirement</i>	Employee Retirement Investment Plan (ERIP) Processing	Perform ERIP administrative procedures. Actions may include determining eligibility, processing calculations (estimates, non-vested terminations, vested terminations, deferred commencements, deaths, retirements), ensuring 401(a) enrollment, employer contributions, and initiating pay status (data set up, 99 record maintenance), etc.
11.1.19	Human Resources	<i>Benefits and Retirement</i>	FSA Processing	Perform flexible spending account (FSA) administrative procedures. Actions may include processing health care and dependent claims and distributing quarterly statements. Coordinate with third party vendors who handle these activities.
11.1.20	Human Resources	<i>Benefits and Retirement</i>	Health Benefits Customer Service	Respond to routine inquiries from executives, managers and employees. Actions may include interpreting plan policies, answering questions about plan eligibility and options, or providing guidance in completing plan changes (family status change, beneficiary update).
11.1.21	Human Resources	<i>Benefits and Retirement</i>	Health Benefits Processing	Perform health and welfare administrative procedures. Actions may include determining benefits eligibility, enrolling employees in benefits elections and processing life event changes.
11.1.22	Human Resources	<i>Benefits and Retirement</i>	Health Benefits Vendor Management	Manage day-to-day health vendor relationships. Includes the transmission/sharing of required data/information, resolving service issues and monitoring performance.
11.1.23	Human Resources	<i>Benefits and Retirement</i>	HIPAA Processing	Perform HIPAA administrative procedures. Actions may include maintaining coverage data and producing and distributing HIPAA certificates to employees and dependents.

11.1.24	Human Resources	<i>Benefits and Retirement</i>	Non-Health or Retirement Benefits Counseling	Counsel executives, managers and employees on issues related to non-health and non-retirement benefits (e.g. discounts on food, bookstore discounts, department level discounts etc.). Activities may include interpreting University programs and policies and determining a course of action to be taken.
11.1.25	Human Resources	<i>Benefits and Retirement</i>	Non-Health or Retirement Benefits Processing	Perform non-health and non-retirement benefits (e.g. discounts on food, bookstore discounts, department level discounts etc.) administrative procedures. Actions may include determining program eligibility, enrolling employees in the program and processing required forms.
11.1.26	Human Resources	<i>Benefits and Retirement</i>	Retiree Insurance Plan Processing	Perform retirement administrative procedures associated with Insurance Plans. Actions may include determining eligibility/access category, collecting, processing and tracking retiree insurance premiums and making payments for retiree insurance plans.
11.1.27	Human Resources	<i>Benefits and Retirement</i>	Retirement Communication Strategy	Develop and deliver retirement communications to executives, managers, employees and retirees. Activities may include retirement seminars, financial wellness programs, retiree annual enrollment, etc.
11.1.28	Human Resources	<i>Benefits and Retirement</i>	Retirement Customer Service	Respond to routine inquiries from executives, managers and employees. Actions may include answering questions about payment providing guidance in completing a beneficiary form, etc.
11.1.29	Human Resources	<i>Benefits and Retirement</i>	Retirement Data Reconciliation	Reconcile employee retirement data variances on a routine and periodic basis.
11.1.30	Human Resources	<i>Benefits and Retirement</i>	Retirement Disability and Death Benefit Plan Processing	Perform defined benefit administrative procedures. Actions may include determining eligibility, processing calculations (estimates, non-vested terminations, vested terminations, deferred commencements, deaths, retirements), initiating pay status (data set up, 99 record maintenance), etc.
11.1.31	Human Resources	<i>Benefits and Retirement</i>	Retirement Divorce Processing	Perform retirement administrative procedures associated with divorce. Actions may include providing sample documents to attorneys, responding to attorney questions, determining qualification status, communication of determination to parties and calculating retirement benefits.
11.1.32	Human Resources	<i>Benefits and Retirement</i>	Retirement Investment Review	Participate in review of fund lineups as well as discussing strategies to ensure plan assets are being maintained in a fiduciary acceptable manner.
11.1.33	Human Resources	<i>Benefits and Retirement</i>	Retirement Payment Reconciliation	Reconcile retirement payment variances with trustees/financial institutions on a routine and periodic basis.
11.1.34	Human Resources	<i>Benefits and Retirement</i>	Retirement Performance Analysis	Measure program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives and scorecards. For example, presenting trends about vesting and the future impact on the organization's plan funding.
11.1.35	Human Resources	<i>Benefits and Retirement</i>	Retirement Plan Compliance	Conduct audits to ensure the administration of all retirement plans comply with legislative requirements. For example, Internal Revenue Code and annual financial statements.
11.1.36	Human Resources	<i>Benefits and Retirement</i>	Retirement Plan Governance	Counsel executives, managers and employees on non-routine issues. Activities may include interpreting University plan documents, programs and policies and determining a course of action to be taken.
11.1.37	Human Resources	<i>Benefits and Retirement</i>	Retirement Program Design and Development	Design and develop programs, plan provisions and establishing costs. Includes pension, savings and other retirement programs.

11.1.38	Human Resources	<i>Benefits and Retirement</i>	Retirement Regulatory and Compliance Reporting	Generate and distribute required reports to government and federal agencies. For example, valuations.
11.1.39	Human Resources	<i>Benefits and Retirement</i>	Retirement Reporting	Generate and distribute retirement reports. For example, employee contribution rates or savings plan enrollment.
11.1.40	Human Resources	<i>Benefits and Retirement</i>	Retirement Vendor Contracting	Negotiate service level agreements and vendor contracts. Manage overall vendor relationships. For example, savings plan provider.
11.1.41	Human Resources	<i>Benefits and Retirement</i>	Retirement Vendor Management	Manage day-to-day retirement vendor relationships. Includes the transmission/sharing of required data/information, resolving service issues and monitoring performance.
11.1.42	Human Resources	<i>Benefits and Retirement</i>	Risk Management	Define risk tolerance, risk identification and risk evaluation for HR related issues (e.g. worker's compensation).
11.1.43	Human Resources	<i>Benefits and Retirement</i>	Risk Mitigation Planning	Prioritize and plan risk mitigation activities and perform risk assessments for HR related issues (e.g. worker's compensation).
11.1.44	Human Resources	<i>Benefits and Retirement</i>	Total Rewards Statements	Develop and document total rewards statement requirements. For example, base pay, variable pay and benefits cost.
11.1.45	Human Resources	<i>Benefits and Retirement</i>	Voluntary Retirement Plans (VRP) Processing	Perform defined contribution administrative procedures. Actions may include determining eligibility, enrolling employees in elections, processing loans and distributions, and reviewing hardship and unforeseen emergency requests.
11.1.46	Human Resources	<i>Benefits and Retirement</i>	Work/Life Program Processing	Perform work/life program administrative procedures. Activities may include tracking utilization.
11.1.47	Human Resources	<i>Benefits and Retirement</i>	Workers' Compensation Processing	Perform workers' compensation administrative procedures. Actions may include determining eligibility, interacting with state agencies and third party administrators, processing claims, legal counsel coordination, and attending hearings. Coordinate with third party vendors who handle these activities.
11.2.1	Human Resources	<i>Compensation and Classification</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
11.2.2	Human Resources	<i>Compensation and Classification</i>	Compensation and Classification Compliance	Conduct audits to ensure that jobs are correctly classified according to University criteria and government requirements.
11.2.3	Human Resources	<i>Compensation and Classification</i>	Compensation Counseling	Counsel executives, managers and employees on non-routine issues. Activities may include interpreting University contracts, programs and policies and determining a course of action to be taken.
11.2.4	Human Resources	<i>Compensation and Classification</i>	Compensation Customer Service	Respond to routine inquiries from executives, managers and employees. Actions may include answering questions about incentive program eligibility or providing guidance to a manager in changing an employee's pay, etc.
11.2.5	Human Resources	<i>Compensation and Classification</i>	Compensation Performance Analysis	Measure program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives and scorecards. For example, presenting trends about incentive payments and the impact on retaining staff.

11.2.6	Human Resources	<i>Compensation and Classification</i>	Compensation Program Design and Development	Design and develop compensation/total rewards programs including executive compensation. Includes compensation structures, incentives, additional pay and recognition programs.
11.2.7	Human Resources	<i>Compensation and Classification</i>	Compensation Regulatory and Compliance Reporting	Provide compensation information as requested to governmental/regulatory agencies.
11.2.8	Human Resources	<i>Compensation and Classification</i>	Compensation Reporting	Generate and distribute compensation reports. For example, sales compensation projections or salary administration reports.
11.2.9	Human Resources	<i>Compensation and Classification</i>	Compensation Survey Responses	Respond to compensation surveys. Activities may include extracting, summarizing and verifying pay data.
11.2.10	Human Resources	<i>Compensation and Classification</i>	Compensation Vendor Contracting	Negotiate compensation service level agreements and compensation vendor contracts. Manage overall vendor relationships. For example, executive compensation consulting firms.
11.2.11	Human Resources	<i>Compensation and Classification</i>	Compensation Vendor Management	Manage day-to-day compensation vendor relationships. Includes the transmission/sharing of required data/information, resolving service issues and monitoring performance.
11.2.12	Human Resources	<i>Compensation and Classification</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
11.2.13	Human Resources	<i>Compensation and Classification</i>	Faculty Recognition Plan Processing	Perform incentive (e.g., award programs, performance incentives) administrative procedures related to faculty programs. Actions may include tracking participation, initiating payouts, tracking progress towards goal achievement of the plan.
11.2.14	Human Resources	<i>Compensation and Classification</i>	Faculty Variable Compensation Plan Processing	Perform variable compensation plan administration procedures related to faculty programs. Actions may include calculating annual short-term or variable incentive program payouts.
11.2.15	Human Resources	<i>Compensation and Classification</i>	Job Evaluation	Conduct internal and external job content and level analysis such as Position Classification Questionnaires (PCQs) to assign titles and determine pay level/grade as per University criteria.
11.2.16	Human Resources	<i>Compensation and Classification</i>	Job/Position Descriptions	Develop, document, and maintain job/position descriptions and content requirements as per University criteria. For example, competencies, work experience and educational requirements.
11.2.17	Human Resources	<i>Compensation and Classification</i>	Market Analysis	Compile and analyze market-based compensation data to internal jobs and/or job grades.
11.2.18	Human Resources	<i>Compensation and Classification</i>	Salary Planning	Perform salary planning budget analysis. Actions may include developing recommendations for Systemwide structural adjustments to pay grades, scales/ranges, and/or campus merit pool budgets.
11.2.19	Human Resources	<i>Compensation and Classification</i>	Salary Processing	Perform salary administration procedures. Actions may include facilitating managers through the merit pay process, providing data, ensuring appropriate approvals for merit pay increases and processing of data required to implement new pay rates.
11.2.20	Human Resources	<i>Compensation and Classification</i>	Staff Recognition Plan Processing	Perform incentive (e.g., award programs, performance incentives) administrative procedures related to staff programs. Actions may include tracking participation, initiating payouts, tracking progress towards goal achievement of the plan.
11.2.21	Human Resources	<i>Compensation and Classification</i>	Staff Variable Compensation Plan Processing	Perform variable compensation plan administration procedures related to staff programs. Actions may include calculating annual short-term or variable incentive program payouts.

11.3.1	Human Resources	<i>Diversity, Equity, and Inclusion</i>	Affirmative Action Program Processing	Perform affirmative action administrative procedures. Actions may include collecting, maintaining and analyzing AAP data as well as conducting audits to ensure compliance with applicable regulations.
11.3.2	Human Resources	<i>Diversity, Equity, and Inclusion</i>	Audit Planning	Plan upcoming audits and audit procedures of University policies as well as government laws and regulations on diversity, equity, and inclusion.
11.3.3	Human Resources	<i>Diversity, Equity, and Inclusion</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
11.3.4	Human Resources	<i>Diversity, Equity, and Inclusion</i>	Conduct Audits	Manage and conduct internal audits and coordinate work of external auditors for audits of University policies as well as government laws (e.g. ADA) and regulations on diversity, equity, and inclusion (e.g. from OCR).
11.3.5	Human Resources	<i>Diversity, Equity, and Inclusion</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
11.3.6	Human Resources	<i>Diversity, Equity, and Inclusion</i>	Diversity and Inclusion Compliance	Ensure administration of the employee diversity and inclusion program complies with legislative and policy requirements. For example, affirmative action planning and OFCCP compliance.
11.3.7	Human Resources	<i>Diversity, Equity, and Inclusion</i>	Diversity and Inclusion Objective Setting	Partner with leaders to develop annual diversity and inclusion performance goals and objectives to ensure alignment with the organization's performance management goals, succession planning pipeline development, etc.
11.3.8	Human Resources	<i>Diversity, Equity, and Inclusion</i>	Diversity and Inclusion Performance Analysis	Measure program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives and scorecards. For example, presenting the number of diverse staff hired for executive positions.
11.3.9	Human Resources	<i>Diversity, Equity, and Inclusion</i>	Diversity and Inclusion Program Design and Development	Design and develop employee diversity and inclusion programs, such as working mothers. Includes building tools and processes and conducting periodic evaluations of the programs.
11.3.10	Human Resources	<i>Diversity, Equity, and Inclusion</i>	Diversity and Inclusion Program Management	Implement diversity strategies and initiatives. Actions may include metric collection and analysis, identifying and employing sources to develop diverse talent pipelines, providing diversity awareness training, and affirmative action planning.
11.3.11	Human Resources	<i>Diversity, Equity, and Inclusion</i>	Diversity and Inclusion Strategy	Plan, define and validate an employee diversity and inclusion philosophy and approach for the organization.
11.3.12	Human Resources	<i>Diversity, Equity, and Inclusion</i>	Monitoring Non-Compliance Activities	Monitor activities of non-compliance with University policies as well as government laws and regulations on diversity, equity, and inclusion.
11.3.13	Human Resources	<i>Diversity, Equity, and Inclusion</i>	Policy Management	Develop and maintain University guidelines, policies, and procedures for Diversity, Equity, and Inclusion processes. Draft and maintain handbooks and other documentation.
11.3.14	Human Resources	<i>Diversity, Equity, and Inclusion</i>	Policy Trainings and Communication	Provide skill-based trainings and communications on a wide range of diversity and inclusion topics to the greater University community. Include time spent writing and developing communications.
11.3.15	Human Resources	<i>Diversity, Equity, and Inclusion</i>	Regulation Monitoring	Maintain records of federal or other regulations, keep current on requirements, pass information to other staff, and update materials to reflect changing regulations.

11.3.16	Human Resources	<i>Diversity, Equity, and Inclusion</i>	Reporting	Report to oversight committees and government entities.
11.3.17	Human Resources	<i>Diversity, Equity, and Inclusion</i>	Testing Policies and Procedures	Test policies and procedures in regards to University policies as well as government laws and regulations on diversity, equity, and inclusion.
11.3.18	Human Resources	<i>Diversity, Equity, and Inclusion</i>	Title IX Strategy	Develop strategies and policies for compliance with Title IX regulations. Interpret regulations and institutional policies.
11.3.19	Human Resources	<i>Diversity, Equity, and Inclusion</i>	Violation Investigation	Investigate potential violations of University policies regarding diversity, equity, and inclusion and provide support to those have experienced discrimination or retaliation.
11.3.20	Human Resources	<i>Diversity, Equity, and Inclusion</i>	Workforce Management Regulatory Compliance and Reporting	Generate and distribute required reports to government and federal agencies. For example, fair hiring practice reports and affirmative action plans.
11.4.1	Human Resources	<i>Employee Relations, Labor Relations, and Policies & Procedures</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
11.4.2	Human Resources	<i>Employee Relations, Labor Relations, and Policies & Procedures</i>	Community Relations	Prepare, coordinate or sponsor community events related to the organization. For example, charity events, fundraising or volunteer programs for employees.
11.4.3	Human Resources	<i>Employee Relations, Labor Relations, and Policies & Procedures</i>	Conflict Resolution	Perform conflict resolution and associated procedures to support business managers/leaders in making informed decisions aligned with the organization's employee relations strategy.
11.4.4	Human Resources	<i>Employee Relations, Labor Relations, and Policies & Procedures</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
11.4.5	Human Resources	<i>Employee Relations, Labor Relations, and Policies & Procedures</i>	Employee Events	Prepare, coordinate or sponsor employee special events. For example, group outings, holiday parties or recognition events.
11.4.6	Human Resources	<i>Employee Relations, Labor Relations, and Policies & Procedures</i>	Employee Investigations	Investigate employee or management incidents, grievances, and complaint allegations.
11.4.7	Human Resources	<i>Employee Relations, Labor Relations, and Policies & Procedures</i>	Employee Legal Response	Work with legal counsel to prepare required documentation for negotiating settlements and finalizing employment disputes.
11.4.8	Human Resources	<i>Employee Relations, Labor Relations, and Policies & Procedures</i>	Employee Relations Government Compliance	Review policy practices and taking appropriate actions to ensure compliance with government regulations.
11.4.9	Human Resources	<i>Employee Relations, Labor Relations, and Policies & Procedures</i>	Employee/Labor Relations Business and Operations Reporting	Generate and distribute employee/labor relations business and operational reports. For example, employee grievances or seniority reports.

11.4.10	Human Resources	<i>Employee Relations, Labor Relations, and Policies & Procedures</i>	Employee/Labor Relations Counseling	Counsel executives, managers and employees on non-routine complaints or grievance issues. Activities may include conducting preliminary interviews, providing advice and using progressive discipline procedures (e.g. Verbal, written, suspension, performance improvement plans).
11.4.11	Human Resources	<i>Employee Relations, Labor Relations, and Policies & Procedures</i>	Employee/Labor Relations Customer Service	Respond to routine inquiries from executives, managers and employees. Actions may include answering questions about a policy or providing guidance in filing a grievance, etc.
11.4.12	Human Resources	<i>Employee Relations, Labor Relations, and Policies & Procedures</i>	Employee/Labor Relations Data Performance Analysis	Measure program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives. For example, presenting research/survey data to gauge the potential of unionization.
11.4.13	Human Resources	<i>Employee Relations, Labor Relations, and Policies & Procedures</i>	Employee/Labor Relations Vendor Contracting	Negotiate employee/labor relations service level agreements and vendor contracts. For example, external legal counsel.
11.4.14	Human Resources	<i>Employee Relations, Labor Relations, and Policies & Procedures</i>	Employee/Labor Relations Vendor Management	Manage day-to-day employee/labor relations vendor relationships. Includes the transmission/sharing of required data/information, resolving service issues and monitoring performance.
11.4.15	Human Resources	<i>Employee Relations, Labor Relations, and Policies & Procedures</i>	Exit Interviews	Schedule, conduct, and document exit interviews with former employees.
11.4.16	Human Resources	<i>Employee Relations, Labor Relations, and Policies & Procedures</i>	Grievance Processing	Perform grievance processing procedures to support business managers/leaders in making informed decisions aligned with the organization's labor relations strategy. Determine resolution of grievances.
11.4.17	Human Resources	<i>Employee Relations, Labor Relations, and Policies & Procedures</i>	Labor Confer	Confer on understanding of labor policies. Lead or participate in Meet and Confer sessions related to the understanding of policies.
11.4.18	Human Resources	<i>Employee Relations, Labor Relations, and Policies & Procedures</i>	Labor Policy Interpretation	Respond to non-routine inquiries from employees, managers, union representatives, and executives concerning the interpretation of labor policies.
11.4.19	Human Resources	<i>Employee Relations, Labor Relations, and Policies & Procedures</i>	Other Policy Trainings	Provide trainings and communication on University policies regarding Human Resources not covered in the Learning and Development process. Interpret or explain policy and/or procedure to staff (e.g. attendance).
11.4.20	Human Resources	<i>Employee Relations, Labor Relations, and Policies & Procedures</i>	Outplacement Services	Implement outplacement services program. Includes, coaching, career counseling and coordinating with vendors.
11.4.21	Human Resources	<i>Employee Relations, Labor Relations, and Policies & Procedures</i>	Policy Management	Develop and maintain University guidelines, policies, and procedures for Human Resources processes. Draft and maintain handbooks and other documentation.
11.4.22	Human Resources	<i>Employee Relations, Labor Relations, and Policies & Procedures</i>	Post-Employment Drug Testing Administration	Prepare, coordinate or administer required post-employment drug-testing programs. Includes random tests, position required test or test for cause.

11.4.23	Human Resources	<i>Employee Relations, Labor Relations, and Policies & Procedures</i>	Reduction in Force	Administer the Transition Assistance Program during workforce reductions, guiding managers through the process of communicating and carrying out the reductions within their units.
11.4.24	Human Resources	<i>Employee Relations, Labor Relations, and Policies & Procedures</i>	Severance and Separation Agreements	Prepare required documentation for severance and separation agreements. Include time spent collaborating with legal counsel.
11.4.25	Human Resources	<i>Employee Relations, Labor Relations, and Policies & Procedures</i>	Severance and Separation Processing	Perform administrative procedures associated with employee terminations and workforce reductions. Actions may include calculating payouts, explaining and distributing packages to severed and separated employees.
11.4.26	Human Resources	<i>Employee Relations, Labor Relations, and Policies & Procedures</i>	Union Organizing and Representation Management	Build and maintain relationships with union leaders and members to ensure a collaborative approach to supporting the needs of the workforce.
11.4.27	Human Resources	<i>Employee Relations, Labor Relations, and Policies & Procedures</i>	Work/Life Program Consultation	Counsel executives, managers and employees on work/life balance and flexibility issues and share details of University work/life programs.
11.5.1	Human Resources	<i>Human Resource Technology</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
11.5.2	Human Resources	<i>Human Resource Technology</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
11.5.3	Human Resources	<i>Human Resource Technology</i>	HRIS/HR Applications System Design and Development	Design and develop HRIS/HR application system solution based on identified business and functional requirements.
11.5.4	Human Resources	<i>Human Resource Technology</i>	HRIS/HR Applications System Implementation	Manage and/or participate in a new HRIS/HR application system implementation.
11.5.5	Human Resources	<i>Human Resource Technology</i>	HRIS/HR Applications System Selection	Solicit HRIS/HR applications system information/proposals, evaluating capabilities and selecting a solution.
11.5.6	Human Resources	<i>Human Resource Technology</i>	HRIS/HR System Maintenance	Perform regular ongoing maintenance and support for the HRIS/HR applications, payroll, and time and attendance systems. Activities may include installing software upgrades or compliance updates, program coding, table maintenance, backing-up data and administering security/access protocol.
11.5.7	Human Resources	<i>Human Resource Technology</i>	HRIS/HRIM Data Collection and Entry	Obtain and/or compile data from multiple sources for entry into HRIS/HRIM system through file feeds, pushup process or component interfaces.
11.5.8	Human Resources	<i>Human Resource Technology</i>	Non-Payroll System Testing	Lead, participate-in or coordinate the testing of a non-payroll system (e.g. time attendance system, HRIS/HR application, and/or web portal system functionality).
11.5.9	Human Resources	<i>Human Resource Technology</i>	Payroll System Design and Development	Design and develop a payroll system solution based on identified business and functional requirements.
11.5.10	Human Resources	<i>Human Resource Technology</i>	Payroll System Implementation	Manage and/or participate in a new payroll system implementation.

11.5.11	Human Resources	Human Resource Technology	Payroll System Selection	Solicit payroll system information/proposals, evaluate capabilities and select a solution.
11.5.12	Human Resources	Human Resource Technology	Technology Applications Vendor Contracting	Negotiate technology vendor service level agreement and contracts. For example, an Application Service Provider.
11.5.13	Human Resources	Human Resource Technology	Technology Applications Vendor Management	Manage day-to-day technology vendor relationships. Includes the transmission/sharing of required data/information, resolving service issues and monitoring performance.
11.5.14	Human Resources	Human Resource Technology	Technology Business and Operations Reporting	Generate and distribute HRIS business and operational reports. For example, systems downtime or hardware maintenance costs reports.
11.5.15	Human Resources	Human Resource Technology	Technology Systems Application Customer Service	Respond to routine inquiries from executives, managers and employees. Actions may include answering questions about logging into the system or providing guidance in changing a password, etc.
11.5.16	Human Resources	Human Resource Technology	Technology Systems Application Performance Analysis	Measure program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives and scorecards. For example, presenting how employee self-service could improve HR efficiency over 5 years.
11.5.17	Human Resources	Human Resource Technology	Time and Attendance System Design and Development	Design and develop a time and attendance system solution based on identified business and functional requirements.
11.5.18	Human Resources	Human Resource Technology	Time and Attendance System Implementation	Manage and/or participate in a new time and attendance system implementation.
11.5.19	Human Resources	Human Resource Technology	Time and Attendance System Selection	Solicit time and attendance system information/proposals, evaluating capabilities and selecting a solution.
11.5.20	Human Resources	Human Resource Technology	User Acceptance Testing	Participate in user acceptance testing of new systems and software.
11.5.21	Human Resources	Human Resource Technology	Web Portal Design and Development	Design and develop a Web portal solution based on identified business and functional requirements.
11.5.22	Human Resources	Human Resource Technology	Web Portal Implementation	Manage and/or participate in a Web portal implementation.
11.5.23	Human Resources	Human Resource Technology	Web Portal Maintenance	Perform regular ongoing maintenance and support for the Web portal. Activities may include installing software upgrades or compliance updates, program coding, table maintenance, backing-up data and administering security/access protocols.
11.5.24	Human Resources	Human Resource Technology	Web Portal Selection	Solicit Web portal information/proposals, evaluating capabilities and selecting a solution.
11.6.1	Human Resources	Management and Administrative	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
11.6.2	Human Resources	Management and Administrative	Business Consulting	Present measures and metrics to management and business leaders to use in resolving issues and driving HR related decisions.

11.6.3	Human Resources	Management and Administrative	Communications	Plan and execute structured communications associated with department efforts in conjunction with the goals and objectives of the department/campus/University's leadership team. Answer departmental questions.
11.6.4	Human Resources	Management and Administrative	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information. This includes preparing academic contracts, appointment letters, athletic coach contracts, etc.
11.6.5	Human Resources	Management and Administrative	Department Budgeting	Develop and manage departmental operating budgets and costs.
11.6.6	Human Resources	Management and Administrative	Department Management Data Analysis	Measure program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives and scorecards. For example, presenting departmental scorecard results against expected performance objectives.
11.6.7	Human Resources	Management and Administrative	Department Meetings	Schedule, lead and/or attend internal staff and department meetings.
11.6.8	Human Resources	Management and Administrative	Department Strategy	Plan, define, and validate an overall philosophy and approach for the department function. Includes aligning work activities with the campus and System business strategy and current initiatives.
11.6.9	Human Resources	Management and Administrative	HR Generalist Consulting	Within assigned units, advise leadership and employees on a variety of HR matters drawing on a breadth of HR expertise across the HR function rather than in-depth specialization within one or two functions. Leverage HR subject matter experts to fulfill HR objectives.
11.6.10	Human Resources	Management and Administrative	HR Special Project Participation	Participate in HR department sponsored special projects or initiatives.
11.6.11	Human Resources	Management and Administrative	Lead HR Special Projects	Lead HR department sponsored special projects or initiatives.
11.6.12	Human Resources	Management and Administrative	Personal Professional Development	Participate in personal development (e.g. national/regional associations and conferences and other professional experiences), work related trainings, and institutional compliance trainings. Include time spent in trainings required for licensure and certifications.
11.6.13	Human Resources	Management and Administrative	Professional Development	Coach and mentor direct report employees and provide development and career progression guidance.
11.6.14	Human Resources	Management and Administrative	Project Management and Coordination	Coordinate project activities between key stakeholders. Ensure quality control with on-going projects, manages project planning, development, and execution activities, monitors performance and identified KPIs (measure to established benchmarks), manages and tracks budget timelines, and manages implementation efforts.
11.6.15	Human Resources	Management and Administrative	Project Planning	Set project goals and determine both internal and external actions and resources needed to achieve goals.
11.6.16	Human Resources	Management and Administrative	Review, Edit, and Refine	Review, edit or refine documents, reports, communication materials, code, or other content or information to identify errors and ensure quality prior to final use.

11.6.17	Human Resources	<i>Management and Administrative</i>	Staff Management	Assign and supervise staff work assignments and roles as well as review and provide input on their work output.
11.6.18	Human Resources	<i>Management and Administrative</i>	University Special Project Participation	Participate in University sponsored special projects or initiatives in a HR related capacity.
11.7.1	Human Resources	<i>Organizational Effectiveness and Change Management</i>	Analytics Design and Development	Design and develop the organizational effectiveness and employee performance measures and metrics to support the needs of management and business leaders.
11.7.2	Human Resources	<i>Organizational Effectiveness and Change Management</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
11.7.3	Human Resources	<i>Organizational Effectiveness and Change Management</i>	Change Management and Communications Design and Development	Coordinate with communications and/or training and development to develop programs or tools related to a change management initiative.
11.7.4	Human Resources	<i>Organizational Effectiveness and Change Management</i>	Change Management Performance Analysis	Measure and monitor the impact of ongoing change initiatives by conducting quantitative and qualitative analysis.
11.7.5	Human Resources	<i>Organizational Effectiveness and Change Management</i>	Change Management Strategy Deployment	Engage with change management initiative staff to partner with leaders and employees to lead, execute and manage change throughout the University.
11.7.6	Human Resources	<i>Organizational Effectiveness and Change Management</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
11.7.7	Human Resources	<i>Organizational Effectiveness and Change Management</i>	Organizational Effectiveness Performance Analysis	Measure program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives and scorecards. For example, understanding how employee attitudes impact customer service.
11.7.8	Human Resources	<i>Organizational Effectiveness and Change Management</i>	Organizational Effectiveness Reporting	Generate and distribute organizational effectiveness reports that compare the University to peers.
11.7.9	Human Resources	<i>Organizational Effectiveness and Change Management</i>	Organizational Effectiveness Strategy	Plan, define, and validate an organizational effectiveness philosophy and approach for the organization.
11.7.10	Human Resources	<i>Organizational Effectiveness and Change Management</i>	Organizational Restructuring	Support organizational restructuring efforts. Includes assisting in the organizational design, guiding employees through the change, etc.
11.8.1	Human Resources	<i>Payroll & Time and Attendance</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
11.8.2	Human Resources	<i>Payroll & Time and Attendance</i>	Check Repayment Processing	Process repayments made to the University through a personal check. Activities may include creating cashier's deposit, creating manual checks, etc.

11.8.3	Human Resources	<i>Payroll & Time and Attendance</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
11.8.4	Human Resources	<i>Payroll & Time and Attendance</i>	Direct Deposit Processing	Process employee direct deposit enrollments and changes.
11.8.5	Human Resources	<i>Payroll & Time and Attendance</i>	Electronic Time and Attendance Processing	Process time sheets for employees. For example, reviewing time sheets for accuracy and completion and processing corrections/additions to the timesheets.
11.8.6	Human Resources	<i>Payroll & Time and Attendance</i>	Fringe Payment Processing	Process fringe benefit payments. For example, housing and auto allowances.
11.8.7	Human Resources	<i>Payroll & Time and Attendance</i>	Garnishment Processing	Notify employees of garnishment payments and wage attachments. For example, child support and defaulted government student loans.
11.8.8	Human Resources	<i>Payroll & Time and Attendance</i>	Journal Entries	Create journal entries such as payroll correcting entries, check fees, etc.
11.8.9	Human Resources	<i>Payroll & Time and Attendance</i>	Manual Check Processing	Identify, validate and process off-cycle checks. For example, new employees not currently on the payroll system or corrections to payroll.
11.8.10	Human Resources	<i>Payroll & Time and Attendance</i>	Manual Time and Attendance Processing	Process time and attendance hardcopy timecards and attendance reports from business units and locations that submit time manually.
11.8.11	Human Resources	<i>Payroll & Time and Attendance</i>	New Employee Payroll Set-Up	Set up new employee records on the payroll system or online platform. Data keying will include annual pay, tax elections, etc.
11.8.12	Human Resources	<i>Payroll & Time and Attendance</i>	Pay Adjustments Processing	Identify, validate, and process payroll adjustments. For example, additional pay or retroactive adjustments for over/under payment.
11.8.13	Human Resources	<i>Payroll & Time and Attendance</i>	Paycheck Review	Review paychecks for accuracy by viewing gross pay, etc.
11.8.14	Human Resources	<i>Payroll & Time and Attendance</i>	Payment Vouchers	Create vouchers for payments such as payroll rejections, wire transfers, etc.
11.8.15	Human Resources	<i>Payroll & Time and Attendance</i>	Payroll Business and Operations Reporting	Generate and distribute payroll business and operational reports. For example, cost per check reports.
11.8.16	Human Resources	<i>Payroll & Time and Attendance</i>	Payroll Customer Service	Respond to routine inquiries from executives, managers and employees. Actions may include answering questions about paycheck amounts or providing guidance in completing a tax form, payment options for plans etc.
11.8.17	Human Resources	<i>Payroll & Time and Attendance</i>	Payroll Employee Data Maintenance	Update and maintain employee data on the payroll system. Data may include deduction changes, payroll classification, etc.
11.8.18	Human Resources	<i>Payroll & Time and Attendance</i>	Payroll Performance Analysis	Measure program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives and scorecards. For example, presenting the impact payroll errors have on operational costs.

11.8.19	Human Resources	<i>Payroll & Time and Attendance</i>	Payroll Processing	Process PeopleSoft payroll to calculate gross to net pay, deductions, and produce paychecks/advices. Process payments for special situations. For example, compensation time payouts, hiring incentives, moving expenses, and Transition Assistance Program payouts.
11.8.20	Human Resources	<i>Payroll & Time and Attendance</i>	Payroll Reconciliation	Reconcile payroll, checks, banks and general ledger amounts/transfer variances on a routine periodic basis.
11.8.21	Human Resources	<i>Payroll & Time and Attendance</i>	Payroll Regulatory and Compliance Reporting	Generate and distribute required reports to government and federal agencies. For example, unemployment insurance deductions and national, state and local tax deductions.
11.8.22	Human Resources	<i>Payroll & Time and Attendance</i>	Payroll Tax Filing	Report employee deductions and organization contributions to governmental agencies.
11.8.23	Human Resources	<i>Payroll & Time and Attendance</i>	Payroll Vendor Contracting	Negotiate payroll vendor service level agreement and contracts. For example, tax service provider.
11.8.24	Human Resources	<i>Payroll & Time and Attendance</i>	Payroll Vendor Management	Manage day-to-day payroll vendor relationships. Includes the transmission/sharing of required data/information, resolving service issues and monitoring performance.
11.8.25	Human Resources	<i>Payroll & Time and Attendance</i>	PeopleSoft Data Entry and Reconciliation	Manage PeopleSoft data entry including tracking of earnings and/or reconcile PeopleSoft with unit systems.
11.8.26	Human Resources	<i>Payroll & Time and Attendance</i>	Tax Reconciliations	Process tax reconciliations.
11.8.27	Human Resources	<i>Payroll & Time and Attendance</i>	Time and Attendance Accruals	Monitor sick/vacation time accrual and balance information for employees and making corrections as needed.
11.8.28	Human Resources	<i>Payroll & Time and Attendance</i>	Time and Attendance Business and Operations Reporting	Generate and distribute time and attendance business and operational reports. For example, vacation accruals or exception reports.
11.8.29	Human Resources	<i>Payroll & Time and Attendance</i>	Time and Attendance Customer Service	Respond to routine inquiries from executives, managers and employees. Actions may include answering questions about coding time or providing guidance in completing a time sheet, etc.
11.8.30	Human Resources	<i>Payroll & Time and Attendance</i>	Time and Attendance Data Reconciliation	Reconcile employee time and attendance data variances on a routine and periodic basis. Includes performing and/or supporting audits.
11.8.31	Human Resources	<i>Payroll & Time and Attendance</i>	Time and Attendance Employee Data Maintenance	Update and maintain employee data on the time and attendance system. Data maintenance may include changing scheduled hours, terminating employee records, etc. Includes setting up new employee records on the time and attendance system.
11.8.32	Human Resources	<i>Payroll & Time and Attendance</i>	Time and Attendance Performance Analysis	Measure program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives and scorecards. For example, evaluating trends in manager edits/exceptions and the time spent managing this processes to management.
11.8.33	Human Resources	<i>Payroll & Time and Attendance</i>	Time and Attendance Regulatory and Compliance Reporting	Generate and distribute required reports to government and federal agencies. For example, child labor reporting.

11.8.34	Human Resources	<i>Payroll & Time and Attendance</i>	Timekeeper	Perform timekeeper activities such as tracking and reviewing employee absences, assist employees with hour tracking questions and concerns, etc.
11.8.35	Human Resources	<i>Payroll & Time and Attendance</i>	Year-End Processing	Provide employees with year tax records, and sending year-end data/tapes to government entities.
11.9.1	Human Resources	<i>Recruitment, Selection, and Onboarding</i>	Application Tracking	Collect, process and maintain faculty, staff, and student applicant data through manual processes or an applicant tracking system.
11.9.2	Human Resources	<i>Recruitment, Selection, and Onboarding</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
11.9.3	Human Resources	<i>Recruitment, Selection, and Onboarding</i>	Background and Reference Checking	Initiate and/or Conduct background checks, POET and/or reference checks on employment candidates.
11.9.4	Human Resources	<i>Recruitment, Selection, and Onboarding</i>	Candidate Assessment and Interviews	Assess candidates to determine if their capabilities match the job requirements. Activities may include telephone or in-person interviews and knowledge or skill-based testing.
11.9.5	Human Resources	<i>Recruitment, Selection, and Onboarding</i>	Candidate Communications	Communicate with candidates during the course of the recruitment and selection process by providing updates on applicant status, responding to general inquiries, and addressing candidate complaints.
11.9.6	Human Resources	<i>Recruitment, Selection, and Onboarding</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
11.9.7	Human Resources	<i>Recruitment, Selection, and Onboarding</i>	Determining Job Offers	Develop and negotiate job offer details and employment agreements. Prepare offer letter.
11.9.8	Human Resources	<i>Recruitment, Selection, and Onboarding</i>	External Job Posting Processing	Post jobs through external media. For example, local newspapers or posting sites such as The Chronicle of Higher Education and Higher Ed Jobs.
11.9.9	Human Resources	<i>Recruitment, Selection, and Onboarding</i>	External Recruiting/Sourcing	Identify external candidates to fill new or vacant faculty, staff, and student positions. Activities may include screening resumes, attending community job fairs, facilitating on-campus events, social media sourcing, or utilizing staffing agencies.
11.9.10	Human Resources	<i>Recruitment, Selection, and Onboarding</i>	Internal Job Posting Processing	Post jobs through internal media. For example, bulletin boards or an internal Web posting site.
11.9.11	Human Resources	<i>Recruitment, Selection, and Onboarding</i>	Internal Recruiting/Sourcing	Identify internal candidates to fill new or vacant faculty, staff, and student positions. Activities may include assessing internal job postings, screening resumes, and employee referrals.
11.9.12	Human Resources	<i>Recruitment, Selection, and Onboarding</i>	Job Offer/Reject Communication	Communicate job offers or rejections to faculty, staff, and student position employment candidates.
11.9.13	Human Resources	<i>Recruitment, Selection, and Onboarding</i>	On Boarding Processing	Provide new hire information packets and orientation kits to employees. Coordinating with facilities/IT for the setup of workstations, telephones, computers and security badges.

11.9.14	Human Resources	<i>Recruitment, Selection, and Onboarding</i>	Orientation Program Delivery	Deliver employee orientation sessions for new faculty, staff and/or student employees. May include an overview of the University, employee benefits, pay schedule, policy and procedures, security protocols, and other University-specific topics. Work performed in conjunction with overall HR Talent Management team.
11.9.15	Human Resources	<i>Recruitment, Selection, and Onboarding</i>	Orientation Program Design	Design and develop orientation programs for administrators, staff, and/or faculty. Includes defining learning objectives, building materials and tools, or customizing commercially available programs. Work performed in conjunction with overall HR Talent Management team.
11.9.16	Human Resources	<i>Recruitment, Selection, and Onboarding</i>	Position Requirements	Assist hiring managers with validating key position requisites. Includes defining education, experience, technical knowledge, and competency requirements.
11.9.17	Human Resources	<i>Recruitment, Selection, and Onboarding</i>	Pre-Employment Drug Testing	Prepare, coordinate or administer required pre-employment drug-testing program. Activities may include scheduling applicant test time and/or coordinating with a health facility/vendor.
11.9.18	Human Resources	<i>Recruitment, Selection, and Onboarding</i>	Relocation	Provide relocation information to internal and external faculty, staff, and student candidates who have accepted job offers and require a move.
11.9.19	Human Resources	<i>Recruitment, Selection, and Onboarding</i>	Requisition Processing	Prepare requisition or hiring justification to seek approval to fill a position.
11.9.20	Human Resources	<i>Recruitment, Selection, and Onboarding</i>	Resume Screening	Review resumes to identify or eliminate potential candidates for new or vacant faculty, staff, and student positions.
11.9.21	Human Resources	<i>Recruitment, Selection, and Onboarding</i>	Search Committee Management	Lead talent search committees or provide guidance and training to search committees.
11.9.22	Human Resources	<i>Recruitment, Selection, and Onboarding</i>	Selection Decision Making	Determine whether to make a recommendation to extend a job offer. Activities may include assimilating interviewer recommendations, reviewing test results or facilitating/participating in selection decision-making meetings.
11.9.23	Human Resources	<i>Recruitment, Selection, and Onboarding</i>	Selection Scheduling/Logistics	Provide administrative support to coordinate logistics associated with search committee activities including committee meetings, on-site and video interview scheduling, campus forums, etc.
11.9.24	Human Resources	<i>Recruitment, Selection, and Onboarding</i>	Student Application Review	Review applications and determine eligibility of students to participate in student positions, work study, graduate assistant programs, and for RA/TA appointments. Select students to be placed in roles and make offers.
11.9.25	Human Resources	<i>Recruitment, Selection, and Onboarding</i>	Talent Acquisition Customer Service	Respond to routine inquiries from internal and external applicants. Actions may include answering questions about positions or providing guidance in completing the application form, where the position is located on the website etc.
11.9.26	Human Resources	<i>Recruitment, Selection, and Onboarding</i>	Talent Acquisition Performance Analysis	Measure program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives and scorecards. For example, presenting turnover data, time to file, etc.
11.9.27	Human Resources	<i>Recruitment, Selection, and Onboarding</i>	Talent Acquisition Program Design and Development	Design and develop talent acquisition methods and procedures. Includes sourcing processes, assessment tools, interview questions, and selection criteria.
11.9.28	Human Resources	<i>Recruitment, Selection, and Onboarding</i>	Talent Acquisition Reporting	Generate and distribute talent acquisition business and operational reports. For example, open requisition or time to fill reports.

11.9.29	Human Resources	Recruitment, Selection, and Onboarding	Talent Acquisition Vendor Contracting	Negotiate staffing service level agreements and contracts. Managing overall vendor relationships. For example, sourcing agencies.
11.9.30	Human Resources	Recruitment, Selection, and Onboarding	Talent Acquisition Vendor Management	Manage day-to-day talent acquisition long term vendor relationships. Includes the transmission/sharing of required data/information, resolving service issues and monitoring performance.
11.10.1	Human Resources	Talent Management	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
11.10.2	Human Resources	Talent Management	Career Development Program Administration	Administer career development program tools and processes.
11.10.3	Human Resources	Talent Management	Career Development Program Design and Development	Design, develop and implement a career development program. Includes building tools and processes, and conducting periodic evaluations of the program.
11.10.4	Human Resources	Talent Management	Career Development Program Guidance	Coach and facilitate leaders and individuals through the career development process by providing feedback and guidance to perform the process.
11.10.5	Human Resources	Talent Management	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
11.10.6	Human Resources	Talent Management	Employee Climate Survey	Perform employee research to understand attitudes and opinions. Actions may include conducting surveys, focus groups, interviews, etc.
11.10.7	Human Resources	Talent Management	Employee Engagement Program Design and Development	Design and develop an employee engagement program.
11.10.8	Human Resources	Talent Management	Employee Engagement Program Implementation	Implement employee engagement program tools and processes. Includes partnering with organization leaders and employees to utilize survey results, research, and data gathered to create action plans aimed at enhancing employee engagement.
11.10.9	Human Resources	Talent Management	Leadership Development Program Implementation	Implement leadership development program tools and processes. Includes coaching, participating in assigning ratings, feedback sessions and developing performance improvement plans.
11.10.10	Human Resources	Talent Management	Leadership Program Design and Development	Design and develop a leadership program. Includes building tools and processes, and conducting periodic evaluations of the program.
11.10.11	Human Resources	Talent Management	Management Development Program Implementation	Implement management development program tools and processes. Includes coaching, feedback sessions and developing performance improvement plans.
11.10.12	Human Resources	Talent Management	Management Program Design and Development	Design and develop a management development program. Include building tools and processes, and conducting periodic evaluations of the program.
11.10.13	Human Resources	Talent Management	Mentoring Program Administration	Administer mentoring program tools and processes.
11.10.14	Human Resources	Talent Management	Mentoring Program Design and Development	Design, develop and implement a mentoring program for leaders. Includes building tools and processes, and conducting periodic evaluations of the program.

11.10.15	Human Resources	<i>Talent Management</i>	Mentoring Program Guidance	Coach and facilitate leaders and individuals through the leadership mentoring program process by providing feedback and guidance to perform the process, such as assisting management in the matching of individuals with mentors.
11.10.16	Human Resources	<i>Talent Management</i>	Performance Management Program Administration	Administer Staff performance management program and multi-rater assessment tools and processes at the campus level or above.
11.10.17	Human Resources	<i>Talent Management</i>	Performance Management Program Development	Lead or participate in the design, develop and implement a performance management program and/or multi-rater assessment program. Includes building performance management tools and processes, and conducting periodic evaluations of the program.
11.10.18	Human Resources	<i>Talent Management</i>	Performance Management Program Guidance	Coach and facilitate leaders and individuals through the performance management process and/or and multi-rater assessment process by providing feedback and guidance to perform the process.
11.10.19	Human Resources	<i>Talent Management</i>	Student Intern Program Administration	Administer student intern (clinical and/or non-clinical) program tools and processes. Coach and facilitate leaders and individuals through the intern program process by providing feedback and guidance to perform the process.
11.10.20	Human Resources	<i>Talent Management</i>	Student Intern Program Design and Development	Design, develop and implement the student intern program (clinical and/or non-clinical). Includes building tools and processes, and conducting periodic evaluations of the program.
11.10.21	Human Resources	<i>Talent Management</i>	Talent Management Customer Service	Respond to routine inquiries from executives, managers and employees. Actions may include answering questions about available mentoring programs.
11.10.22	Human Resources	<i>Talent Management</i>	Talent Management Performance Analysis	Measure program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against organization's ability to meet its core mission. For example, presenting the impact of low performer retention on the organization's ability to gain market share.
11.10.23	Human Resources	<i>Talent Management</i>	Talent Management Reporting	Generate and distribute organization and talent management reports.
11.10.24	Human Resources	<i>Talent Management</i>	Talent Management Vendor Contracting	Negotiate talent management service level agreements and vendor contracts. Manage overall vendor relationships.
11.10.25	Human Resources	<i>Talent Management</i>	Talent Management Vendor Management	Manage day-to-day talent management vendor relationships. Includes the transmission/sharing of required data/information, resolving service issues and monitoring performance.
11.10.26	Human Resources	<i>Talent Management</i>	Talent Review Process Administration	Administer talent review process / succession management program tools and processes.
11.10.27	Human Resources	<i>Talent Management</i>	Talent Review Process Design and Development	Design, develop and implement a talent review process / succession management program. Includes building tools and processes and conducting periodic evaluations of the program.
11.10.28	Human Resources	<i>Talent Management</i>	Talent Review Process Guidance	Coach and facilitate leaders and individuals through the talent review process / succession management process by providing feedback and guidance to perform the process.
11.11.1	Human Resources	<i>Training, Learning, and Development</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.

11.11.2	Human Resources	<i>Training, Learning, and Development</i>	Business Partnering	Confer with executive and operations management on business related issues to formulate HR's learning and development service requirements. Partner with subject matter experts to provide instructor led demonstrations for new or updated University technology systems, such as employee online portal (myHR) and performance appraisal/management system (myPerformance). Coordinate, market, and track sessions and attendance.
11.11.3	Human Resources	<i>Training, Learning, and Development</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
11.11.4	Human Resources	<i>Training, Learning, and Development</i>	Employee Assistance Program Training Delivery	Assess needs and deliver specific training on the Employee Assistance Program.
11.11.5	Human Resources	<i>Training, Learning, and Development</i>	Employee Assistance Program Training Design	Design and develop Employee Assistance Program specific programs for executives, managers and employees. Includes defining learning objectives, building materials and tools, or customizing commercially available programs.
11.11.6	Human Resources	<i>Training, Learning, and Development</i>	Job-Specific Training Delivery	Assess needs and deliver specific job content training.
11.11.7	Human Resources	<i>Training, Learning, and Development</i>	Job-Specific Training Design	Design and develop job specific programs for executives, managers and employees. Includes defining learning objectives, building materials and tools, or customizing commercially available programs.
11.11.8	Human Resources	<i>Training, Learning, and Development</i>	Leadership and Management Training Delivery	Deliver leadership and management content training. For example, leadership/management development skills training.
11.11.9	Human Resources	<i>Training, Learning, and Development</i>	Leadership and Management Training Design	Design and develop leadership and management training programs for executives, managers and employees. Includes defining learning objectives, building materials and tools, or customizing commercially available programs.
11.11.10	Human Resources	<i>Training, Learning, and Development</i>	Learning and Development Assessment	Work with executives and managers to assess and identify learning and development needs and solutions for specific business units, departments and locations.
11.11.11	Human Resources	<i>Training, Learning, and Development</i>	Learning and Development Business and Operations Reporting	Generate and distribute learning and development business and operational reports. For example, course ratings or employee participation reports.
11.11.12	Human Resources	<i>Training, Learning, and Development</i>	Learning and Development Customer Service	Respond to routine inquiries from executives, managers and employees. Actions may include answering questions about learning and development course schedules or providing guidance in registering for a course, etc.
11.11.13	Human Resources	<i>Training, Learning, and Development</i>	Learning and Development Performance Analysis	Measure program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives and scorecards. For example, presenting new learning and development program effectiveness metrics based on trend data.
11.11.14	Human Resources	<i>Training, Learning, and Development</i>	Policy and Compliance Training Communication	Communicate completion status for mandatory trainings to management. Develop campus-based strategies to improve rate of compliance for mandatory training.
11.11.15	Human Resources	<i>Training, Learning, and Development</i>	Policy and Compliance Training Delivery	Deliver policy and compliance content training or coordinate online delivery of these trainings through programs such as mylearn. For example, sexual harassment or code of conduct/ethics training.
11.11.16	Human Resources	<i>Training, Learning, and Development</i>	Policy and Compliance Training Design	Design and develop policy compliance programs for executives, managers and employees. Includes defining learning objectives, building materials and tools, or customizing commercially available programs.

11.11.17	Human Resources	<i>Training, Learning, and Development</i>	Supervisory Skills Training Delivery	Deliver supervisory skills content training. For example, team building or managing people training.
11.11.18	Human Resources	<i>Training, Learning, and Development</i>	Supervisory Skills Training Design	Design and develop supervisory skills programs for executives, managers and employees. Includes defining learning objectives, building materials and tools, or customizing commercially available programs.
11.11.19	Human Resources	<i>Training, Learning, and Development</i>	Technology Application Training Delivery	Deliver technology application content training to faculty and staff either in-person or online (e.g. webinars). For example, Microsoft Office, voice mail training, Canvas, Blackboard, etc.
11.11.20	Human Resources	<i>Training, Learning, and Development</i>	Technology Application Training Design	Design and develop technology application programs for executives, managers and employees. Includes defining learning objectives, building materials and tools, or customizing commercially available programs. Recommend online technology application courses from Learning Management System (LMS) catalog or other sources.
11.11.21	Human Resources	<i>Training, Learning, and Development</i>	Training Program Coordination and Processing	Perform administrative activities related to training program delivery. Activities may include posting information on all training programs, coordinating schedules, enrolling participants, tracking participation and collecting feedback.
11.11.22	Human Resources	<i>Training, Learning, and Development</i>	Training Vendor Management	Manage day-to-day training vendor relationships. Includes the transmission/sharing of required data/information, resolving service issues and monitoring performance, and administration of contracts.
11.12.1	Human Resources	<i>Workforce Administration and Processing</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
11.12.2	Human Resources	<i>Workforce Administration and Processing</i>	Business Unit Service Requirements	Participate in executive and management meetings. Actions include conferring with executive and operations management on business related issues to formulate HR's workforce management service requirements.
11.12.3	Human Resources	<i>Workforce Administration and Processing</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
11.12.4	Human Resources	<i>Workforce Administration and Processing</i>	Employee Data Maintenance	Approve requests for updates to and perform maintenance and correction of employee data in the PeopleSoft HR system. Data may include personal data changes, employment status etc. Includes setting up new employee records in PeopleSoft or system of record and initiating ePAFS for new hires, job changes and status changes.
11.12.5	Human Resources	<i>Workforce Administration and Processing</i>	Employee Records Management	Maintain employee personnel files for current and former employees. Includes filing and scanning of required records for active employees and proper archiving of records for terminated employees.
11.12.6	Human Resources	<i>Workforce Administration and Processing</i>	Employment Verification Processing	Respond to employment verification requests. Includes loan applicants, creditors, and subpoenas. Direct inquiries to online verification provider.
11.12.7	Human Resources	<i>Workforce Administration and Processing</i>	Foreign National Processing	Coordinate with government agencies and outside legal counsel to facilitate the hiring or transfer of Nonresident Alien employees. Activities may include tax filing or VISA processing.

11.12.8	Human Resources	<i>Workforce Administration and Processing</i>	Leave of Absence Processing	Perform leave administrative procedures. Actions may include validating and processing employee leaves of absence (medical research, sabbaticals, military, etc.), ensuring policy and compliance (FMLA) and monitoring employee returns.
11.12.9	Human Resources	<i>Workforce Administration and Processing</i>	New Hire Data Processing	Collect, validate and maintain new hire employment-related information. For example, government forms (I-9s, W-4), employee health records, license and certification verifications.
11.12.10	Human Resources	<i>Workforce Administration and Processing</i>	Off-Cycle Salary Adjustments	Perform off-cycle salary adjustments. Actions may include reviewing, validating and approving employee pay change adjustments.
11.12.11	Human Resources	<i>Workforce Administration and Processing</i>	Position Management	Review position requisitions to ensure that staffing plans are aligned with organization spans-of-control and budgeted allocations. Actions may include, reconciling FTE and headcount allocations or the reclassification of position and grades/levels.
11.12.12	Human Resources	<i>Workforce Administration and Processing</i>	Service Award Recognition Program	Perform service awards recognition program administrative procedures. Activities may include, determining eligibility, processing awards and/or coordinating with a third party vendor.
11.12.13	Human Resources	<i>Workforce Administration and Processing</i>	Temporary Labor Coordination	Work with managers to assess the use of temporary resources to staff positions. Activities may include coordinating the use of temporary agencies and/or managing internal temporary labor pools.
11.12.14	Human Resources	<i>Workforce Administration and Processing</i>	Termination Processing	Perform termination procedures. Actions may include advising employees of their rights, retrieving University property, collecting security ID cards and credit cards, and appearing at dispute hearings.
11.12.15	Human Resources	<i>Workforce Administration and Processing</i>	Unemployment Processing	Perform unemployment procedures. Actions may include advising employees of their rights, responding to claims, authorizing payments, attorney coordination, and appearing at unemployment protest hearings.
11.12.16	Human Resources	<i>Workforce Administration and Processing</i>	Volunteer Coordination	Work with managers to assess the use of volunteer resources to staff positions and/or temporary work activities. Include time spent coordinating the use of student/community groups and non-profits and/or managing internal volunteer tracking in University systems.
11.12.17	Human Resources	<i>Workforce Administration and Processing</i>	Workforce Customer Service	Respond to routine inquiries from managers and employees. Actions may include answering questions about how to complete new hire forms, etc.
11.12.18	Human Resources	<i>Workforce Administration and Processing</i>	Workforce Management Performance Analysis	Measure program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives and scorecards. For example, presenting employee turnover trends and the impact on productivity.
11.12.19	Human Resources	<i>Workforce Administration and Processing</i>	Workforce Management Reporting	Generate and distribute regular and recurring staffing reports on metrics and measures for key stakeholder and customer groups (e.g., business leaders). For example, span of control and ad hoc reports, as needed.

11.12.20	Human Resources	<i>Workforce Administration and Processing</i>	Workforce Management Strategy	Plan, define and validate a workforce management philosophy and approach for the organization. Includes ongoing employee resource requirements, work activity, scheduling etc.
11.12.21	Human Resources	<i>Workforce Administration and Processing</i>	Workforce Vendor Contracting	Negotiate staffing service level agreements and contracts. Manage overall vendor relationships. For example, outplacement services.
11.12.22	Human Resources	<i>Workforce Administration and Processing</i>	Workforce Vendor Management	Manage day-to-day workforce vendor relationships. Includes the transmission/sharing of required data/information, resolving service issues and monitoring performance, and administration of contracts.
12.1.1	Information Technology	<i>End User Support Management</i>	Audio-Visual / Smart Classroom and Conference Rooms	Design, develop, configure, and maintain A/V services and smart classroom and conference room equipment and technology.
12.1.2	Information Technology	<i>End User Support Management</i>	Big Data Support	Provide big data support for research and academic coursework (e.g. SAP, Hana, Hadoop).
12.1.3	Information Technology	<i>End User Support Management</i>	Call Center Support	Support IT operations within the scope of Tier 1. Includes analysts/staff with responsibility for escalating issues to and following up on issues with higher level support.
12.1.4	Information Technology	<i>End User Support Management</i>	Computer Lab Management and Support	Manage student computing lab environments. Develop, test and maintain computers, software images, and peripherals in support of student computing lab environments.
12.1.5	Information Technology	<i>End User Support Management</i>	Equipment Moving	Move equipment and other goods across the University, including time spent loading/unloading and securing equipment.
12.1.6	Information Technology	<i>End User Support Management</i>	Event Technology	Coordinate and support audio-visual equipment, computing, and software used during events.
12.1.7	Information Technology	<i>End User Support Management</i>	Experiential Learning	Support instruction projects and work effort devoted to providing student experiential learning opportunities (e.g. 3D printing).
12.1.8	Information Technology	<i>End User Support Management</i>	Field Hardware & Software Configuration and Maintenance	Manage configuration and maintenance of hardware & software (including licensing).
12.1.9	Information Technology	<i>End User Support Management</i>	Field Hardware & Software Troubleshooting	Troubleshoot hardware & software.
12.1.10	Information Technology	<i>End User Support Management</i>	Field Hardware Major Moves	Support desktop Engineering/Field. Including major moves and changes such as physical IT asset relocation.
12.1.11	Information Technology	<i>End User Support Management</i>	Field Hardware Support	Support and maintain desktops, laptops, tablets, specialist workstations, printers, multi-function devices and peripherals.
12.1.12	Information Technology	<i>End User Support Management</i>	Non-IT Equipment Repair	Calibrate and/or repair non-IT equipment.

12.1.13	Information Technology	<i>End User Support Management</i>	Print Management	Provide print management support for students, faculty, and staff including print quotas.
12.1.14	Information Technology	<i>End User Support Management</i>	Research Instrumentation	Diagnose, support, maintain highly varied research instrumentation.
12.1.15	Information Technology	<i>End User Support Management</i>	Research Systems Support	Diagnose, support, maintain highly varied research systems and software.
12.1.16	Information Technology	<i>End User Support Management</i>	Scientific Programming Support	Support, debug, and provide troubleshooting for software focused on scientific analysis purposes.
12.1.17	Information Technology	<i>End User Support Management</i>	Service Catalogs	Maintain products and service catalogs. Include time spent transitioning towards service catalogs and self-help tools.
12.1.18	Information Technology	<i>End User Support Management</i>	Service Desk Incident Troubleshooting	Troubleshoot and resolve incidents. Oversee incident response resources.
12.1.19	Information Technology	<i>End User Support Management</i>	Student ID Coordination	Collect student photos and create student IDs. Place current quarter validation on student ID and produce replacement student ID cards.
12.1.20	Information Technology	<i>End User Support Management</i>	Technology Training	Train end users on use of technology through scheduled and ad hoc means.
12.1.21	Information Technology	<i>End User Support Management</i>	Tier II & III Software Support	Support application Level II & III, typically as an application or systems analyst.
12.1.22	Information Technology	<i>End User Support Management</i>	Virtual Desktop	Manage and support virtual desktop technologies (e.g. remote Labs, VDI and software packaging and delivery).
12.2.1	Information Technology	<i>Enterprise Applications</i>	Cloud Application and Storage Management	Manage and support cloud applications and cloud storage services.
12.2.2	Information Technology	<i>Enterprise Applications</i>	Data Analysis and Visualization	Gather, inspect, and model data on enterprise applications for business review.
12.2.3	Information Technology	<i>Enterprise Applications</i>	E-mail & Authentication Administration	Administer enterprise email and authentication systems and services.
12.2.4	Information Technology	<i>Enterprise Applications</i>	Routine Application Maintenance	Perform routine application maintenance and preventative maintenance for applications (patching, software renewal, license management, etc.).
12.2.5	Information Technology	<i>Enterprise Applications</i>	Soft Phone Migration	Manage or support the migration of users from telephone hardware to soft phone software.
12.2.6	Information Technology	<i>Enterprise Applications</i>	Special Application Vendor Hosted Services	Consult with and support departments to integrate vendor hosted services for special applications.

12.2.7	Information Technology	<i>Enterprise Applications</i>	Technology Training	Train end users on use of technology through scheduled and ad hoc means.
12.2.8	Information Technology	<i>Enterprise Applications</i>	Website Administration	Develop and maintain technical and user documentation, self-help tools, and policies for web data integration.
12.3.1	Information Technology	<i>Infrastructure Operations</i>	IT Facility Management	Manage the physical locations where the equipment resides, including floor space, electricity, cooling, battery backups, etc.
12.3.2	Information Technology	<i>Infrastructure Operations</i>	Shared Storage Administration	Support and maintain shared storage systems in production and non-production environments.
12.3.3	Information Technology	<i>Infrastructure Operations</i>	Audio-Visual / Smart Classroom and Conference Rooms	Design, develop, configure, and maintain A/V services and smart classroom and conference room equipment and technology.
12.3.4	Information Technology	<i>Infrastructure Operations</i>	Building Access Management	Control access permissions for University facilities, including adding and removing individuals from access lists and responding to access requests.
12.3.5	Information Technology	<i>Infrastructure Operations</i>	Data Center Operations	Control physical access, security, equipment placement and monitoring of the data center.
12.3.6	Information Technology	<i>Infrastructure Operations</i>	Database Back-Up	Execute data back up, restoration, and archiving.
12.3.7	Information Technology	<i>Infrastructure Operations</i>	Database Configuration and Maintenance	Configure, support and maintain database.
12.3.8	Information Technology	<i>Infrastructure Operations</i>	Digital Signage	Develop, support, install large scale digital signage systems.
12.3.9	Information Technology	<i>Infrastructure Operations</i>	Drone UAS Services	Provide full flight services for remote sensing. Operate varied UAS for research support.
12.3.10	Information Technology	<i>Infrastructure Operations</i>	High Performance Computing	Design, procure, support, maintain HPC systems and related storage, computing, high speed networking systems.
12.3.11	Information Technology	<i>Infrastructure Operations</i>	Instructional Technology Support	Provide support for instructional technologies including Blackboard, Canvas, Panopto, etc.
12.3.12	Information Technology	<i>Infrastructure Operations</i>	Inventory Management	Perform and/or coordinate audits of IT capital inventory.
12.3.13	Information Technology	<i>Infrastructure Operations</i>	Keycard Management	Build and distribute building access cards. Respond to and address inquiries concerning cards not working as expected.
12.3.14	Information Technology	<i>Infrastructure Operations</i>	Network Support	Support and maintain all data networks.

12.3.15	Information Technology	Infrastructure Operations	Server Support	Build, support, and maintain physical and virtual servers in production and non-production environments.
12.3.16	Information Technology	Infrastructure Operations	Student Housing Networking	Provide both wired and wireless networking in student residence halls, Greek housing, etc. and manage network access.
12.3.17	Information Technology	Infrastructure Operations	Technical Infrastructure Collaboration	Collaboration with campus facilities management and external construction contractors for design and implementation of technical infrastructure for renovations and new construction.
12.3.18	Information Technology	Infrastructure Operations	Telecom and Network Field Work	Install, troubleshoot, repair, move, and disconnect telecom and network resources in the field.
12.3.19	Information Technology	Infrastructure Operations	Telecom Support	Support and maintain all voice networks (fixed line and mobile).
12.4.1	Information Technology	IT Development	Application and Infrastructure (Build)	Develop and configure new applications (including mobile applications), application integration or infrastructure components.
12.4.2	Information Technology	IT Development	Application and Infrastructure (Design)	Design new applications and solutions (including mobile applications), integrations to existing services, and infrastructure to support those solutions. Include time spent consulting on these applications and solutions.
12.4.3	Information Technology	IT Development	Application Testing	Design, prepare and execute all testing phases for application software or infrastructure components.
12.4.4	Information Technology	IT Development	Applications and Infrastructure (Implementation)	Introduce new applications or infrastructure components into business use.
12.4.5	Information Technology	IT Development	Drone UAS Development	Design, develop, and assemble varied UAS for research support.
12.4.6	Information Technology	IT Development	Manned Flight Services	Procure, maintain, operate manned aircraft for research support.
12.4.7	Information Technology	IT Development	Release Management	Perform application upgrades and patches for applications (operating systems, business applications, etc.).
12.4.8	Information Technology	IT Development	Research Fabrication	Design, fabricate, operate prototype devices required for research.
12.4.9	Information Technology	IT Development	Scientific Analysis Software Development	Develop and provide consultation on the development of software for scientific analysis purposes.
12.4.10	Information Technology	IT Development	Technical Documentation	Develop user and technical documentation for IT systems and services.
12.4.11	Information Technology	IT Development	User IT Training	Develop training needs and curriculum, as well as deliver training to prepare the organization for changes in technology.

12.4.12	Information Technology	IT Development	Version Control	Manage version control between different iterations of applications and other systems by merging code, documentation, cross-walking versions for manual change, release of new versions etc.
12.4.13	Information Technology	IT Development	Visualization	Develop visualization systems, install, support, consult researchers for application, development of systems.
12.4.14	Information Technology	IT Development	Website Development	Provide development support for University websites in IT specific areas (e.g. server hosting, back-end development, etc.) Provide maintenance support for University websites.
12.5.1	Information Technology	IT Strategy & Architecture	Business Continuity Strategy and Planning	Strategize and plan business continuity including documentation and testing of plans.
12.5.2	Information Technology	IT Strategy & Architecture	Business Relationship Management	Communicate between business operations and IT functions. Includes management of incoming IT project requests or demands.
12.5.3	Information Technology	IT Strategy & Architecture	Demand & Capacity Management	Monitor available capacity, measure demand, and plan adjustments to meet upcoming demand.
12.5.4	Information Technology	IT Strategy & Architecture	Enterprise Architecture	Develop enterprise architecture for business, data/information, applications, infrastructure and security. Develop an architecture roadmap.
12.5.5	Information Technology	IT Strategy & Architecture	IT Asset Management	Manage asset refresh strategy & planning, budget reports and life cycle planning.
12.5.6	Information Technology	IT Strategy & Architecture	IT Organization Strategy	Develop IT strategy and vision at any level of the organization. Includes strategic service planning and forecasting.
12.5.7	Information Technology	IT Strategy & Architecture	IT People Management & Resourcing	Define the IT organization structure, roles and responsibilities.
12.5.8	Information Technology	IT Strategy & Architecture	IT Portfolio Management	Manage IT Project requests to assess, prioritize, budgeting and cost estimation, and/or allocation of staff.
12.5.9	Information Technology	IT Strategy & Architecture	IT Program & Project Strategy	Prioritize IT programs, projects and/or resources.
12.5.10	Information Technology	IT Strategy & Architecture	IT Services Financial Management	Set budget and forecast financials.
12.5.11	Information Technology	IT Strategy & Architecture	Outreach Activities and Support	Prepare, coordinate, support, or sponsor community events such as PRO Days, Missouri PLTW, 1st Robotics, as well as other conferences, networking events, and programming.
12.5.12	Information Technology	IT Strategy & Architecture	Technology Innovation	Test market awareness and develop proof of concept.
12.6.1	Information Technology	Management and Administrative	Administrative Oversight / Quality Assurance	Search for and/or correct errors in paperwork, University systems, spreadsheets, and other documents such as incorrect calculations, manual errors, and omissions. Also include time spent reformatting or creating new versions of this work.

12.6.2	Information Technology	<i>Management and Administrative</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
12.6.3	Information Technology	<i>Management and Administrative</i>	Business Intelligence and Analytics	Design and develop IT related performance measures and metrics to support the needs of management and business leaders. Perform analyses to develop baselines for these measures and metrics.
12.6.4	Information Technology	<i>Management and Administrative</i>	Communications	Plan and execute structured communications associated with department efforts in conjunction with the goals and objectives of the department/campus/University's leadership team. Answer departmental questions.
12.6.5	Information Technology	<i>Management and Administrative</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
12.6.6	Information Technology	<i>Management and Administrative</i>	Department Budgeting	Develop and manage departmental operating budgets and costs.
12.6.7	Information Technology	<i>Management and Administrative</i>	Department Management Data Analysis	Measure program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives and scorecards. For example, presenting departmental scorecard results against expected performance objectives.
12.6.8	Information Technology	<i>Management and Administrative</i>	Department Meetings	Attend internal and external college, campus, and department meetings.
12.6.9	Information Technology	<i>Management and Administrative</i>	Department Strategy	Plan, define, and validate an overall philosophy and approach for the department function. Includes aligning work activities with the campus and System business strategy and current initiatives.
12.6.10	Information Technology	<i>Management and Administrative</i>	IT Acquisition and Asset Management	Research, analyze, consult, advise, procure and track IT hardware and software assets. Manage purchases, BPM12004 compliance, and liaison with legal department. Develop and maintain IT asset management databases, applications, and reports.
12.6.11	Information Technology	<i>Management and Administrative</i>	IT Contract Management	Manage technology contract life cycle. Monitor IT contracts with customers and suppliers.
12.6.12	Information Technology	<i>Management and Administrative</i>	IT Generalist Consulting Services	Within assigned units, advise leadership and employees on a variety of IT matters drawing on a breadth of IT expertise across the IT function rather than in-depth specialization within one or two functions. Leverage IT subject matter experts to fulfill HR objectives.
12.6.13	Information Technology	<i>Management and Administrative</i>	IT Vendor Management	Manage, monitor, and improve third party relationships with IT vendors.
12.6.14	Information Technology	<i>Management and Administrative</i>	Personal Professional Development	Participate in personal development (e.g. national/regional associations and conferences and other professional experiences), work related trainings, and institutional compliance trainings. Include time spent in trainings required for licensure and certifications.
12.6.15	Information Technology	<i>Management and Administrative</i>	Professional Development	Coach and mentor direct report employees and provide development and career progression guidance.

12.6.16	Information Technology	<i>Management and Administrative</i>	Project Management and Coordination	Coordinate project activities between key stakeholders. Ensure quality control with on-going projects, manages project planning, development, and project planning. Monitor performance and identified KPIs (measure to established benchmarks), manage and tracks budget timelines, and manage implementation efforts.
12.6.17	Information Technology	<i>Management and Administrative</i>	Project Planning	Set project goals and determine both internal and external actions and resources needed to achieve goals.
12.6.18	Information Technology	<i>Management and Administrative</i>	Recruitment and Retention	Provide staff support for recruitment and retention efforts including interviews, associated paperwork/processing, and data entry, and file management.
12.6.19	Information Technology	<i>Management and Administrative</i>	SLA Management	Manage IT focused service level agreements between the department/University and vendors, contractors, etc.
12.6.20	Information Technology	<i>Management and Administrative</i>	Staff Management	Assign and supervise staff work assignments and roles as well as review and provide input on their work output.
12.6.21	Information Technology	<i>Management and Administrative</i>	Student and Intern Management	Assign and supervise student and intern work assignments and roles as well as review and provide input on their work output.
12.7.1	Information Technology	<i>Policies and Procedures</i>	Policy Management	Develop and maintain University guidelines, policies, and procedures for IT processes. Draft and maintain handbooks and other documentation.
12.7.2	Information Technology	<i>Policies and Procedures</i>	Policy Training	Provide trainings and communication on University policies regarding IT.
12.8.1	Information Technology	<i>Quality, Security & Compliance</i>	Access Management	Accept, approve and fulfill provisioning requests.
12.8.2	Information Technology	<i>Quality, Security & Compliance</i>	Cloud Application and Storage Security and Provisioning	Manage security of cloud applications and cloud storage including user access and provisioning, testing, etc.
12.8.3	Information Technology	<i>Quality, Security & Compliance</i>	Data Governance Practices and Communication	Determine practices and procedures and for data governance and coordinate communication of them.
12.8.4	Information Technology	<i>Quality, Security & Compliance</i>	Identity Management	Automate account maintenance tasks, develop policies and procedures, communication to manage accounts.
12.8.5	Information Technology	<i>Quality, Security & Compliance</i>	Internal and External Audit	Conduct and coordinate both internal audits and those performed by external parties.
12.8.6	Information Technology	<i>Quality, Security & Compliance</i>	Investigations and Forensics	Investigate policy violations as well as possibly compromised systems and determine cause or source.
12.8.7	Information Technology	<i>Quality, Security & Compliance</i>	IT Change Management	Manage changes to software and infrastructure items in the environment.
12.8.8	Information Technology	<i>Quality, Security & Compliance</i>	IT Reporting	Fulfill periodic and ad hoc requests for IT reporting.

12.8.9	Information Technology	Quality, Security & Compliance	IT Risk Management	Define IT risk tolerance, risk identification and risk evaluation.
12.8.10	Information Technology	Quality, Security & Compliance	IT Risk Mitigation Planning	Prioritize and plan IT risk mitigation activities.
12.8.11	Information Technology	Quality, Security & Compliance	Knowledge Management and Continuous Improvement	Manage knowledge and continuous improvement.
12.8.12	Information Technology	Quality, Security & Compliance	Network Security Infrastructure Management	Manage and maintain network security infrastructure.
12.8.13	Information Technology	Quality, Security & Compliance	Performance and Availability Monitoring	Design and implement performance and availability monitors for servers, storage, applications and network.
12.8.14	Information Technology	Quality, Security & Compliance	Regulation and Policy Compliance	Manage compliance with internal and external regulations and policies. Monitor emerging regulations.
12.8.15	Information Technology	Quality, Security & Compliance	Security Awareness and Accreditation	Manage security awareness.
12.8.16	Information Technology	Quality, Security & Compliance	Security Incident Management	Manage security incidents.
12.8.17	Information Technology	Quality, Security & Compliance	Security Policy Compliance	Monitor compliance of security issues.
12.8.18	Information Technology	Quality, Security & Compliance	Security Threat and Vulnerability Testing	Perform security vulnerability testing (scan, report, remediate). Test disaster recovery and continuity procedures.
12.8.19	Information Technology	Quality, Security & Compliance	Software Performance Optimization	Optimize performance for business applications.
13.1.1	Intercollegiate Athletics	Broadcast Production	Agency Coordination	Work with externally contracted talent or talent agencies.
13.1.2	Intercollegiate Athletics	Broadcast Production	Analytics Reporting	Design and develop performance measures and metrics to support the needs of the department and business leaders. Develop and distribute reports including reporting for subject matter experts.
13.1.3	Intercollegiate Athletics	Broadcast Production	Audiovisual Content Production	Produce audiovisual content for University live athletic events (e.g. scoreboard shows).
13.1.4	Intercollegiate Athletics	Broadcast Production	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
13.1.5	Intercollegiate Athletics	Broadcast Production	Copy Editing	Edit and proof writing content for University live athletic events.

13.1.6	Intercollegiate Athletics	<i>Broadcast Production</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
13.1.7	Intercollegiate Athletics	<i>Broadcast Production</i>	Design Work	Provide digital and physical design work including formatting / construction (e.g. layout, UI, graphics, etc.) for University live athletic events.
13.1.8	Intercollegiate Athletics	<i>Broadcast Production</i>	Engineering, Cameras, and Sound	Operate cameras, sound equipment, switchboards, etc. for live University athletic events.
13.1.9	Intercollegiate Athletics	<i>Broadcast Production</i>	Hosting	Host or serve as a "personality" for University live athletic events. Include time spent participating in interviews or appearing as a guest in other programs related to this role.
13.1.10	Intercollegiate Athletics	<i>Broadcast Production</i>	Multimedia Editing	Edit University for University live athletic events broadcasts in programs such as Adobe Premiere, Apple Final Cut, Audacity, etc. Includes feedback / review process for design work.
13.1.11	Intercollegiate Athletics	<i>Broadcast Production</i>	Network Coordination	Coordinate with television networks for the broadcasting of University live athletic events.
13.1.12	Intercollegiate Athletics	<i>Broadcast Production</i>	Talent Management	Identify, hire, and schedule talent for University live athletic events.
13.1.13	Intercollegiate Athletics	<i>Broadcast Production</i>	Writing	Research, author and written edit content for University live athletic events.
13.2.1	Intercollegiate Athletics	<i>Coaching and Recruiting</i>	Athlete Coaching	Provide coaching and training, including strength and conditioning training, for student athletes. Include time spent setting up and taking down equipment used for training.
13.2.2	Intercollegiate Athletics	<i>Coaching and Recruiting</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
13.2.3	Intercollegiate Athletics	<i>Coaching and Recruiting</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
13.2.4	Intercollegiate Athletics	<i>Coaching and Recruiting</i>	Coaching Strategy	Develop competitive strategies for athletic events, plan training exercises and routines, watch and analyze recordings of games etc.
13.2.5	Intercollegiate Athletics	<i>Coaching and Recruiting</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis (e.g. player prospect statistics). Conduct general data entry (to a spreadsheet, system or database) or manually update information.
13.2.6	Intercollegiate Athletics	<i>Coaching and Recruiting</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis (e.g. player statistics for recruiting/scouting purposes). Conduct general data entry (to a spreadsheet, system or database) or manually update information.
13.2.7	Intercollegiate Athletics	<i>Coaching and Recruiting</i>	Direct Recruitment	Market the University and its sports program directly to a potential athlete applicants (via face-to-face and telephone contact).
13.2.8	Intercollegiate Athletics	<i>Coaching and Recruiting</i>	Event Recruitment	Attend networking events and sports games to build network and observe player talent.

13.2.9	Intercollegiate Athletics	Coaching and Recruiting	Online Research	Analyze online and social media accounts of potential recruits.
13.2.10	Intercollegiate Athletics	Coaching and Recruiting	Public Coaching and Training	Provide coaching and training to non-student athletes such as members of the public. This would include activities such as providing golf lessons, ice skating lessons, personal training sessions, teaching fitness classes (e.g. spin, yoga), summer camps etc.
13.2.11	Intercollegiate Athletics	Coaching and Recruiting	Scouts	Coordinate with professional sports team scouts.
13.3.1	Intercollegiate Athletics	Events and Programs	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
13.3.2	Intercollegiate Athletics	Events and Programs	Community Service Events	Plan, coordinate, execute, and/or participate in community service events (e.g. MCLUB, Make-A-Wish).
13.3.3	Intercollegiate Athletics	Events and Programs	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis (e.g. event attendance figures, game scores, and other event statistics). Conduct general data entry (to a spreadsheet, system or database) or manually update information.
13.3.4	Intercollegiate Athletics	Events and Programs	Equipment Rentals	Manage renting out and returns of equipment, including overseeing rental equipment inventory and cleaning of stock.
13.3.5	Intercollegiate Athletics	Events and Programs	Event Coordination	Coordinate day of activities during athletic events or external events occurring in athletic venues and outdoor spaces such as managing timing of activities, athlete locations, working with external press and media, etc.
13.3.6	Intercollegiate Athletics	Events and Programs	Event Management	Manage University athletic events including scheduling and planning of event, booking of venues and vendors, scheduling and oversight of event staff and security, communicating event information to key stakeholders, etc.
13.3.7	Intercollegiate Athletics	Events and Programs	Event Security	Provide security for athletic venues and events.
13.3.8	Intercollegiate Athletics	Events and Programs	In-Game Promotions	Manage and coordinate in-game promotion programs such as sweepstakes, giveaways, sponsored plays, etc.
13.3.9	Intercollegiate Athletics	Events and Programs	Outside and Venue Rentals	Manage and coordinate the renting out of athletics venues and outdoor space for concerts, high school events, hosting NCAA post-season/conference play etc. Include time spent overseeing and negotiating contracts. See "Event Coordination" for day of event coordination activity.
13.3.10	Intercollegiate Athletics	Events and Programs	Personal Security	Provide security for individuals (e.g. athletic team members, coaches, etc.).
13.3.11	Intercollegiate Athletics	Events and Programs	Refereeing	Referee/officiate intramural and recreation athletic events and/or training sessions.
13.3.12	Intercollegiate Athletics	Events and Programs	Security Management	Manage the scheduling and placement of security personnel or coordinate with third party security to do so. Coordinate with campus police.

13.3.13	Intercollegiate Athletics	<i>Events and Programs</i>	Team Sports	Manage and/or coordinate competitions for recreational sports team and leagues for teams composed of students (e.g. intramurals). Manage and/or coordinate club sports teams and their games to compete against other universities club sports teams on and away from campus.
13.3.14	Intercollegiate Athletics	<i>Events and Programs</i>	Ticket Sales and Management	Manage ticket inventory (including season tickets, student ticket lotteries, special box and/or club seats) and sales of tickets for athletic sporting event.
13.4.1	Intercollegiate Athletics	<i>Facilities Management and Operations</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
13.4.2	Intercollegiate Athletics	<i>Facilities Management and Operations</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
13.4.3	Intercollegiate Athletics	<i>Facilities Management and Operations</i>	Maintenance and Upkeep	Perform maintenance and upkeep of sports facilities, fields, venues, and recreation centers such as maintaining sport playing surfaces, painting fields, etc.
13.4.4	Intercollegiate Athletics	<i>Facilities Management and Operations</i>	Recreation Center Management	Manage day to day operations of University recreation centers and gyms.
13.4.5	Intercollegiate Athletics	<i>Facilities Management and Operations</i>	Recreation Center Operations	Provide non-training services at University recreation centers and gyms such as maintenance and cleaning of equipment, operating of service desk, spa services, etc.
13.4.6	Intercollegiate Athletics	<i>Facilities Management and Operations</i>	Venue Management	Manage day to day operations of University indoor and outdoor sport venues and grounds (e.g. football stadium, golf courses, soccer fields etc.).
13.4.7	Intercollegiate Athletics	<i>Facilities Management and Operations</i>	Venue Operations	Provide services at University indoor and outdoor sport venues such as maintenance and cleaning of equipment, custodial work and oversight, etc.
13.5.1	Intercollegiate Athletics	<i>Management and Administrative</i>	Annual Fund	Manage Athletics annual fund including programs and promotions (e.g. donor point system, allocation of tickets and parking, gift-in-kind, etc.).
13.5.2	Intercollegiate Athletics	<i>Management and Administrative</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
13.5.3	Intercollegiate Athletics	<i>Management and Administrative</i>	Communications	Plan and execute structured communications associated with department efforts in conjunction with the goals and objectives of the department/campus/University's leadership team. Answer departmental questions.
13.5.4	Intercollegiate Athletics	<i>Management and Administrative</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
13.5.5	Intercollegiate Athletics	<i>Management and Administrative</i>	Department Budgeting	Develop and manage departmental operating budgets and costs.
13.5.6	Intercollegiate Athletics	<i>Management and Administrative</i>	Department Management Data Analysis	Measure program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives and scorecards. For example, presenting departmental scorecard results against expected performance objectives.

13.5.7	Intercollegiate Athletics	<i>Management and Administrative</i>	Department Meetings	Attend internal and external college, campus, and department meetings.
13.5.8	Intercollegiate Athletics	<i>Management and Administrative</i>	Department Strategy	Plan, define, and validate an overall philosophy and approach for the department function. Includes aligning work activities with the campus and System business strategy and current initiatives.
13.5.9	Intercollegiate Athletics	<i>Management and Administrative</i>	Per Diem and Expense Reports	Manage student athlete per diem for travel. Submit expense reports for travel, recruiting activities, and non-equipment maintenance purchases.
13.5.10	Intercollegiate Athletics	<i>Management and Administrative</i>	Personal Professional Development	Participate in personal development (e.g. national/regional associations and conferences and other professional experiences), work related trainings, and institutional compliance trainings. Include time spent in trainings required for licensure and certifications.
13.5.11	Intercollegiate Athletics	<i>Management and Administrative</i>	Professional Development	Coach and mentor direct report employees and provide development and career progression guidance.
13.5.12	Intercollegiate Athletics	<i>Management and Administrative</i>	Project Management and Coordination	Coordinate project activities between key stakeholders. Ensure quality control with on-going projects, manages project planning, development, and execution activities, monitors performance and identified key performance indicators, manages and tracks budget timelines, and manages implementation efforts.
13.5.13	Intercollegiate Athletics	<i>Management and Administrative</i>	Project Planning	Set project goals and determine both internal and external actions and resources needed to achieve goals.
13.5.14	Intercollegiate Athletics	<i>Management and Administrative</i>	Recreational Team Sports	Manage and/or coordinate competitions and leagues for sports teams composed of Mizzou students (e.g. intramurals).
13.5.15	Intercollegiate Athletics	<i>Management and Administrative</i>	Recruitment and Retention	Provide staff support for recruitment and retention efforts including interviews, associated paperwork/processing, and data entry, and file management.
13.5.16	Intercollegiate Athletics	<i>Management and Administrative</i>	Staff Management	Assign and supervise staff work assignments and roles as well as review and provide input on their work output.
13.5.17	Intercollegiate Athletics	<i>Management and Administrative</i>	Statistics Reporting	Record, compile, and report on athletic statistics such as game scores, player statistics, etc.
13.5.18	Intercollegiate Athletics	<i>Management and Administrative</i>	Student and Intern Management	Assign and supervise student and intern work assignments and roles as well as review and provide input on their work output.
13.5.19	Intercollegiate Athletics	<i>Management and Administrative</i>	Travel Scheduling	Coordinate and schedule travel for student athletes, coaches, and other team staff including booking buses, securing charter air service, etc.
13.6.1	Intercollegiate Athletics	<i>Policies and Procedures</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
13.6.2	Intercollegiate Athletics	<i>Policies and Procedures</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.

13.6.3	Intercollegiate Athletics	<i>Policies and Procedures</i>	Policy Management	Develop and maintain University guidelines, policies, and procedures for Athletics processes (including intramurals and recreation). Draft and maintain handbooks and other documentation.
13.6.4	Intercollegiate Athletics	<i>Policies and Procedures</i>	Policy Training	Provide trainings and communication on University, System, and NCAA policies on Athletics (including intramurals and recreation), drugs and alcohol, sexual assault and violence, and bystander intervention.
13.7.1	Intercollegiate Athletics	<i>Regulations and Compliance</i>	Athlete Data Reporting	Prepare and submit required Academic Progress (APR) and Graduation/Academic Success Rate (GSR/ASR) reports annually to the NCAA and conference. Writes queries, compiles and analyzes data which assist with tracking, supporting student success efforts of student-athletes, EADA, and NCAA financial audits. Complete University required special forms (e.g. executive order 39).
13.7.2	Intercollegiate Athletics	<i>Regulations and Compliance</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
13.7.3	Intercollegiate Athletics	<i>Regulations and Compliance</i>	Conduct Policy Reviews and Investigations	Manage and conduct internal reviews and coordinate work of external parties for reviews of NCAA and other athletics policy, laws and regulations.
13.7.4	Intercollegiate Athletics	<i>Regulations and Compliance</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
13.7.5	Intercollegiate Athletics	<i>Regulations and Compliance</i>	Monitoring Non-Compliance Activities	Monitor activities of non-compliance with organization NCAA and other athletics policy, laws and regulations.
13.7.6	Intercollegiate Athletics	<i>Regulations and Compliance</i>	NCAA and Athletics Regulation Strategy	Develop strategies and policies for compliance with NCAA and other athletics regulations. Interpret regulations and institutional policies.
13.7.7	Intercollegiate Athletics	<i>Regulations and Compliance</i>	NCAA and Conference Policy Education	Develop and conduct education programs for student-athletes, coaches and staff for NCAA and conference rules compliance.
13.7.8	Intercollegiate Athletics	<i>Regulations and Compliance</i>	Policy Review Planning	Plan upcoming reviews and review procedures of NCAA and other athletics policy, laws and regulations.
13.7.9	Intercollegiate Athletics	<i>Regulations and Compliance</i>	Reporting	Report to oversight committees and government entities.
13.7.10	Intercollegiate Athletics	<i>Regulations and Compliance</i>	Student Athlete Status	Coordinate with campus departments regarding student athlete eligibility and financial aid.
13.7.11	Intercollegiate Athletics	<i>Regulations and Compliance</i>	Testing Policies and Procedures	Test University policies and procedures in regards to NCAA and other athletics regulations.
13.8.1	Intercollegiate Athletics	<i>Student Services and Athlete Support</i>	Academic Counseling, Support, and Tutoring	Provide counseling to student athletes on course selection, University and NCAA academic requirements, career planning, resumes and cover letters, continued graduate education etc. Provide student athletes with coursework guidance, feedback and tutoring.
13.8.2	Intercollegiate Athletics	<i>Student Services and Athlete Support</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.

13.8.3	Intercollegiate Athletics	<i>Student Services and Athlete Support</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
13.8.4	Intercollegiate Athletics	<i>Student Services and Athlete Support</i>	Equipment Inventory Management	Distribute, collect, track, and store athletics related equipment. Include time spent managing equipment inventory while traveling with sports teams.
13.8.5	Intercollegiate Athletics	<i>Student Services and Athlete Support</i>	Equipment Maintenance and Procurement	Perform basic maintenance of athletics related equipment including the ordering of new equipment as needed and submitting related expense reports.
13.8.6	Intercollegiate Athletics	<i>Student Services and Athlete Support</i>	Medical Care	Provide medical care, rehabilitation, and diagnostics for student athletes. Include medical preventative care such as check-ups, weigh-ins, drug testing, concussion management, coordination with doctors, nutrition, insurance management, and sports massages.
13.8.7	Intercollegiate Athletics	<i>Student Services and Athlete Support</i>	Mental Health and Sports Psychology Support	Provide mental health and/or sports psychology support services to student athletes and provide references to behavioral services and/or the health center when appropriate.
13.8.8	Intercollegiate Athletics	<i>Student Services and Athlete Support</i>	Student Development	Train and develop students in professional skills outside of traditional paid student worker roles. This includes unpaid work experiences, educational sessions, internships and entrepreneurial program activities.
13.8.9	Intercollegiate Athletics	<i>Student Services and Athlete Support</i>	Student Recreation Services	Delivery of services designed to improve student well being including personal training, group fitness programs and spa services.
13.8.10	Intercollegiate Athletics	<i>Student Services and Athlete Support</i>	Student Services Management	Manage and coordinate student services for athletes such as academic counseling and tutoring, medical and mental health care, student development, and student recreation services.
14.1.1	Legal	<i>Legal Expertise</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
14.1.2	Legal	<i>Legal Expertise</i>	Athletics Advice, Transactions, Contracts, and Other Services	Provide advice and strategy related to Athletics regulatory, employment, and business operations. Provide drafting, review and other services for transactions and contracts.
14.1.3	Legal	<i>Legal Expertise</i>	Athletics Litigation and Investigations	Perform litigation activities (e.g., pleadings/motions, discovery, prep and trial, etc.) related to administrative or court proceedings. Provide representation in conduct of investigations.
14.1.4	Legal	<i>Legal Expertise</i>	Business Entity Matters	Provide advice, strategy, drafting, etc. related to business entity issues.
14.1.5	Legal	<i>Legal Expertise</i>	Collections, Bankruptcy, and Liens	Provide advice, document review, correspondence, and representation related to collections, bankruptcy, liens and similar matters.
14.1.6	Legal	<i>Legal Expertise</i>	Construction Transactions, Contract Review, Advice, or Other Services	Provide advice, contract review, drafting, strategy, etc., related to construction matters.
14.1.7	Legal	<i>Legal Expertise</i>	Development / Gift Transactions, Contract Review, and Advice	Provide advice, contract review, drafting, strategy, etc., related to development / gift and similar matters.

14.1.8	Legal	Legal Expertise	Employment / Labor Advice and Other Services	Provide advice, strategy, drafting, contract review, etc. related to employment / labor matters.
14.1.9	Legal	Legal Expertise	Employment / Labor Litigation or Investigations	Perform litigation activities (e.g., pleadings/motions, discovery, prep and trial, etc.) related to administrative or court proceedings. Provide representation in conduct of investigations.
14.1.10	Legal	Legal Expertise	Faculty Specific Employment Advice and Other Services	Provide advice, strategy, drafting, contract review, etc. related to employment / labor matters specific to faculty.
14.1.11	Legal	Legal Expertise	Faculty Specific Employment Litigation or Investigations	Perform litigation activities (e.g., pleadings/motions, discovery, prep and trial, etc.) related to administrative or court proceedings. Provide representation in conduct of investigations.
14.1.12	Legal	Legal Expertise	Health Care Advice and Other Services	Provide advice and strategy related to health care regulatory, compliance, risk, and other issues.
14.1.13	Legal	Legal Expertise	Health Care Transactions / Business Entities	Provide advice, strategy, drafting, etc. related to health care transactions and business entity issues.
14.1.14	Legal	Legal Expertise	Health Care Contract Review	Review and approve of contracts related to health care matters.
14.1.15	Legal	Legal Expertise	Health Care Litigation or Investigations	Perform litigation activities (e.g., pleadings/motions, discovery, prep and trial, etc.) related to administrative or court proceedings. Provide representation in conduct of investigations.
14.1.16	Legal	Legal Expertise	Immigration Advice and Other Services	Provide advice and strategy related to immigration issues.
14.1.17	Legal	Legal Expertise	Legislation / Government Relations Advice and Other Services	Provide advice, document review, etc. related to legislative issues.
14.1.18	Legal	Legal Expertise	Medical Malpractice	Provide oversight, direction, coordination etc. of outside counsel on medical malpractice cases. Include advice and counsel on claims, risk, and other issues related to medical malpractice.
14.1.19	Legal	Legal Expertise	Other IP Transactions, Contract Review, Advice, or Other Services	Provide advice, contract review, drafting, strategy, etc., related to IP matters other than patent.
14.1.20	Legal	Legal Expertise	Other IP Litigation or Investigations	Perform litigation activities (e.g., pleadings/motions, discovery, prep and trial, etc.) related to administrative or court proceedings. Provide representation in conduct of investigations.
14.1.21	Legal	Legal Expertise	Outside Counsel Management Advisory	Provide oversight, direction, coordination, etc. of outside counsel providing legal advisory services.
14.1.22	Legal	Legal Expertise	Outside Counsel Management Litigation	Provide oversight, direction, coordination, etc. of outside counsel providing legal advisory services.
14.1.23	Legal	Legal Expertise	Patent Transactions, Contract Review, Advice, or Other Services	Provide advice, contract review, drafting, strategy, etc., related to patent matters.

14.1.24	Legal	Legal Expertise	Patent Litigation or Investigations	Perform litigation activities (e.g., pleadings/motions, discovery, prep and trial, etc.) related to administrative or court proceedings. Provide representation in conduct of investigations/
14.1.25	Legal	Legal Expertise	Real Estate Transactions, Contract Review, Advice or Other Services	Provide advice, contract review, drafting, strategy, etc., related to real estate matters (including purchase, sale, lease, easement, etc.).
14.1.26	Legal	Legal Expertise	Research / Grants Advice, Transaction, Contract Review, or Other Services	Provide advice, contract review, drafting, strategy, etc., related to research, grant, and similar matters.
14.1.27	Legal	Legal Expertise	Research / Grants Litigation or Investigations	Perform litigation activities (e.g., pleadings/motions, discovery, prep and trial, etc.) related to administrative or court proceedings. Provide representation in conduct of investigations.
14.1.28	Legal	Legal Expertise	Student Issues Advice or Other Services	Provide advice and strategy related to student regulatory, compliance, risk, and other issues.
14.1.29	Legal	Legal Expertise	Student Issues Litigation or Investigations	Perform litigation activities (e.g., pleadings/motions, discovery, prep and trial, etc.) related to administrative or court proceedings; representation in conduct of investigations.
14.1.30	Legal	Legal Expertise	Sunshine Law Advice, Document Review, or Other Services	Provide advice, document review, and operational support related to Sunshine Law matters.
14.1.31	Legal	Legal Expertise	University Governance Advice and Other Services	Provide advice, document review, drafting, strategy, etc., related to University governance and structure.
14.1.32	Legal	Legal Expertise	Advice and Other Services Not Otherwise Specified	Provide advice, document review, drafting, strategy, etc., related to subjects not specified in other activities.
14.1.33	Legal	Legal Expertise	Client Coordination or Operational Support	Coordinate meetings, communications, research, study to monitor client needs, operations, etc. Manage efforts to support client operations.
14.1.34	Legal	Legal Expertise	Contract Review Not Otherwise Specified	Provide review, approval, revision, and advice regarding contracts not otherwise specified in other activities.
14.1.35	Legal	Legal Expertise	Litigation or Investigation Not Otherwise Specified	Perform litigation activities (e.g., pleadings/motions, discovery, prep and trial, etc.) related to administrative or court proceedings on matters not otherwise specified. Provide representation in conduct of investigations on matters not otherwise specified.
14.1.36	Legal	Legal Expertise	Transactional Matters Not Otherwise Specified Advice and Other Services	Provide advice, strategy, drafting, etc. related to transactions and business matters not otherwise specified.
14.2.1	Legal	Legal Support	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
14.2.2	Legal	Legal Support	Legal Assistant Services Litigation	Perform document management, review, redaction, etc. Assist with discovery, depositions, trial prep, and trials.

14.2.3	Legal	<i>Legal Support</i>	Legal Assistant Services Contracts and Transactions	Perform contract review and tracking. Includes document management, review, redaction, etc. related to contracts and transactions.
14.2.4	Legal	<i>Legal Support</i>	Legal Assistant Services Business Entities	Perform document preparation and review, report tracking and filing, and other assistant services related to University-affiliated business entities.
14.2.5	Legal	<i>Legal Support</i>	Legal Assistant Services – Other	Perform document management, review, redaction, etc. in areas not otherwise specified in other activities.
14.2.6	Legal	<i>Legal Support</i>	Legal Resources Support	Manage and update subscriptions, library resources, etc. Manage and operate document management systems (Worldox) and other IT resources. Include time spent collaborating with IT.
14.2.7	Legal	<i>Legal Support</i>	File Management	Prepare, organize, and manage case and matter files.
14.2.8	Legal	<i>Legal Support</i>	Reporting Functions	Prepare, file, and track reports (e.g., lobbying, PFD, bar, litigation report).
14.3.1	Legal	<i>Management and Administrative</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
14.3.2	Legal	<i>Management and Administrative</i>	Communications	Plan and execute structured communications associated with department efforts in conjunction with the goals and objectives of the department/campus/University's leadership team. Answer departmental questions.
14.3.3	Legal	<i>Management and Administrative</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
14.3.4	Legal	<i>Management and Administrative</i>	Office Budgeting	Develop and manage office operating budgets and costs.
14.3.5	Legal	<i>Management and Administrative</i>	Office Management Analysis	Measure program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives.
14.3.6	Legal	<i>Management and Administrative</i>	Office Meetings	Attend internal and external college, campus, staff, office and department meetings.
14.3.7	Legal	<i>Management and Administrative</i>	Office Strategy	Plan, define, and validate an overall philosophy and approach for the office function. Includes aligning work activities with the organization's strategy and current initiatives.
14.3.8	Legal	<i>Management and Administrative</i>	General Office Support	Support general office operations, including correspondence, phone, reception, supplies, etc.
14.3.9	Legal	<i>Management and Administrative</i>	Personal Professional Development	Participate in personal development (e.g. national/regional associations and conferences and other professional experiences), work related trainings, and institutional compliance trainings. Include time spent in trainings required for licensure and certifications.

14.3.10	Legal	<i>Management and Administrative</i>	Professional Development	Coach and mentor direct report employees and provide development and career progression guidance.
14.3.11	Legal	<i>Management and Administrative</i>	Project Management and Coordination	Coordinate project activities between key stakeholders. Monitor on-going projects, manages project planning, development, and execution activities, monitors performance and identified key performance indicators (measure to established benchmarks), manages and tracks budget timelines, and manages implementation efforts.
14.3.12	Legal	<i>Management and Administrative</i>	Project Planning	Set project goals and determine both internal and external actions and resources needed to achieve goals.
14.3.13	Legal	<i>Management and Administrative</i>	Recruitment and Retention	Provide staff support for recruitment and retention efforts including interviews, associated paperwork/processing, and data entry, and file management.
14.3.14	Legal	<i>Management and Administrative</i>	Staff Management	Assign and supervise staff work assignments and roles as well as review and provide input on their work output.
14.3.15	Legal	<i>Management and Administrative</i>	Student and Intern Management	Assign and supervise student and intern work assignments and roles as well as review and provide input on their work output.
14.4.1	Legal	<i>Policies and Procedures</i>	Policy Management	Set University guidelines, policies, and procedures for Office of the General Counsel. Develop and maintain associated documentation.
14.4.2	Legal	<i>Policies and Procedures</i>	Policy Training	Provide information and training to the University community on Office of the General Counsel policies.
15.1.1	Libraries and Museums	<i>Content Development</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
15.1.2	Libraries and Museums	<i>Content Development</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
15.1.3	Libraries and Museums	<i>Content Development</i>	Design Work	Provide design work (e.g. layout, UI, navigation, graphics, social media etc.) for library and museum websites, marketing materials, etc.
15.1.4	Libraries and Museums	<i>Content Development</i>	Programming	Provide programming for library and museum websites and apps including search engine optimization and general support. Integrate disparate content systems into a discovery systems for use by library researchers. Write programs to integrate systems and provide user functionality.
15.1.5	Libraries and Museums	<i>Content Development</i>	Writing	Author, research, edit, and/or proof writing content for library/museum websites, marketing materials, etc.

15.2.1	Libraries and Museums	<i>Education and Research Support</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
15.2.2	Libraries and Museums	<i>Education and Research Support</i>	Classes and Workshops	Prepare and/or conduct synchronous or asynchronous library and/or museum classes, workshops, and tours and assess student learning outcomes (e.g. workshops/classes on general and discipline-specific library research methodologies, information literacy, critical thinking, walkthroughs and explanations of exhibits).
15.2.3	Libraries and Museums	<i>Education and Research Support</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
15.2.4	Libraries and Museums	<i>Education and Research Support</i>	Training and Research Services	Liaise with schools and academic units to provide school- and program-specific collections, create and maintain program-specific content, provide instruction, and research support. Provide support for scholarly communication, including author identity management, citation management, publishing metrics, author rights, as well as advise on preservation and access of scholarly works produced by students, faculty, and staff.
15.3.1	Libraries and Museums	<i>Library and Museum Technology</i>	Assistive Technology	Support assistive technologies available for library users and staff.
15.3.2	Libraries and Museums	<i>Library and Museum Technology</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
15.3.3	Libraries and Museums	<i>Library and Museum Technology</i>	Computing Resource Management	Manage computing resources available for research by library patrons including the integrated library system, digital library and institutional repository systems, archival systems, proxy services, library computers, etc. Manage inventory of technology assets in the libraries, manage replacement cycle and technology repair and maintenance.
15.3.4	Libraries and Museums	<i>Library and Museum Technology</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
15.3.5	Libraries and Museums	<i>Library and Museum Technology</i>	Inventory Management	Manage inventory of all technology assets.
15.3.6	Libraries and Museums	<i>Library and Museum Technology</i>	Manage Digitization Technologies	Procure, maintain, and manage inventory of digitization technologies.
15.3.7	Libraries and Museums	<i>Library and Museum Technology</i>	Security and Management	Ensure patron privacy and network security with appropriate technological controls per University policy. Provide technology expertise for library and facility planning.

15.3.8	Libraries and Museums	<i>Library and Museum Technology</i>	System Import/Exports and Usage Data	Provide data imports and exports as needed between system. Provide system usage data.
15.3.9	Libraries and Museums	<i>Library and Museum Technology</i>	Vendor Management	Negotiate and maintain contracts with vendors of library and museum technologies purchased through appropriate procurement channels (licensing of electronic resources is addressed in library collection management).
15.3.10	Libraries and Museums	<i>Library and Museum Technology</i>	Web Technology Management	Manage web servers and applications and trouble-shoot systems. Provide web usage data.
15.4.1	Libraries and Museums	<i>Library Collection Management</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
15.4.2	Libraries and Museums	<i>Library Collection Management</i>	Build and Maintain Library Collections	Perform collection development functions to build collections. Negotiate and maintain contracts with vendors for physical format and electronic content and coordinate ordering and receipt of library resources. Provide bibliographic information and subject access in campus library catalog and institutional repository of books, journals, media, subscriptions, and related materials. Provide electronic resource management and support to include tracking electronic purchases, coordinating set-up and maintenance, customization, integration with local resources, and analyzing systems for troubleshooting purposes. Process physical items to make them shelf-ready - labelling, property ownership, bar coding, security strips, etc. Provide physical and digital preservation for circulating collection as needed regardless of format. Manage inventory of collection assets available for checkout and/or usage. Provide stack maintenance, shelving and shelf reading.
15.4.3	Libraries and Museums	<i>Library Collection Management</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
15.4.4	Libraries and Museums	<i>Library Collection Management</i>	Maintain Special Collections and Archives	Build, maintain, support, and preserve special collections and archives materials of all types--physical format and electronic. Work with donors or University units to accept additions to the collections or archives. Retain records of donor directives and donations. Provide bibliographic information and subject access using metadata or library cataloging in campus library catalogs (including digital libraries, institutional repositories, archives finding aids, etc.) of books, journals, media, manuscripts, photographs, digital assets and related materials. Provide physical and digital preservation for special collections and archives regardless of format. Digitize collections for online use and preservation in compliance with donor directive, legal compliance, and professional best practice procedures. Manage inventory of collection assets available for usage. Provide stack maintenance, shelving and shelf reading.
15.5.1	Libraries and Museums	<i>Library Operations</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
15.5.2	Libraries and Museums	<i>Library Operations</i>	Circulation, Document Delivery, and Reserve Management	Check-in and check-out materials. Collect and manage late and lost-book fines and communicate regarding lost and billed materials. Manage physical and digital delivery of materials. Manage reserves and support circulation.

15.5.3	Libraries and Museums	<i>Library Operations</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
15.5.4	Libraries and Museums	<i>Library Operations</i>	Environment Management	Manage, monitor and enhance library environment in support of preservation of collections. This includes measuring and recording temperature and humidity issues, as well as addressing issues related to environmental conditions.
15.5.5	Libraries and Museums	<i>Library Operations</i>	Exhibit Design	Design and plan library exhibits and displays.
15.5.6	Libraries and Museums	<i>Library Operations</i>	Exhibit Management	Preserve and maintain current exhibits and collections.
15.5.7	Libraries and Museums	<i>Library Operations</i>	Exhibit Security	Prevent library visitors from breaking policies in regards to exhibits such as touching collections, inappropriate photography and/or videos, etc.
15.5.8	Libraries and Museums	<i>Library Operations</i>	External Materials Borrowing and Lending	Manage interlibrary loans and direct loans from libraries outside of the University including physical and digital material delivery.
15.5.9	Libraries and Museums	<i>Library Operations</i>	Materials Handling	Manage reserves and support circulation.
15.5.10	Libraries and Museums	<i>Library Operations</i>	Membership Management	Manage patron accounts including assessing fines, placing, and lifting account holds. Assure quality control of patron record loads. Create and maintain guest patron accounts including accepting account set-up fees.
15.5.11	Libraries and Museums	<i>Library Operations</i>	Reference and Circulation Desk	Manage and provide service at circulation, reference, and other service desks.
15.6.1	Libraries and Museums	<i>Management and Administrative</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
15.6.2	Libraries and Museums	<i>Management and Administrative</i>	Communications	Plan and execute structured communications associated with department efforts in conjunction with the goals and objectives of the department/campus/University's leadership team. Answer departmental questions.
15.6.3	Libraries and Museums	<i>Management and Administrative</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
15.6.4	Libraries and Museums	<i>Management and Administrative</i>	Department Budgeting	Develop and manage departmental operating budgets and costs.
15.6.5	Libraries and Museums	<i>Management and Administrative</i>	Department Management Data Analysis	Measure program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives and scorecards. For example, presenting departmental scorecard results against expected performance objectives.
15.6.6	Libraries and Museums	<i>Management and Administrative</i>	Department Meetings	Attend internal and external college, campus, and department meetings.

15.6.7	Libraries and Museums	<i>Management and Administrative</i>	Department Strategy	Plan, define, and validate an overall philosophy and approach for the department function. Includes aligning work activities with the campus and System business strategy and current initiatives.
15.6.8	Libraries and Museums	<i>Management and Administrative</i>	Personal Professional Development	Participate in personal development (e.g. national/regional associations and conferences and other professional experiences), work related trainings, and institutional compliance trainings. Include time spent in trainings required for licensure and certifications.
15.6.9	Libraries and Museums	<i>Management and Administrative</i>	Professional Development	Coach and mentor direct report employees and provide development and career progression guidance.
15.6.10	Libraries and Museums	<i>Management and Administrative</i>	Project Management and Coordination	Coordinate project activities between key stakeholders. Ensure quality control with on-going projects, manages project planning, development, and execution activities, monitors performance and identified KPIs (measure to established benchmarks), manages and tracks budget timelines, and manages implementation efforts.
15.6.11	Libraries and Museums	<i>Management and Administrative</i>	Project Planning	Set project goals and determine both internal and external actions and resources needed to achieve goals.
15.6.12	Libraries and Museums	<i>Management and Administrative</i>	Recruitment and Retention	Provide staff support for recruitment and retention efforts including interviews, associated paperwork/processing, and data entry, and file management.
15.6.13	Libraries and Museums	<i>Management and Administrative</i>	Staff Management	Assign and supervise staff work assignments and roles as well as review and provide input on their work output.
15.6.14	Libraries and Museums	<i>Management and Administrative</i>	Student and Intern Management	Assign and supervise student and intern work assignments and roles as well as review and provide input on their work output.
15.7.1	Libraries and Museums	<i>Museum Operations</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
15.7.2	Libraries and Museums	<i>Museum Operations</i>	Collections Compliance	Monitor and ensure adherence to applicable regulatory and legal collections compliance requirements (examples include NAGPRA/43CFR10, Nazi Era Art, 36CFR79 archaeological curation standards, and various protected categories of objects under MSA, ESA, MMA, Eagle Protection Act, etc.) .
15.7.3	Libraries and Museums	<i>Museum Operations</i>	Curation	Curate museum collection of exhibits by researching objects and collections, acquiring objects and collections, and keeping records to catalog acquisitions.
15.7.4	Libraries and Museums	<i>Museum Operations</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
15.7.5	Libraries and Museums	<i>Museum Operations</i>	Digital Content Management	Coordinate digital materials/digitize materials and manage digital content.
15.7.6	Libraries and Museums	<i>Museum Operations</i>	Environment Management	Manage, monitor and enhance museum environment in support of preservation of collections. This includes measuring and recording temperature and humidity issues, as well as addressing issues related to environmental conditions.
15.7.7	Libraries and Museums	<i>Museum Operations</i>	Exhibit Design	Design and plan museum exhibits and displays.

15.7.8	Libraries and Museums	<i>Museum Operations</i>	Exhibit Management	Preserve and maintain current exhibits and collections.
15.7.9	Libraries and Museums	<i>Museum Operations</i>	Exhibit Security	Prevent museum visitors from breaking policies in regards to exhibits such as touching collections, inappropriate photography and/or videos, etc.
15.7.10	Libraries and Museums	<i>Museum Operations</i>	Membership Management	Manage patron accounts including assessing fines, placing, and lifting account holds. Assure quality control of patron record loads. Create and maintain guest patron accounts including accepting account set-up fees.
15.8.1	Libraries and Museums	<i>Patron Services</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
15.8.2	Libraries and Museums	<i>Patron Services</i>	Community Development	Support community interests of alumni and visitors with activities such as tours of facilities and programs.
15.8.3	Libraries and Museums	<i>Patron Services</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
15.8.4	Libraries and Museums	<i>Patron Services</i>	Non-Traditional Patron Services	Provide specialized services to non-traditional patrons (e.g. international students, persons with disabilities, distance learners, retirees, alumni, and the local community).
15.8.5	Libraries and Museums	<i>Patron Services</i>	Patron Services	Address patron requests for information, directions, and materials.
15.8.6	Libraries and Museums	<i>Patron Services</i>	Reference and Research Services	Provide reference services and research consultations.
15.9.1	Libraries and Museums	<i>Policies and Procedures</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
15.9.2	Libraries and Museums	<i>Policies and Procedures</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
15.9.3	Libraries and Museums	<i>Policies and Procedures</i>	Library Professional Accreditation and Service	Achieve and maintain national/international accreditation of all aspects of library operations. Establish and advance professional standards and University stature through leadership and service in national/international professional organizations. Participate in accreditation self-study by other academic units.
15.9.4	Libraries and Museums	<i>Policies and Procedures</i>	Museum Professional Accreditation and Service	Achieve and maintain national/international accreditation of all aspects of museum operations. Establish and advance professional standards and University stature through leadership and service in national/international professional organizations.
15.9.5	Libraries and Museums	<i>Policies and Procedures</i>	Policy Management	Develop and maintain University guidelines, policies, and procedures for Library and/or Museum processes. Draft and maintain handbooks and other documentation.
15.9.6	Libraries and Museums	<i>Policies and Procedures</i>	Policy Training	Provide trainings and communication on University policies regarding Libraries and/or Museums.

16.1.1	Printing and Publishing	Content Development and Creative	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
16.1.2	Printing and Publishing	Content Development and Creative	Content Development	Author, research, edit, and/or proof content for University publications, including magazines and newsletters, brochures, and other printed materials.
16.1.3	Printing and Publishing	Content Development and Creative	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
16.1.4	Printing and Publishing	Content Development and Creative	Design Work	Provide design assistance (e.g. layout, graphics, and proofs) for printed materials.
16.2.1	Printing and Publishing	Fulfillment and Delivery	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
16.2.2	Printing and Publishing	Fulfillment and Delivery	Billing	Bill customers for work and resolve billing related issues and inquiries.
16.2.3	Printing and Publishing	Fulfillment and Delivery	Bulk Mail	Manage and process bulk and non-profit rate mailings based upon USPS standards.
16.2.4	Printing and Publishing	Fulfillment and Delivery	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
16.2.5	Printing and Publishing	Fulfillment and Delivery	Distribution	Oversee distribution lists and coordinate distribution of materials.
16.2.6	Printing and Publishing	Fulfillment and Delivery	Equipment Maintenance	Perform operational maintenance of equipment. Inspect equipment and issue work orders for repair and requisitions for replacement.
16.2.7	Printing and Publishing	Fulfillment and Delivery	Fulfillment	Fulfill, print, and execute large publication jobs and services (e.g. student newspaper, UM press publications, catalogs, etc.) and/or sign shop orders (e.g. nameplates, banners, billboards, etc.).
16.3.1	Printing and Publishing	Management and Administrative	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
16.3.2	Printing and Publishing	Management and Administrative	Communications	Plan and execute structured communications associated with department efforts in conjunction with the goals and objectives of the department/campus/University's leadership team. Answer departmental questions.
16.3.3	Printing and Publishing	Management and Administrative	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
16.3.4	Printing and Publishing	Management and Administrative	Department Budgeting	Develop and manage departmental operating budgets and costs.

16.3.5	Printing and Publishing	Management and Administrative	Department Management Data Analysis	Measure program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives and scorecards. For example, presenting departmental scorecard results against expected performance objectives.
16.3.6	Printing and Publishing	Management and Administrative	Department Meetings	Attend internal and external college, campus, and department meetings.
16.3.7	Printing and Publishing	Management and Administrative	Department Strategy	Plan, define, and validate an overall philosophy and approach for the department function. Includes aligning work activities with the campus and System business strategy and current initiatives.
16.3.8	Printing and Publishing	Management and Administrative	Personal Professional Development	Participate in personal development (e.g. national/regional associations and conferences and other professional experiences), work related trainings, and institutional compliance trainings. Include time spent in trainings required for licensure and certifications.
16.3.9	Printing and Publishing	Management and Administrative	Professional Development	Coach and mentor direct report employees and provide development and career progression guidance.
16.3.10	Printing and Publishing	Management and Administrative	Project Management and Coordination	Coordinate project activities between key stakeholders. Ensure quality control with on-going projects, manages project planning, development, and execution activities, monitors performance and identified KPIs (measure to established benchmarks), manages and tracks budget timelines, and manages implementation efforts.
16.3.11	Printing and Publishing	Management and Administrative	Project Planning	Set project goals and determine both internal and external actions and resources needed to achieve goals.
16.3.12	Printing and Publishing	Management and Administrative	Recruitment and Retention	Provide staff support for recruitment and retention efforts including interviews, associated paperwork/processing, and data entry, and file management.
16.3.13	Printing and Publishing	Management and Administrative	Staff Management	Assign and supervise staff work assignments and roles as well as review and provide input on their work output.
16.3.14	Printing and Publishing	Management and Administrative	Student and Intern Management	Assign and supervise student and intern work assignments and roles as well as review and provide input on their work output.
16.4.1	Printing and Publishing	Order Intake	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
16.4.2	Printing and Publishing	Order Intake	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
16.4.3	Printing and Publishing	Order Intake	Job Pricing	Estimate job costs and communicate pricing to customers.
16.4.4	Printing and Publishing	Order Intake	Job Processing	Intake of large publication jobs including paperwork, data entry, collection of materials and graphics, etc.
16.5.1	Printing and Publishing	Policies and Procedures	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.

16.5.2	Printing and Publishing	Policies and Procedures	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
16.5.3	Printing and Publishing	Policies and Procedures	Policy Management	Develop and maintain University guidelines, policies, and procedures for Printing and Publishing processes. Draft and maintain handbooks and other documentation.
16.5.4	Printing and Publishing	Policies and Procedures	Policy Training	Provide trainings and communication on University policies regarding Publishing.
16.6.1	Printing and Publishing	Print Advertising	Advertiser Coordination	Coordinate with advertisers for billing, specification requirements, performance of advertisements, etc.
16.6.2	Printing and Publishing	Print Advertising	Advertising Management	Manage advertising in University printed materials including allocation of advertising space, setting of billing rates, etc.
16.6.3	Printing and Publishing	Print Advertising	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
16.6.4	Printing and Publishing	Print Advertising	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
16.7.1	Printing and Publishing	Third Party Vendor Management	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
16.7.2	Printing and Publishing	Third Party Vendor Management	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
16.7.3	Printing and Publishing	Third Party Vendor Management	Third Party Vendor Management	Manage day-to-day third party vendor relationships. Includes the transmission/sharing of required data/information, resolving service issues and monitoring performance, and administration of contracts.
17.1.1	Real Estate Services	Lease Administration	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
17.1.2	Real Estate Services	Lease Administration	Contract Analysis	Analyze contracts and compile data to be entered into tracking spreadsheet/lease management software system. Maintain and update data within these tracking systems as required.
17.1.3	Real Estate Services	Lease Administration	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
17.1.4	Real Estate Services	Lease Administration	Dispute Resolution/Arbitration	Engage with internal legal counsel to settle disputes arising from University leases including damages and terms of any settlement or pursued legal option.
17.1.5	Real Estate Services	Lease Administration	Internal Relationship Management	Work directly with campus representatives to facilitate the drafting, negotiation, and execution of lease agreements.
17.1.6	Real Estate Services	Lease Administration	Landlord Relationship Management	Manage relationships with landlords of properties where the University is tenant.

17.1.7	Real Estate Services	Lease Administration	Lease and Contract Review	Review leases and contracts to ensure acceptability of language and terms. Coordinate with internal counsel for legal review.
17.1.8	Real Estate Services	Lease Administration	Lease Portfolio Monitoring	Review leases and contracts for upcoming termination dates, renewal options, alternative structure options, etc.
17.1.9	Real Estate Services	Lease Administration	Market Research	Research market conditions (rate, locations, etc.) as to best negotiate the most favorable lease arrangements. Reevaluate previously executed agreements to ensure they remain in-line with market conditions. University real estate activities.
17.1.10	Real Estate Services	Lease Administration	Tenant Relationship Management	Manage relationships with non-University tenants occupying University owned leased space.
17.2.1	Real Estate Services	Management and Administrative	Board of Curators Approval Process	Prepare meeting materials and coordinate approval from the Board of Curators of all real estate items requiring their authorization.
17.2.2	Real Estate Services	Management and Administrative	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
17.2.3	Real Estate Services	Management and Administrative	Communications	Plan and execute structured communications associated with department efforts in conjunction with the goals and objectives of the department/campus/University's leadership team. Answer departmental questions.
17.2.4	Real Estate Services	Management and Administrative	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
17.2.5	Real Estate Services	Management and Administrative	Department Budgeting	Develop and manage departmental operating budgets and costs.
17.2.6	Real Estate Services	Management and Administrative	Department Management Data Analysis	Measure program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives and scorecards. For example, presenting departmental scorecard results against expected performance objectives.
17.2.7	Real Estate Services	Management and Administrative	Department Meetings	Attend internal and external college, campus, and department meetings.
17.2.8	Real Estate Services	Management and Administrative	Department Strategy	Plan, define, and validate an overall philosophy and approach for the department function. Includes aligning work activities with the campus and System business strategy and current initiatives.
17.2.9	Real Estate Services	Management and Administrative	Document Management	Maintain the official documents and records for University real estate activities.
17.2.10	Real Estate Services	Management and Administrative	Personal Professional Development	Participate in personal development (e.g. national/regional associations and conferences and other professional experiences), work related trainings, and institutional compliance trainings. Include time spent in trainings required for licensure and certifications.
17.2.11	Real Estate Services	Management and Administrative	Professional Development	Coach and mentor direct report employees and provide development and career progression guidance.

17.2.12	Real Estate Services	Management and Administrative	Project Management and Coordination	Coordinate project activities between key stakeholders. Ensure quality control with on-going projects, manages project planning, development, and execution activities, monitors performance and identified KPIs (measure to established benchmarks), manages and tracks budget timelines, and manages implementation efforts.
17.2.13	Real Estate Services	Management and Administrative	Project Planning	Set project goals and determine both internal and external actions and resources needed to achieve goals.
17.2.14	Real Estate Services	Management and Administrative	Recruitment and Retention	Provide staff support for recruitment and retention efforts including interviews, associated paperwork/processing, and data entry, and file management.
17.2.15	Real Estate Services	Management and Administrative	Staff Management	Assign and supervise staff work assignments and roles as well as review and provide input on their work output.
17.2.16	Real Estate Services	Management and Administrative	Student and Intern Management	Assign and supervise student and intern work assignments and roles as well as review and provide input on their work output.
17.3.1	Real Estate Services	Policies and Procedures	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
17.3.2	Real Estate Services	Policies and Procedures	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
17.3.3	Real Estate Services	Policies and Procedures	Policy Management	Develop and maintain University guidelines, policies, and procedures for Real Estate Services processes. Draft and maintain handbooks and other documentation.
17.3.4	Real Estate Services	Policies and Procedures	Policy Training	Provide trainings and communication on University policies regarding Real Estate Services.
17.4.1	Real Estate Services	Risk & Insurance Management	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
17.4.2	Real Estate Services	Risk & Insurance Management	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
17.4.3	Real Estate Services	Risk & Insurance Management	Insurance Management	Manage property insurance policies, including initiating and coordinating insurance claims.
17.4.4	Real Estate Services	Risk & Insurance Management	Insurance Purchasing	Evaluate and obtain property insurance policies.
17.4.5	Real Estate Services	Risk & Insurance Management	Risk Management	Define risk tolerance, risk identification and risk evaluation for insurance policies (e.g. real estate, vehicles, assets, etc.).
17.4.6	Real Estate Services	Risk & Insurance Management	Risk Mitigation Planning	Prioritize and plan risk mitigation activities and perform risk assessments on insurance policies (e.g. real estate, vehicles, assets, etc.).

17.5.1	Real Estate Services	Strategic Planning	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
17.5.2	Real Estate Services	Strategic Planning	Business Case Development	Develop business cases with quantitative backing for strategic initiatives and other projects.
17.5.3	Real Estate Services	Strategic Planning	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
17.5.4	Real Estate Services	Strategic Planning	Financial and Commercial Due Diligence	Perform financial and commercial due diligence.
17.5.5	Real Estate Services	Strategic Planning	Financial Modeling	Develop financial models for real estate transactions.
17.5.6	Real Estate Services	Strategic Planning	Market Analysis	Develop or review market assumptions related to real estate market conditions.
17.5.7	Real Estate Services	Strategic Planning	Planning and Design	Participate in the planning and design processes for physical development at the University including site development, building planning and design of new and renovated facilities.
17.5.8	Real Estate Services	Strategic Planning	Real Estate Valuation	Evaluate the worth of real estate (e.g. portfolio properties, properties to be potentially be purchased, etc.).
17.5.9	Real Estate Services	Strategic Planning	Strategic Planning	Develop operational real estate strategies.
17.6.1	Real Estate Services	Systems Management	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
17.6.2	Real Estate Services	Systems Management	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
17.6.3	Real Estate Services	Systems Management	Departmental Website	Develop, maintain, and manage departmental website.
17.6.4	Real Estate Services	Systems Management	Real Property Portfolio Systems Management	Management of real estate systems (lease database, Real Estate Portfolio Management System, and SharePoint site).
17.6.5	Real Estate Services	Systems Management	Systems Development	Develop systems and/or programs used to manage the real property portfolio.
17.6.6	Real Estate Services	Systems Management	Systems Maintenance and Support	Provide maintenance and support for Real Estate systems and related technical issues.
17.7.1	Real Estate Services	Taxes	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.

17.7.2	Real Estate Services	Taxes	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
17.7.3	Real Estate Services	Taxes	Tax Management	Monitor and enforce the University's tax exempt status. Review and approve tax prorations for leased and purchased portfolio.
17.8.1	Real Estate Services	Third Party Vendor Management	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
17.8.2	Real Estate Services	Third Party Vendor Management	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
17.8.3	Real Estate Services	Third Party Vendor Management	Third Party Vendor Contracting	Negotiate third party vendor service level agreement and contracts.
17.8.4	Real Estate Services	Third Party Vendor Management	Third Party Vendor Management	Manage day-to-day third party vendor relationships. Includes the transmission/sharing of required data/information, resolving service issues and monitoring performance, and administration of contracts.
17.9.1	Real Estate Services	Transaction Management	Contract Review and Negotiation	Review and negotiate legal contracts to memorialize real estate agreements/projects.
17.9.2	Real Estate Services	Transaction Management	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
17.9.3	Real Estate Services	Transaction Management	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
17.9.4	Real Estate Services	Transaction Management	External Service Providers	Manage external service providers, such as consultants, brokers, bankers, and facility owners, including the monitoring of their performance.
17.9.5	Real Estate Services	Transaction Management	Leasing	Manage full lifecycle of real estate leasing including: program develop, market analysis, site selection, negotiation, contract review and administration.
17.9.6	Real Estate Services	Transaction Management	Real Property Acquisition	Manage the real property acquisition process.
17.9.7	Real Estate Services	Transaction Management	Real Property Dispositions	Manage the real property disposition process.
17.9.8	Real Estate Services	Transaction Management	Transaction Management	Manage real estate transactions and projects other than acquisitions, dispositions or leases.
18.1.1	Research and Economic Development Engagement	Clinical Trials	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.

18.1.2	Research and Economic Development Engagement	Clinical Trials	Contractors	Coordinate with Contract Research Organizations (CROs) and other types of contractors.
18.1.3	Research and Economic Development Engagement	Clinical Trials	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
18.1.4	Research and Economic Development Engagement	Clinical Trials	External Reporting	Develop and distribute clinical study reports (CSRs), periodic safety reports, and clinical trial summary reports, either through regulatory bodies such as the EMA, or directly.
18.1.5	Research and Economic Development Engagement	Clinical Trials	Fiscal and Budget Management	Review status of budget(s) during course of the grant, including comparisons to budget plan and actual costs. Monitor expenditure activities on sponsored research funds to ensure compliance with federal regulations, agency specific requirements, and University policies and procedures. Submit budget revision and no cost time extension requests to sponsor for approval. Monitor cost share obligations.
18.1.6	Research and Economic Development Engagement	Clinical Trials	Government	Coordinate with government agencies such as the Food and Drug Administration (FDA), including the submission of requirement data and documentation and adherence to requests by these agencies. Perform coverage analysis for billing compliance.
18.1.7	Research and Economic Development Engagement	Clinical Trials	Planning and Design	Develop a comprehensive plan or protocol for clinical trials. This would include the length of the trial and the data to be collected and measured, the type of patients to enter the trial, the schedule of tests and procedures, drugs to be used and their dosages, follow-up plans, registration and updates in Clinicaltrials.gov etc.
18.1.8	Research and Economic Development Engagement	Clinical Trials	Regulatory Training	Complete and submit regulatory documents (e.g. 1572, disclosure forms, etc.) and attend investigator meetings, web training and participate in the Site Initiation Visit (SIV).
18.1.9	Research and Economic Development Engagement	Clinical Trials	Standards Review	Work with independent review boards such as Institutional Review Boards (IRBs) to ensure trial compliance with ethical and legal standards.
18.1.10	Research and Economic Development Engagement	Clinical Trials	Trial Administration	Administer interventions (e.g. drugs, devices, procedures, changes to patient behavior, placebos etc.) to clinical trial participants as set out by a comprehensive plan or protocol. Measure outcomes in participants. Serve as reliance IRB or single IRB for multi-site studies.
18.2.1	Research and Economic Development Engagement	Core Laboratory Services	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
18.2.2	Research and Economic Development Engagement	Core Laboratory Services	Data Analysis	Document and perform basic analyses of test results.

18.2.3	Research and Economic Development Engagement	Core Laboratory Services	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
18.2.4	Research and Economic Development Engagement	Core Laboratory Services	Environmental Safety	Liaise with local, state, and national officials for permits, equipment testing, certification, signing, and other regulatory issues in relation to University environmental health and safety policies.
18.2.5	Research and Economic Development Engagement	Core Laboratory Services	Equipment and Supplies	Operate, clean, maintain, and perform basic maintenance on laboratory equipment. Maintain laboratory supplies inventory.
18.2.6	Research and Economic Development Engagement	Core Laboratory Services	Laboratory Logistics	Maintain laboratory schedule and staffing.
18.2.7	Research and Economic Development Engagement	Core Laboratory Services	Tests and Diagnostics	Prepare and perform tests on samples of blood, urine and other specimens as well as other general diagnostics.
18.2.8	Research and Economic Development Engagement	Core Laboratory Services	Usage Rates and Lab Manuals	Develop usage rates and lab manuals as required by University guidelines. Invoice vendor user per approved rates.
18.3.1	Research and Economic Development Engagement	Management and Administrative	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
18.3.2	Research and Economic Development Engagement	Management and Administrative	Certification and Licensure Support	Work with researchers and staff to assist them in obtaining licenses and/or certifications.
18.3.3	Research and Economic Development Engagement	Management and Administrative	Communications	Plan and execute structured communications associated with department efforts as they relate to new partnerships with sponsors, development of contracts and agreements, compliance, pre and post award administration and commercialization of research. Efforts include web site development and maintenance, newsletters, posters and other communications mechanisms, and events to not only communicate important information to the campus community but also to feature campus researchers and entrepreneurs.
18.3.4	Research and Economic Development Engagement	Management and Administrative	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
18.3.5	Research and Economic Development Engagement	Management and Administrative	Department Budgeting	Develop and manage departmental operating budgets and costs (e.g. for specific projects).

18.3.6	Research and Economic Development Engagement	<i>Management and Administrative</i>	Department Management Data Analysis	Measure program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives and scorecards. For example, presenting departmental scorecard results against expected performance objectives.
18.3.7	Research and Economic Development Engagement	<i>Management and Administrative</i>	Department Meetings	Attend internal and external college, campus, and department meetings.
18.3.8	Research and Economic Development Engagement	<i>Management and Administrative</i>	Department Strategy	Plan, define, and validate an overall philosophy and approach for the department function. Includes aligning work activities with the campus and System business strategy and current initiatives.
18.3.9	Research and Economic Development Engagement	<i>Management and Administrative</i>	Personal Professional Development	Participate in personal development (e.g. national/regional associations and conferences and other professional experiences), work related trainings, and institutional compliance trainings. Include time spent in trainings required for licensure and certifications.
18.3.10	Research and Economic Development Engagement	<i>Management and Administrative</i>	Professional Development	Coach and mentor direct report employees and provide development and career progression guidance.
18.3.11	Research and Economic Development Engagement	<i>Management and Administrative</i>	Project Management and Coordination	Coordinate project activities between key stakeholders. Ensure quality control with on-going projects through review, manages project planning, development, and execution activities, monitors compliance and identified KPIs (measure to established benchmarks), manages and tracks budget timelines, and manages implementation efforts.
18.3.12	Research and Economic Development Engagement	<i>Management and Administrative</i>	Project Planning	Set project goals and determine both internal and external actions and resources needed to achieve goals.
18.3.13	Research and Economic Development Engagement	<i>Management and Administrative</i>	Recruitment and Retention	Provide staff support for recruitment and retention efforts including interviews, associated paperwork/processing, and data entry, and file management.
18.3.14	Research and Economic Development Engagement	<i>Management and Administrative</i>	Staff Management	Assign and supervise staff work assignments and roles as well as review and provide input on their work output.
18.3.15	Research and Economic Development Engagement	<i>Management and Administrative</i>	Student and Intern Management	Assign and supervise student and intern work assignments and roles as well as review and provide input on their work output.
18.4.1	Research and Economic Development Engagement	<i>Policies and Procedures</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
18.4.2	Research and Economic Development Engagement	<i>Policies and Procedures</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.

18.4.3	Research and Economic Development Engagement	<i>Policies and Procedures</i>	Environmental Safety Audits	Perform safety audits to ensure adherence to University environmental health and safety policies. Include time spent communicating with safety teams.
18.4.4	Research and Economic Development Engagement	<i>Policies and Procedures</i>	Policy Committees	Participate in committees related to grant compliance (e.g., Institutional Review Board (IRB), Institutional Animal Care and Use Committee (IACUC) etc.), safety (e.g. radiation and chemical safety), conflict of interest, and/or intellectual property (e.g. UM Patent Committee).
18.4.5	Research and Economic Development Engagement	<i>Policies and Procedures</i>	Policy Management	Develop and maintain University guidelines, policies, and procedures for research, grants, environmental health, technology transfer/IP, conflicts of interest, and/or partnerships and new ventures. Draft and maintain handbooks and other documentation.
18.4.6	Research and Economic Development Engagement	<i>Policies and Procedures</i>	Policy Training	Provide policy and guideline information and training to the University community.
18.5.1	Research and Economic Development Engagement	<i>Post-Award Grant Administration</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
18.5.2	Research and Economic Development Engagement	<i>Post-Award Grant Administration</i>	Billing and Account Management	Manage billing processes (e.g. billing sponsors, cash management, accounts receivable) for grants and manage associated accounts to include subcontract payments and collection of payments. Prepare, write and submit financial reports along with final close-out documents to funding agency.
18.5.3	Research and Economic Development Engagement	<i>Post-Award Grant Administration</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database such as PeopleSoft) or manually update information.
18.5.4	Research and Economic Development Engagement	<i>Post-Award Grant Administration</i>	Grant Compliance	Provide oversight and guidance to Principal Investigators (PIs) and departmental staff to ensure compliance with sponsor terms and conditions, as well as University policies and procedures. Make requests to sponsor for prior approval as necessary per the sponsor requirements.
18.5.5	Research and Economic Development Engagement	<i>Post-Award Grant Administration</i>	Grant Status Tracking	Track and report proposal and award activity (including time and effort for federal grants) to University management and the Board.
18.5.6	Research and Economic Development Engagement	<i>Post-Award Grant Administration</i>	Performance Analysis	Prepare, analyze, and report grant activity, performance and trends.
18.5.7	Research and Economic Development Engagement	<i>Post-Award Grant Administration</i>	Reporting Review	Assist and meet with PI and their staff on a one on one basis to ensure complete and accurate billing and financial reporting.
18.5.8	Research and Economic Development Engagement	<i>Post-Award Grant Administration</i>	Transaction Management	Review and approve transactions that are associated with sponsored projects.

18.6.1	Research and Economic Development Engagement	<i>Pre-Award Grant Administration</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
18.6.2	Research and Economic Development Engagement	<i>Pre-Award Grant Administration</i>	Budget Development	Develop and review proposed budget and forms.
18.6.3	Research and Economic Development Engagement	<i>Pre-Award Grant Administration</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis (e.g. FCOI information). Conduct general data entry (to a spreadsheet, system or database such as PeopleSoft) or manually update information.
18.6.4	Research and Economic Development Engagement	<i>Pre-Award Grant Administration</i>	Funding Agency Reporting	Prepare, write, or submit financial reports required to funding agencies in support of proposals.
18.6.5	Research and Economic Development Engagement	<i>Pre-Award Grant Administration</i>	Grant Status Tracking	Perform initial award set-up. Track grant proposal status and update for progress and award. Report proposal and award activity to University management and the Board. Gain signature approval for proposal to move to next step, including submission to agency.
18.6.6	Research and Economic Development Engagement	<i>Pre-Award Grant Administration</i>	Maintain Funding Source Database	Maintain contact list of funding sources such as agencies, corporations, and the like. Publicize or post these sources, informally or formally.
18.6.7	Research and Economic Development Engagement	<i>Pre-Award Grant Administration</i>	Proposal and Award Compliance Review	Ensure compliance of proposal submissions and awards received/negotiated by searching for and/or correcting errors in paperwork, University systems, spreadsheets, and other documents such as incorrect calculations, manual errors, and omissions.
18.6.8	Research and Economic Development Engagement	<i>Pre-Award Grant Administration</i>	Proposal Compliance	Ensure that terms of proposals submitted, grants/contracts received and awards are managed in compliance with Federal, University and sponsor standards. If required, negotiate terms with granting agency or PI.
18.6.9	Research and Economic Development Engagement	<i>Pre-Award Grant Administration</i>	Requirement Review	Review solicitation and interpret solicitation along with sponsor requirements for cost share of F/A limitations. Review matching funds requirements, staff names, salary levels in budgets, effort levels, and the like for grant requirements and approval. Review financial considerations to confirm or deny University support.
18.6.10	Research and Economic Development Engagement	<i>Pre-Award Grant Administration</i>	Sub-award Budget Development	Develop and review proposed sub-award budgets and forms.
18.7.1	Research and Economic Development Engagement	<i>Proposal Development and Grant Writing</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
18.7.2	Research and Economic Development Engagement	<i>Proposal Development and Grant Writing</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.

18.7.3	Research and Economic Development Engagement	<i>Proposal Development and Grant Writing</i>	Funding Opportunity Research	Identify funding opportunities and review and interpret proposal guidelines.
18.7.4	Research and Economic Development Engagement	<i>Proposal Development and Grant Writing</i>	Grant Support	Assist in compiling required grant components as well as necessary forms and/or protocols per the solicitation. Work with OSPA on proposal submission.
18.7.5	Research and Economic Development Engagement	<i>Proposal Development and Grant Writing</i>	Grant Writing Training & Outreach	Plan and organize training workshops, Brown Bags, conferences on grant writing and faculty research best practices, develop platforms for collaboration, disseminate agency updates, write newsletter articles on best practices, conduct regular outreach to departments to determine faculty grant writing needs, disseminate agency updates, and ensure that faculty have access to grant writing services.
18.7.6	Research and Economic Development Engagement	<i>Proposal Development and Grant Writing</i>	Institutional Grants	Work closely with leadership to develop large institutional grants including identification of teams, facilitate planning meetings, write proposals and/or sections, conduct literature reviews, and coordinate campus components.
18.7.7	Research and Economic Development Engagement	<i>Proposal Development and Grant Writing</i>	Junior Faculty Development	Provide in-depth support to junior faculty including grant writing coaching, development of learning scaffolds, sharing best practices (including working with program officers, peer review, writing practice etc.), connecting faculty to potential resources and collaborators.
18.7.8	Research and Economic Development Engagement	<i>Proposal Development and Grant Writing</i>	Proposal Development	Work one-on-one with investigators and with faculty teams including proposal strategy, for interpretation and adherence to guidelines. Work with Institutional Research and other campus departments, evaluators, and collaborators to obtain needed data, expertise, and proposal components. Create detailed writing outlines. Write and edit the proposal and create iterative revisions. Compile application components, help faculty integrate content, facilitate peer review, and submit for agency review. Incorporate agency comments and prepare for resubmission and repacking of proposals.
18.7.9	Research and Economic Development Engagement	<i>Proposal Development and Grant Writing</i>	Proposal Planning	Work with faculty to identify funding opportunities, assess funding fit, draft concept papers, reach out to program officers, identify collaborators and expertise, and develop project timelines.
18.7.10	Research and Economic Development Engagement	<i>Proposal Development and Grant Writing</i>	Proposal Project Management	Work with faculty to facilitate project planning meetings and manage proposal development process, timelines, and moving pieces.
18.7.11	Research and Economic Development Engagement	<i>Proposal Development and Grant Writing</i>	Proposal Review	Review proposal narrative component drafts against agency guidelines for adherence to requirements and alignment with funder priorities, internal logic, clarity, persuasion, and readability including usage, grammar, active voice, and visual presentation.
18.8.1	Research and Economic Development Engagement	<i>Public-Private Partnerships and New Ventures</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
18.8.2	Research and Economic Development Engagement	<i>Public-Private Partnerships and New Ventures</i>	Boards and Committees	Participate in internal and external public/private Boards and committees to facilitate economic development and new venture growth.

18.8.3	Research and Economic Development Engagement	Public-Private Partnerships and New Ventures	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
18.8.4	Research and Economic Development Engagement	Public-Private Partnerships and New Ventures	Engage Private and Public Entities to Increase Collaborations	Work directly with private and public organizations to increase employer use of University educational services, hiring of students, research contracts, technology licensing, and increase philanthropic gifts and donations.
18.8.5	Research and Economic Development Engagement	Public-Private Partnerships and New Ventures	Entrepreneurial Programs	Develop and/or manage programs or events that increase technology transfer and entrepreneurship education, activity and awareness.
18.8.6	Research and Economic Development Engagement	Public-Private Partnerships and New Ventures	Interact with Economic Development Organizations to Support Attraction and Retention of Companies in Missouri	Work directly with economic development organizations to recruit new companies to Missouri and support existing business to retain them in the state.
18.8.7	Research and Economic Development Engagement	Public-Private Partnerships and New Ventures	New Business Formation and Existing Business Growth	Work directly with private and public organizations to increase new business formation, existing business growth, and access to capital.
18.8.8	Research and Economic Development Engagement	Public-Private Partnerships and New Ventures	Public/Private Collaborations and Joint Ventures	Work directly with private and public organizations to increase strategic public/private collaborations and joint ventures that will grow revenue and resources for the University.
18.9.1	Research and Economic Development Engagement	Research	Author Papers	Author, edit, and/or proof research papers. Include time spent submitting papers to academic or scholarly journals and revising papers based on comments from journal review teams.
18.9.2	Research and Economic Development Engagement	Research	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
18.9.3	Research and Economic Development Engagement	Research	Conferences and Events	Attend conferences and events to present research findings and/or stay abreast of current trends and findings in areas of research focus.
18.9.4	Research and Economic Development Engagement	Research	Conflict of Interest Policy Reviews	Administer conflict of interest disclosures and committee review regarding potential conflicts related to faculty startup companies.
18.9.5	Research and Economic Development Engagement	Research	Data Analysis	Test hypotheses and/or statistical significance of data by using statistical software, mathematical models, or qualitative analysis.
18.9.6	Research and Economic Development Engagement	Research	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.

18.9.7	Research and Economic Development Engagement	Research	Experiments and Studies	Carry out experiments and/or studies (excluding clinical trials) to collect data by which to support, refute, or validate hypotheses.
18.9.8	Research and Economic Development Engagement	Research	Export Controls and Publication Restrictions	Adhere to the terms and conditions of the award to include export controls and/or publication restrictions.
18.9.9	Research and Economic Development Engagement	Research	Instrumentation Planning	Develop study road map, specifying how, when, and where data will be collected and by whom, as well as the content of the program.
18.9.10	Research and Economic Development Engagement	Research	Literature Review	Gather information on existing research topic information, track information sources, and analyze for usefulness and/or accuracy.
18.9.11	Research and Economic Development Engagement	Research	Planning and Design	Perform preliminary search of existing information on research topic(s), develop hypotheses, and plan out high level requirements (e.g. staffing, equipment, trials, scheduling etc.) for research project(s).
18.9.12	Research and Economic Development Engagement	Research	Research Relationship Support	Support the development of alliances with collaborators and research sponsors. Develop platforms for collaboration, convene stakeholders, confer with program officers.
18.10.1	Research and Economic Development Engagement	Research Services	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
18.10.2	Research and Economic Development Engagement	Research Services	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
18.10.3	Research and Economic Development Engagement	Research Services	Internal Research Funding Management	Develop and/or manage internal research or technology development funding programs.
18.10.4	Research and Economic Development Engagement	Research Services	Research Instrumentation	Install, configure, maintain, and support instrumentation and equipment used in support of University research, patient care or animal care that is not managed by Facilities.
18.10.5	Research and Economic Development Engagement	Research Services	Research Reporting Services	Manage and provide research and reporting services related to University and University member institutional performance, demographics and other data.
18.10.6	Research and Economic Development Engagement	Research Services	University of Missouri Research Reactor	Manage and/or operate the University of Missouri Research Reactor (MURR).

18.11.1	Research and Economic Development Engagement	Technology Transfer and Commercialization	Agreement Compliance	Manage compliance of licensees and other parties to technology transfer related agreements including, but not limited to, MTAs, NDAs, and service agreements.
18.11.2	Research and Economic Development Engagement	Technology Transfer and Commercialization	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
18.11.3	Research and Economic Development Engagement	Technology Transfer and Commercialization	Billing and Account Processing	Manage billing and account processes (e.g. billing licensees, distribution of license revenues, processing and payment of legal invoices, etc.).
18.11.4	Research and Economic Development Engagement	Technology Transfer and Commercialization	College and Department Education and Outreach	Develop and maintain strong working relationship with departments, colleges, and research centers to disseminate information regarding technology transfer and intellectual property and to encourage commercialization activity.
18.11.5	Research and Economic Development Engagement	Technology Transfer and Commercialization	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
18.11.6	Research and Economic Development Engagement	Technology Transfer and Commercialization	Faculty and Staff Education and Outreach.	Monitor and advise faculty, staff and students on the application of intellectual property policy and relevant federal regulations.
18.11.7	Research and Economic Development Engagement	Technology Transfer and Commercialization	Grants & Contracts Support	Review IP language in all grants and contracts and provide approval or changes.
18.11.8	Research and Economic Development Engagement	Technology Transfer and Commercialization	Intellectual Property and Licensing Strategies	Develop and execute strategies for protecting and licensing intellectual property.
18.11.9	Research and Economic Development Engagement	Technology Transfer and Commercialization	IP Licensing	Negotiate licenses and other intellectual-property-agreements with companies and maintain relationships with them.
18.11.10	Research and Economic Development Engagement	Technology Transfer and Commercialization	IP Management	Encourage, and support the development, disclosure, and protection of the University's intellectual property (patent, copyright, trademark, etc.). This includes reviewing proposals, evaluating disclosures of inventions/software/plant materials for novelty, utility and market potential. Negotiate ownership issues between co-investigators, cooperative agreements, license fees, royalties, etc. Manage intellectual property and other licensable assets developed from research. Coordinate with outside legal counsel.
18.11.11	Research and Economic Development Engagement	Technology Transfer and Commercialization	IP Marketing	Identify and build relationship with key decision makers at companies that have expertise and resources to bring inventions based on University IP to market. Working closely with inventors, develop marketing message and materials and market IP discoveries to identified firms. Gather feedback from marketing efforts and obtain additional information from inventors. Create and maintain listings of available technologies for online databases and web sites.

18.11.12	Research and Economic Development Engagement	<i>Technology Transfer and Commercialization</i>	Maintain Technology Tracking Database	Administer and maintain the technology management database to track disclosures, patents, agreements, contacts, and create reports. Train users on the use of the database.
18.11.13	Research and Economic Development Engagement	<i>Technology Transfer and Commercialization</i>	NDA and MTA Negotiation	Negotiate and process non-disclosure agreements and/or material transfer agreements.
18.11.14	Research and Economic Development Engagement	<i>Technology Transfer and Commercialization</i>	New Venture Development	Work directly with campus inventors to identify technologies best commercialized by a University spin-out company. Provide leadership and oversight for such development and collaborate with appropriate organizations to provide support.
18.11.15	Research and Economic Development Engagement	<i>Technology Transfer and Commercialization</i>	Partnership Development	Assist faculty and staff in establishing collaborative relationships with industry, including acquiring industrial grants and contracts. Support these efforts through meetings with faculty about their research, identifying external entities with interest in faculty research area(s), and developing research partnerships.
18.11.16	Research and Economic Development Engagement	<i>Technology Transfer and Commercialization</i>	Regulatory Compliance	Manage reporting and compliance obligations for federal, state and industry research contracts. Review and report patent and licensing activity to federal agencies in compliance with Bayh Dole regulations.
18.11.17	Research and Economic Development Engagement	<i>Technology Transfer and Commercialization</i>	Venture Equity Negotiation	Negotiate and/or manage University ownership interest (equity) in outside entities.
18.12.1	Research and Economic Development Engagement	<i>Veterinary Care</i>	Animal Breeding	Manage the controlled propagation / breeding of domestic animals including pregnancy care.
18.12.2	Research and Economic Development Engagement	<i>Veterinary Care</i>	Animal Care and Husbandry	Provide for the care (e.g. cleaning, grooming, feeding, etc.) of animals in support of University research or educational programs.
18.12.3	Research and Economic Development Engagement	<i>Veterinary Care</i>	Animal Care Standards Review	Work with independent review boards such as the Institutional Animal Care and Use Committee to ensure treatment of animals meets with ethical and legal standards.
18.12.4	Research and Economic Development Engagement	<i>Veterinary Care</i>	Animal Housing	Provide housing (e.g. laboratory, barn, field, etc.) and basic housing maintenance for animals in support of University research or educational programs.
18.12.5	Research and Economic Development Engagement	<i>Veterinary Care</i>	Animal Monitoring	Observe animals daily for signs of ill health, injury, and abnormal behavior and report any abnormalities to professional veterinary care.
18.12.6	Research and Economic Development Engagement	<i>Veterinary Care</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.

18.12.7	Research and Economic Development Engagement	<i>Veterinary Care</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
18.12.8	Research and Economic Development Engagement	<i>Veterinary Care</i>	Educational Programs	Coordinate with Animal Sciences and/or Extensions programs to deliver experiential / hands-on animal education programs.
18.12.9	Research and Economic Development Engagement	<i>Veterinary Care</i>	Professional Veterinary Care	Diagnose and prescribe treatments of animals by a licensed veterinarian and carry out treatment orders and record keeping.
19.1.1	Student Affairs and Services	<i>Advising and Student Support Services</i>	Academic Policy	Provide guidance to students on academic policies and/or be knowledgeable about academic policies and procedures to support student success.
19.1.2	Student Affairs and Services	<i>Advising and Student Support Services</i>	Assign Advisors	Assign advisors to specific students or individual programs / departments.
19.1.3	Student Affairs and Services	<i>Advising and Student Support Services</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
19.1.4	Student Affairs and Services	<i>Advising and Student Support Services</i>	Course Registration Advising	Advise students about course registration, suggest courses based on current credits earned, goals, academic requirements, etc.
19.1.5	Student Affairs and Services	<i>Advising and Student Support Services</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
19.1.6	Student Affairs and Services	<i>Advising and Student Support Services</i>	International Student Advising	Provide immigration advising, personal advising, and liaison services to international students and scholars.
19.1.7	Student Affairs and Services	<i>Advising and Student Support Services</i>	Other Advising	Provide guidance and advice for other non-academic issues such as off-campus living, involvement opportunities, managing personal finances etc. Refer students to health, legal or other services/organizations as needed.
19.1.8	Student Affairs and Services	<i>Advising and Student Support Services</i>	Program Advising	Provide advising specific to a certain academic program or department.
19.1.9	Student Affairs and Services	<i>Advising and Student Support Services</i>	Program Coordination	Coordinate programs to improve student retention and build student community. Programming includes Summer Welcome, FIGs, New Student Orientation, Transfer Student Orientation, etc.).
19.1.10	Student Affairs and Services	<i>Advising and Student Support Services</i>	Referral Services	Provide referrals and assist with placement of students to other campus or community resources or facilities .
19.1.11	Student Affairs and Services	<i>Advising and Student Support Services</i>	Special Needs and Disability Accommodations	Review documentation and provide reasonable accommodations in compliance with ADA and University regulations. Track and monitor student disability records.
19.1.12	Student Affairs and Services	<i>Advising and Student Support Services</i>	Technology	Input, analyze report on, and maintain data from key academic technology platforms (e.g. Starfish, College Source, CourseLeaf, etc.). Provide advising on these technologies in an academic capacity.

19.1.13	Student Affairs and Services	<i>Advising and Student Support Services</i>	Transfer Student Advising	Advise transfer students on academic requirements, general transition advice, etc.
19.2.1	Student Affairs and Services	<i>Career Services</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
19.2.2	Student Affairs and Services	<i>Career Services</i>	Career Events	Plan and host workshops, Q&As, networking events, etc. with the goal of placing students at internships and jobs. Develop, manage and teach professional development seminars for students focusing on the job search process.
19.2.3	Student Affairs and Services	<i>Career Services</i>	Career Fairs	Plan, coordinate, and execute campus career fairs including working with recruiters, student marketing, etc.
19.2.4	Student Affairs and Services	<i>Career Services</i>	Career Materials	Develop materials to assist and guide students in placing at internships and jobs such as interview guides, job hunting articles, videos, etc.
19.2.5	Student Affairs and Services	<i>Career Services</i>	Career Planning Advising	Counsel students on career planning, review resumes and cover letters, provide mock interviews, consult on continued graduate education etc. Conduct office hours to provide students with personal guidance in individual career success planning. Hold appointments to advise students on various topics relating to professional development, the job search and career success.
19.2.6	Student Affairs and Services	<i>Career Services</i>	Cooperative Work Programs	Manage cooperative education, internship and externship programs with internal and external stakeholders.
19.2.7	Student Affairs and Services	<i>Career Services</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
19.2.8	Student Affairs and Services	<i>Career Services</i>	Performance Reporting	Collect and report various data points included in career services key performance indicators (KPI) to various stakeholders: students, parents, employers, advancement, academic departments, high school counselors, communications, and various agencies.
19.2.9	Student Affairs and Services	<i>Career Services</i>	Recommendation Record Management	Maintain student recommendation records.
19.2.10	Student Affairs and Services	<i>Career Services</i>	Relationship Management	Maintain relationships with recruiters and employers. Assist employers with brand management and relationship building on campus.
19.2.11	Student Affairs and Services	<i>Career Services</i>	Student Outcome Reporting	Maintain records, coordinate process, and report successful career outcomes and other relevant data to the National Association of Colleges and Employers (NACE), Missouri Department of Higher Education and University of Missouri system.
19.2.12	Student Affairs and Services	<i>Career Services</i>	Student Recruitment Strategy	Develop campus recruitment strategy and student engagement plan with employers seeking University students and graduates for position openings. Deliver services and administrative support. Includes marketing to students and coordinating interview schedules.
19.2.13	Student Affairs and Services	<i>Career Services</i>	Student Work Coordination	Schedule student interviews and maintain internal and external job and internship listings.

19.3.1	Student Affairs and Services	<i>Case Management</i>	Advocacy	Represent the interests of students of concern on and off-campus. Foster self-advocacy in students to manage their academic, personal and fiscal responsibilities. Support the student of concern chair to focus on team processes and larger trends.
19.3.2	Student Affairs and Services	<i>Case Management</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
19.3.3	Student Affairs and Services	<i>Case Management</i>	Crisis Management	Support student in crisis and provide crisis intervention services to individuals and to the campus community utilizing campus resources (Campus police, Counseling Center, Office of Civil Rights & Title IV, HR, et.) as necessary or required.
19.3.4	Student Affairs and Services	<i>Case Management</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
19.3.5	Student Affairs and Services	<i>Case Management</i>	Monitoring Activities	Gather and/or compile student-specific data from multiple sources and manage the flow of accurate information. Provide follow-up services as needed. Monitor compliance with treatment plans and/or University behavioral expectations.
19.3.6	Student Affairs and Services	<i>Case Management</i>	Needs Assessment	Provide initial assessments, conduct risk analyses, identify stressors and stress reduction strategies, and initiate post-hospitalization care.
19.3.7	Student Affairs and Services	<i>Case Management</i>	Records Management	Maintain confidential records for students receiving case management and report aggregate data as requested.
19.3.8	Student Affairs and Services	<i>Case Management</i>	Resource Management	Coordinate prevention, intervention, and support efforts on and off-campus to assist at risk students and students facing crisis (financial, residential, mental health, physical health). Serve as liaison and foster relationships with internal and external resources.
19.4.1	Student Affairs and Services	<i>Counseling Services and Behavioral Health</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
19.4.2	Student Affairs and Services	<i>Counseling Services and Behavioral Health</i>	Clinical Assessment	Conduct psychological tests or assessments, including psychodiagnostic and neuropsychological testing. Includes intake interviews, mental health triage and screening, psychological tests or assessments including psychodiagnostic and neuropsychological testing.
19.4.3	Student Affairs and Services	<i>Counseling Services and Behavioral Health</i>	Clinical Case Management	Perform activities related to case support, documentation and resource development. Examples include providing referral assistance, related follow up, assistance for clients with identifying additional resources. Maintaining updated information about community referral resources, cultivating professional contacts within the provider community to facilitate client services, hosting periodic open house opportunities for community providers to develop enhanced knowledge and awareness of available referral services, etc.
19.4.4	Student Affairs and Services	<i>Counseling Services and Behavioral Health</i>	Clinical Didactic Training	Provide clinical training for accredited internship programs, graduate assistants (GAs) and other trainees. Provide training seminars to interns and GAs for skill and knowledge acquisition. Maintain and secure long term-records needed for all trainees (interns, GA's and practicum students) to obtain licensure throughout their professional careers.
19.4.5	Student Affairs and Services	<i>Counseling Services and Behavioral Health</i>	Clinical Documentation	Write progress notes, intake reports, integrated reports, and other clinical documentation.

19.4.6	Student Affairs and Services	<i>Counseling Services and Behavioral Health</i>	Clinical Intervention	Provide treatment/therapy/mental health services to individuals and groups. Write progress notes, intake reports, integrated reports, and other clinical documentation.
19.4.7	Student Affairs and Services	<i>Counseling Services and Behavioral Health</i>	Clinical Supervision	Provide clinical supervision for new staff, as needed for licensure. Provide clinical and general supervision for APA Accredited internship program doctoral interns, graduate assistants (GAs) and other trainees.
19.4.8	Student Affairs and Services	<i>Counseling Services and Behavioral Health</i>	Clinical Support Activities	Engage in professional consultations, coordinate community resources, manage case loads, attend case conferences, review video/audio recordings, maintain and secure long term-records needed for all trainees (interns, GA's and practicum students) to obtain licensure throughout their professional careers.
19.4.9	Student Affairs and Services	<i>Counseling Services and Behavioral Health</i>	Consultation and Training	Design and/or deliver educational programming and training to students, faculty, staff and other stakeholders designed to improve their ability, knowledge and comfort in dealing with concerns related to student and campus emotional/psychological health and well-being. Examples include respond training, suicide prevention, mindfulness training, resiliency, Take Action for Mental Health, etc.
19.4.10	Student Affairs and Services	<i>Counseling Services and Behavioral Health</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
19.4.11	Student Affairs and Services	<i>Counseling Services and Behavioral Health</i>	Health Center Management	Manage on-campus student mental health center(s) and/or mental health departments of student health center(s).
19.4.12	Student Affairs and Services	<i>Counseling Services and Behavioral Health</i>	Health Center Operations	Perform day-to-day operations of on-campus student mental health/counseling services (e.g. patient intake, customer service, etc.) and health education outreach activities.
19.4.13	Student Affairs and Services	<i>Counseling Services and Behavioral Health</i>	Health Insurance Administration	Perform enrollment, fee assessment/collection, and customer service aspects of the student health insurance. Provide student health insurance mailings, track responses, follow up on non-responses, and provide notifications of coverage.
19.4.14	Student Affairs and Services	<i>Counseling Services and Behavioral Health</i>	Health Insurance Billing	Bill for coverage and resolve billing problems. Include time coordinating with hospital and external billing offices.
19.4.15	Student Affairs and Services	<i>Counseling Services and Behavioral Health</i>	Outreach/Prevention Services	Engage in proactive outreach services for students and the campus community to enhance knowledge of and management of emerging adult concerns and other challenging life events.
19.4.16	Student Affairs and Services	<i>Counseling Services and Behavioral Health</i>	Psychology Clinic Management	Manage psychology or mental health focused clinic.
19.4.17	Student Affairs and Services	<i>Counseling Services and Behavioral Health</i>	Referral Services	Provide referrals and assist with placement of students to other campus or community resources or facilities .
19.5.1	Student Affairs and Services	<i>Disability Services</i>	504 Accommodation Coordination	Facilitate or arrange and coordinate accommodations for individual students, or for a group of students by specific type of accommodation (e.g. accommodated testing, note taking assistance, communication access, alternative formats).
19.5.2	Student Affairs and Services	<i>Disability Services</i>	ADA Accommodations	Provide ADA accommodations for faculty, staff, and visitors or provide input on needed/planned ADA accommodations.
19.5.3	Student Affairs and Services	<i>Disability Services</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.

19.5.4	Student Affairs and Services	<i>Disability Services</i>	Awareness and Notification	Liaison with faculty, provide notification of accommodation needs, and educate campus on issues related to ADA and accommodation processes and procedures.
19.5.5	Student Affairs and Services	<i>Disability Services</i>	Compliance Strategy	Support the development of strategies and policies for compliance with 504 and/or ADA regulations, as well as the interpretation of regulations and institutional policies.
19.5.6	Student Affairs and Services	<i>Disability Services</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
19.5.7	Student Affairs and Services	<i>Disability Services</i>	Database Management	Maintain student database system. Update, customize and troubleshoot issues, and communicate with vendor.
19.5.8	Student Affairs and Services	<i>Disability Services</i>	Digital Communications	Maintain department website and social media, student and faculty policy and procedure guides.
19.5.9	Student Affairs and Services	<i>Disability Services</i>	Eligibility Determination	Engage in interactive process to evaluate and determine students' disability status and eligibility for accommodations, and identify appropriate accommodations.
19.6.1	Student Affairs and Services	<i>Events and Programs</i>	Admissions Event Recruitment	Attend college fairs, high school visits, community events, tabling at community colleges, college panels, college nights etc. Perform student recruitment event management for both in and out of state markets for students, their families and guidance counselors. Creation of marketing and event communications. Includes yield events during this recruitment process.
19.6.2	Student Affairs and Services	<i>Events and Programs</i>	Attend Conferences and Seminars	Attend seminars, conferences, and other events to present or learn about leading instruction practices and strategies, academic technologies, as well as other applicable academic related topics.
19.6.3	Student Affairs and Services	<i>Events and Programs</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
19.6.4	Student Affairs and Services	<i>Events and Programs</i>	Conference and Seminar Event Coordination	Coordinate, and/or execute seminars, conferences, and other events focused on leading instruction practices and strategies, academic technologies, as well as other applicable academic related topics.
19.6.5	Student Affairs and Services	<i>Events and Programs</i>	Conference and Seminar Event Planning	Plan, develop content, and/or create agendas for seminars, conferences, and other events focused on leading instruction practices and strategies, academic technologies, as well as other applicable academic related topics.
19.6.6	Student Affairs and Services	<i>Events and Programs</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis (e.g. event venue and catering information). Conduct general data entry (to a spreadsheet, system or database) or manually update information.
19.7.1	Student Affairs and Services	<i>Food Plans</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
19.7.2	Student Affairs and Services	<i>Food Plans</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
19.7.3	Student Affairs and Services	<i>Food Plans</i>	Food Plan Management	Plan, design, and administer food service board plans including determining pricing.

19.7.4	Student Affairs and Services	Food Plans	Food Plan Quality Assurance	Perform quality assurance of food service board plans.
19.7.5	Student Affairs and Services	Food Plans	Food Plan Software and Hardware Management	Manage University meal plan implementation in dining transaction system. Maintain hardware/software for point of sale devices in dining facilities. Manage data transfer from various systems to ensure accuracy and integrity.
19.7.6	Student Affairs and Services	Food Plans	Food Plan Support	Liaison with food service providers and handle complaints for food service board plans.
19.8.1	Student Affairs and Services	Food Preparation	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
19.8.2	Student Affairs and Services	Food Preparation	Bartending	Formulate and serve alcoholic or soft drink beverages.
19.8.3	Student Affairs and Services	Food Preparation	Cooking	Cook and season meals, snacks, etc.
19.8.4	Student Affairs and Services	Food Preparation	Food Preparation	Prepare (e.g. washing, cutting, chopping, etc.) cooking ingredients.
19.9.1	Student Affairs and Services	Food Service Operations	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
19.9.2	Student Affairs and Services	Food Service Operations	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
19.9.3	Student Affairs and Services	Food Service Operations	Dishwashing	Wash dishes, silverware, etc. and operate dishwashing equipment. Deliver dirty dishes from customers to dishwashing area, and set-up of place settings at tables.
19.9.4	Student Affairs and Services	Food Service Operations	Event and Catering Management	Coordinate the negotiation, planning, and management of catering events.
19.9.5	Student Affairs and Services	Food Service Operations	Event Services	Perform event and catering specific activities such as event set-up, maintenance of catering stations, etc.
19.9.6	Student Affairs and Services	Food Service Operations	Food Procurement	Plan, select, buy, and price a range of meal, snack, and drink ingredients and products to offer at dining halls, non-dining hall food locations, catered events, and concession stands.
19.9.7	Student Affairs and Services	Food Service Operations	Food Service	Serve as wait staff by bringing food and drinks to seated customers or passing out of hors d'oeuvres.
19.9.8	Student Affairs and Services	Food Service Operations	Maintenance and Upkeep	Perform daily cleaning of kitchen and dining areas and basic maintenance of kitchen equipment.
19.9.9	Student Affairs and Services	Food Service Operations	Order Intake	Process food and drink sales and communicate orders to cooking staff.

19.9.10	Student Affairs and Services	Food Service Operations	Procurement	Receive and order of ingredients and products.
19.9.11	Student Affairs and Services	Food Service Operations	Third Party Vendor Contracting	Negotiate and oversee third party food service vendor service level agreement and contracts.
19.9.12	Student Affairs and Services	Food Service Operations	Third Party Vendor Management	Manage day-to-day third party vendor relationships. Includes the transmission/sharing of required data/information, resolving service issues and monitoring performance, and administration of contracts.
19.10.1	Student Affairs and Services	Management and Administrative	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
19.10.2	Student Affairs and Services	Management and Administrative	Communications	Plan and execute structured communications associated with department efforts in conjunction with the goals and objectives of the department/campus/University's leadership team. Answer departmental questions.
19.10.3	Student Affairs and Services	Management and Administrative	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
19.10.4	Student Affairs and Services	Management and Administrative	Department Budgeting	Develop and manage departmental operating budgets and costs.
19.10.5	Student Affairs and Services	Management and Administrative	Department Management Data Analysis	Measure and review program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives and scorecards. For example, presenting departmental scorecard results against expected performance objectives.
19.10.6	Student Affairs and Services	Management and Administrative	Department Meetings	Attend internal and external college, campus, and department meetings.
19.10.7	Student Affairs and Services	Management and Administrative	Department Strategy	Plan, define, and validate an overall philosophy and approach for the department function. Includes aligning work activities with the campus and System business strategy and current initiatives.
19.10.8	Student Affairs and Services	Management and Administrative	Immigration Services	Provide immigration services to international students.
19.10.9	Student Affairs and Services	Management and Administrative	Personal Professional Development	Participate in personal development (e.g. national/regional associations and conferences and other professional experiences), work related trainings, and institutional compliance trainings. Include time spent in trainings required for licensure and certifications.
19.10.10	Student Affairs and Services	Management and Administrative	Professional Development	Coach and mentor direct report employees and provide development and career progression guidance.
19.10.11	Student Affairs and Services	Management and Administrative	Project Management and Coordination	Coordinate project activities between key stakeholders. Ensure quality control with on-going projects, manages project planning, development, and execution activities, monitors performance and identified KPIs (measure to established benchmarks), manages and tracks budget timelines, and manages implementation efforts.

19.10.12	Student Affairs and Services	<i>Management and Administrative</i>	Project Planning	Set project goals and determine both internal and external actions and resources needed to achieve goals.
19.10.13	Student Affairs and Services	<i>Management and Administrative</i>	Recruitment and Retention	Provide staff support for recruitment and retention efforts including interviews, associated paperwork/processing, and data entry, and file management.
19.10.14	Student Affairs and Services	<i>Management and Administrative</i>	Risk Management	Define risk tolerance, risk identification and risk evaluation for Student Affairs related issues.
19.10.15	Student Affairs and Services	<i>Management and Administrative</i>	Risk Mitigation Planning	Prioritize and plan risk mitigation activities (e.g. educational opportunities) and performing risk assessments for Student Affairs related issues.
19.10.16	Student Affairs and Services	<i>Management and Administrative</i>	Staff Management	Assign and supervise staff work assignments and roles as well as review and provide input on their work output.
19.11.1	Student Affairs and Services	<i>Policies and Procedures</i>	Adjudication	Manage student violations of University policies. Participate in panels or committees to investigate whether violations were committed, impose penalties, and handle appeals.
19.11.2	Student Affairs and Services	<i>Policies and Procedures</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
19.11.3	Student Affairs and Services	<i>Policies and Procedures</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
19.11.4	Student Affairs and Services	<i>Policies and Procedures</i>	Policy Communication	Provide policy related trainings as well as communicate and relay policy information to greater University community.
19.11.5	Student Affairs and Services	<i>Policies and Procedures</i>	Policy Management	Develop and maintain University guidelines, policies, and procedures for Student Affairs processes. Draft and maintain handbooks and other documentation.
19.12.1	Student Affairs and Services	<i>Programs and Curriculum Development</i>	Program and Curriculum Development Support	Provide administrative support for development of programs and curriculum based on professional experience.
19.12.2	Student Affairs and Services	<i>Programs and Curriculum Development</i>	Program and Curriculum Development Support	Provide administrative support to department chairs in the development and management of academic programs, majors/minors, and curriculum.
19.12.3	Student Affairs and Services	<i>Programs and Curriculum Development</i>	Program and Curriculum Materials Support	Create spreadsheets and documents for programs and curriculum, course materials, rooms and meeting times in internal systems, and distribute information electronically.
19.12.4	Student Affairs and Services	<i>Programs and Curriculum Development</i>	Program and Curriculum Review Support	Provide administrative support to the department chairs in the review, assessment, and proposed modifications of academic programs, majors/minors, and curriculums.
19.13.1	Student Affairs and Services	<i>Regulations and Compliance</i>	504 Compliance Strategy	Develop strategies and policies for compliance with 504 regulations. Interpret regulations and institutional policies.
19.13.2	Student Affairs and Services	<i>Regulations and Compliance</i>	Audit Planning	Plan upcoming audits and audit procedures of University policies as well as government laws and regulations that impact students (e.g. Title IV, FERPA).

19.13.3	Student Affairs and Services	Regulations and Compliance	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
19.13.4	Student Affairs and Services	Regulations and Compliance	Conduct Audits	Manage and conduct internal audits and coordinate work of external auditors for audits of University policies as well as government laws and regulations that impact students.
19.13.5	Student Affairs and Services	Regulations and Compliance	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
19.13.6	Student Affairs and Services	Regulations and Compliance	Monitoring Non-Compliance Activities	Adjudicate and monitor activities of non-compliance with University policies as well as government laws and regulations that impact students.
19.13.7	Student Affairs and Services	Regulations and Compliance	Regulation Monitoring	Maintain records of federal or other regulations, keep current on requirements, pass information to other staff, and update materials to reflect changing regulations.
19.13.8	Student Affairs and Services	Regulations and Compliance	Reporting	Report to oversight committees and government entities.
19.13.9	Student Affairs and Services	Regulations and Compliance	Testing Implementation	Administer testing services and procedures in compliance with testing company and University policies and regulations.
19.13.10	Student Affairs and Services	Regulations and Compliance	Testing Policies and Procedures	Test University policies and procedures in regards to government laws and regulations that impact students.
19.14.1	Student Affairs and Services	Student Centers, Student Union, and Recreation Centers	Aquatics Programming and Events	Coordinate and direct the development and operations of student programs and events in aquatics areas. Activities related to managing competitive events, swim lessons, certification programs, social events, and leisure water experiences.
19.14.2	Student Affairs and Services	Student Centers, Student Union, and Recreation Centers	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
19.14.3	Student Affairs and Services	Student Centers, Student Union, and Recreation Centers	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
19.14.4	Student Affairs and Services	Student Centers, Student Union, and Recreation Centers	Event Coordination	Coordinate event programming for Student Centers, the Student Union, and recreation centers.
19.14.5	Student Affairs and Services	Student Centers, Student Union, and Recreation Centers	Recreation Center Management	Manage day to day operations of University recreation centers and gyms.
19.14.6	Student Affairs and Services	Student Centers, Student Union, and Recreation Centers	Recreation Center Operations	Provide non-training services at University recreation centers and gyms such as maintenance and cleaning of equipment, operating of service desk, spa services, etc.
19.14.7	Student Affairs and Services	Student Centers, Student Union, and Recreation Centers	Refereeing	Referee/officiate intramural and recreation athletic events and/or training sessions.

19.14.8	Student Affairs and Services	<i>Student Centers, Student Union, and Recreation Centers</i>	Student Center Management and Operations	Manage and operate Student Centers and the Student Union.
19.14.9	Student Affairs and Services	<i>Student Centers, Student Union, and Recreation Centers</i>	Student Programming and Events	Coordinate and direct the development and operations of student programs and events housed at Student Centers, Student Union, or Recreation Centers. Activities related to University recognized student organizations, social events and related activities.
19.14.10	Student Affairs and Services	<i>Student Centers, Student Union, and Recreation Centers</i>	Student Recreation Services	Delivery of services designed to improve student well being including personal training, group fitness programs and spa services.
19.14.11	Student Affairs and Services	<i>Student Centers, Student Union, and Recreation Centers</i>	Team Sports	Manage and/or coordinate competitions for recreational sports team and leagues for teams composed of students (e.g. intramurals). Manage and/or coordinate club sports teams and their games to compete against other universities club sports teams on and away from campus.
19.14.12	Student Affairs and Services	<i>Student Centers, Student Union, and Recreation Centers</i>	Testing Centers	Manage on-campus testing centers including scheduling of tests, booking of rooms, coordination of staffing, etc.
19.15.1	Student Affairs and Services	<i>Student Employment</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
19.15.2	Student Affairs and Services	<i>Student Employment</i>	Data and Content Collection and Entry	Manually gather and/or compile data from multiple sources for consolidation (e.g. records of student applicants). Non-PeopleSoft data entry (to a spreadsheet, system or database) or manual updating of information.
19.15.3	Student Affairs and Services	<i>Student Employment</i>	PeopleSoft Data Entry and Reconciliation	Manage PeopleSoft data entry including tracking of earnings and/or reconcile PeopleSoft with unit systems.
19.15.4	Student Affairs and Services	<i>Student Employment</i>	Student Application Review	Review applications and determine eligibility of students to participate in student positions, work study, graduate assistant programs, and for RA/TA appointments. Select students to be placed in roles and make offers.
19.15.5	Student Affairs and Services	<i>Student Employment</i>	Student Development	Train, develop and/or mentor students in professional skills through work experiences, educational sessions, internships and entrepreneurial program activities.
19.15.6	Student Affairs and Services	<i>Student Employment</i>	Student Supervision	Supervise student workers and review work.
19.15.7	Student Affairs and Services	<i>Student Employment</i>	Student Work Coordination	Make student work assignments and schedules including any associated paperwork. Monitor changes to student eligibility.
19.15.8	Student Affairs and Services	<i>Student Employment</i>	Student Worker Offboarding	Perform exit interviews, change student worker status in University systems, etc.
19.15.9	Student Affairs and Services	<i>Student Employment</i>	Student Worker Onboarding	Provide new hire information packets and orientation kits to employees. Coordinate with Facilities/IT for the setup of workstations, telephones, computers and security badges. Process new hire paperwork/system data entry. Deliver employee orientation sessions for new student employees.

19.15.10	Student Affairs and Services	Student Employment	Student Worker Training	Provide job training to student workers including on-the-job training, shadowing exercises, instructional talks and demonstration of University systems, equipment, and other technologies.
19.16.1	Student Affairs and Services	Student Health	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
19.16.2	Student Affairs and Services	Student Health	Clinical Case Management	Perform activities related to case support, documentation and resource development. Examples include providing referral assistance, related follow up, assistance for clients with identifying additional resources. Maintaining updated information about community referral resources, cultivating professional contacts within the provider community to facilitate client services, hosting periodic open house opportunities for community providers to develop enhanced knowledge and awareness of available referral services, etc.
19.16.3	Student Affairs and Services	Student Health	Consultation and Training	Design and/or deliver educational programming and training to students, faculty, staff and other stakeholders designed to improve their ability, knowledge and comfort in dealing with concerns related to student and campus emotional/psychological health and well-being. Examples include respond training, suicide prevention, mindfulness training, resiliency, Take Action for Mental Health, etc.
19.16.4	Student Affairs and Services	Student Health	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
19.16.5	Student Affairs and Services	Student Health	Health Center Management	Manage on-campus student health center(s).
19.16.6	Student Affairs and Services	Student Health	Health Center Operations	Perform day-to-day operations of on-campus student health and mental health/counseling services, sports medicine, and health education outreach activities.
19.16.7	Student Affairs and Services	Student Health	Health Insurance Billing	Bill for coverage and resolve billing problems. Include time coordinating with hospital and external billing offices.
19.16.8	Student Affairs and Services	Student Health	Immunization Administration	Provide immunization cards, track responses, and follow up with students. Post or clear restrictions related to non-compliance with immunization requirements.
19.16.9	Student Affairs and Services	Student Health	Immunization Services	Provide student immunizations.
19.16.10	Student Affairs and Services	Student Health	Infectious Disease Outbreak Management	Coordinate with state and county public health officials and other campus health officials in regards to infectious disease outbreaks and prevention. Manage quarantines as necessary/appropriate. Provide mass immunization clinics. Prepare communications to students, parents and the community, etc.
19.16.11	Student Affairs and Services	Student Health	Outreach/Prevention Services	Engage in proactive outreach services for students and the campus community to enhance knowledge of and management of emerging adult concerns and other challenging life events.

19.16.12	Student Affairs and Services	<i>Student Health</i>	Referral Services	Provide referrals and assist with placement of students to other campus or community resources or facilities .
19.17.1	Student Affairs and Services	<i>Student Housing Administration</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
19.17.2	Student Affairs and Services	<i>Student Housing Administration</i>	Contract Management	Manage housing related contracts with students.
19.17.3	Student Affairs and Services	<i>Student Housing Administration</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
19.17.4	Student Affairs and Services	<i>Student Housing Administration</i>	Housing Advising	Provide advising to students about on and off campus housing options and recommendations based on their individual needs. Include time spent providing tours/showing off available locations and units.
19.17.5	Student Affairs and Services	<i>Student Housing Administration</i>	Housing Space Coordination	Take applications for student housing, determine house spacing needs, and make living assignments.
19.17.6	Student Affairs and Services	<i>Student Housing Administration</i>	Off-Campus Housing Listings	Manage database of available off campus apartments, townhouses, houses, condominiums, duplexes, etc. for University students.
19.17.7	Student Affairs and Services	<i>Student Housing Administration</i>	Security and Access Control	Manage electronic access control systems in University residences including exterior and individual living units. Maintain hardware/software for access control devices. Manage data transfer from various systems to ensure accuracy and integrity.
19.17.8	Student Affairs and Services	<i>Student Housing Administration</i>	Student Billing	Enter housing charges into PeopleSoft for billing and reconcile charges with internal records.
19.18.1	Student Affairs and Services	<i>Student Housing Operations</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
19.18.2	Student Affairs and Services	<i>Student Housing Operations</i>	Crisis Management	Support student in crisis and provide crisis intervention services to individuals and to the campus community utilizing campus resources (Campus police, Counseling Center, Office of Civil Rights & Title IV, HR, et.) as necessary or required.
19.18.3	Student Affairs and Services	<i>Student Housing Operations</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
19.18.4	Student Affairs and Services	<i>Student Housing Operations</i>	Housing Management	Ensure smooth running of student residences and manage resident assistants.
19.18.5	Student Affairs and Services	<i>Student Housing Operations</i>	Housing Security	Manage student housing front desk and security including controlling visitors.

19.18.6	Student Affairs and Services	<i>Student Housing Operations</i>	Issue Resolution	Resolve student residence conflicts and apply discipline as needed.
19.18.7	Student Affairs and Services	<i>Student Housing Operations</i>	Mail & Package Management	Accept and process mail in accordance with federal guidelines.
19.18.8	Student Affairs and Services	<i>Student Housing Operations</i>	Student Residence Events and Programs	Plan and coordinate events and programs at student residences such as move-in and move-out days, social programs, etc.
19.19.1	Student Affairs and Services	<i>Student Life</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
19.19.2	Student Affairs and Services	<i>Student Life</i>	Camp and Conference Coordination and Planning	Plan, coordinate and/or organize conferences such as football and cheerleading camps, scholar programs, continuing education conferences, etc.
19.19.3	Student Affairs and Services	<i>Student Life</i>	Crisis Management	Support student in crisis and provide crisis intervention services to individuals and to the campus community utilizing campus resources (Campus police, Counseling Center, Office of Civil Rights & Title IV, HR, et.) as necessary or required.
19.19.4	Student Affairs and Services	<i>Student Life</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
19.19.5	Student Affairs and Services	<i>Student Life</i>	Greek Life	Coordinate with and/or oversee student Greek Life organizations and/or Greek student housing.
19.19.6	Student Affairs and Services	<i>Student Life</i>	Student Admissions Event Support	Provide support to the planning and execution of student admissions events such as Open Houses, PRO, etc.
19.19.7	Student Affairs and Services	<i>Student Life</i>	Student Event Coordination	Coordinate and/or chaperone student events, meetings, symposia, academic support programs, personal development programs, open houses, housing fairs, outings, etc.
19.19.8	Student Affairs and Services	<i>Student Life</i>	Student Event Planning	Plan or advise planning of student events, meetings, symposia, academic support programs, personal development programs, open houses, outings, etc.
19.19.9	Student Affairs and Services	<i>Student Life</i>	Student ID Coordination	Collect student photos and create student IDs. Place current quarter validation on student ID and produce replacement student ID cards.
19.19.10	Student Affairs and Services	<i>Student Life</i>	Student Organization Coordination/Administration	Coordinate, manage, execute, and/or serve as advisor for student activity organizations and student government.
19.19.11	Student Affairs and Services	<i>Student Life</i>	Volunteerism and Service	Coordinate volunteerism and service activities that align with the campus and community needs. Assist students in understanding and articulating the value of participation in community and volunteer services.
19.20.1	Student Affairs and Services	<i>Wellness and Health Education</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.

19.20.2	Student Affairs and Services	<i>Wellness and Health Education</i>	Consultation Services	Provide preventative consultations to students in regards to alcohol and drug abuse, falling grades, etc.
19.20.3	Student Affairs and Services	<i>Wellness and Health Education</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
19.20.4	Student Affairs and Services	<i>Wellness and Health Education</i>	Monitoring Activities	Identify trends to determine campus needs, implement data collection strategies, and develop initiatives to address identified concerns.
19.20.5	Student Affairs and Services	<i>Wellness and Health Education</i>	Outreach Services	Engage in proactive outreach services, wellness checks, and interventions for students and campus.
19.20.6	Student Affairs and Services	<i>Wellness and Health Education</i>	Peer Educator Training	Train and develop peer educators to provide health promotion initiatives applicable to the college population in the areas of: alcohol and other drugs, sexual health education, sexualized violence prevention, nutrition and fitness, stress management, sleep health, and healthy relationships.
19.20.7	Student Affairs and Services	<i>Wellness and Health Education</i>	Prevention Services	Design and/or deliver educational programming and training to students, faculty, staff and other stakeholders designed to improve the personal and academic well being of students. Examples include alcohol education, Green Dot, etc.
19.20.8	Student Affairs and Services	<i>Wellness and Health Education</i>	Records Management	Maintain records for health and wellness events and report aggregate data as requested.
19.20.9	Student Affairs and Services	<i>Wellness and Health Education</i>	Resource Management	Apply for grants, identify internal and/or external funding sources, foster relationships with internal and external resources.
19.20.10	Student Affairs and Services	<i>Wellness and Health Education</i>	Wellness Events	Develop curriculum for wellness and prevention programs. Conduct trainings, workshops, and screenings. Facilitate conversations and coordinate bystander intervention activities.
19.20.11	Student Affairs and Services	<i>Wellness and Health Education</i>	Wellness Materials	Develop electronic and/or printed materials related to health and wellness. Distribute educational materials to campus community.
20.1.1	Supply Chain and Procurement	<i>Card Program Management</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
20.1.2	Supply Chain and Procurement	<i>Card Program Management</i>	Card Compliance	Monitor approvals and compliance for University card programs, including OneCard, fleet cards and single use accounts.
20.1.3	Supply Chain and Procurement	<i>Card Program Management</i>	Card Issuance	Process applications, monitor training and issue plastics for University card programs, including OneCard, fleet cards and single use accounts.
20.1.4	Supply Chain and Procurement	<i>Card Program Management</i>	Card Maintenance	Adjust cardholder limits, suspend cards, provide general support, and maintain user access into card systems for University card programs, including OneCard, fleet cards and single use accounts.

20.1.5	Supply Chain and Procurement	<i>Card Program Management</i>	Card Payment Management	Ensure payments to banks match card activity and clearing accounts (e.g. OneCard)/charges and payments on business accounts.
20.1.6	Supply Chain and Procurement	<i>Card Program Management</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
20.1.7	Supply Chain and Procurement	<i>Card Program Management</i>	Program Management	Coordination with card issuing companies regarding program systems, tools, contracts and support for University card programs, including OneCard, fleet cards and single use accounts.
20.2.1	Supply Chain and Procurement	<i>Distribution</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
20.2.2	Supply Chain and Procurement	<i>Distribution</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
20.2.3	Supply Chain and Procurement	<i>Distribution</i>	Delivery Logistics	Identify the requirements of products at shipping destinations, as well as partner requirements.
20.2.4	Supply Chain and Procurement	<i>Distribution</i>	Delivery Performance Analysis	Monitor delivery performance when distributing products to and from the warehouse/distribution centers, and analyze key performance indicators.
20.2.5	Supply Chain and Procurement	<i>Distribution</i>	Dispatch Planning	Create and administer dispatch plans and transportation schedules, while ensuring effective utilization of capacity.
20.2.6	Supply Chain and Procurement	<i>Distribution</i>	Issue Resolution	Resolve issues such as manifest errors, incorrect delivery locations or inventory, no receivers for inventory, etc.
20.2.7	Supply Chain and Procurement	<i>Distribution</i>	Loading and Unloading	Load and secure goods onto a truck or van as well as unload goods from truck or van. Include time spent reconciling shipping manifest and obtaining receipt confirmations.
20.2.8	Supply Chain and Procurement	<i>Distribution</i>	Transportation	Transport goods to and from the University by use of a truck (including semi-trailer truck) or van.
20.3.1	Supply Chain and Procurement	<i>Management and Administrative</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
20.3.2	Supply Chain and Procurement	<i>Management and Administrative</i>	Communications	Plan and execute structured communications associated with department efforts in conjunction with the goals and objectives of the department/campus/University's leadership team. Answer departmental questions.
20.3.3	Supply Chain and Procurement	<i>Management and Administrative</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.

20.3.4	Supply Chain and Procurement	<i>Management and Administrative</i>	Department Budgeting	Develop and manage departmental operating budgets and costs.
20.3.5	Supply Chain and Procurement	<i>Management and Administrative</i>	Department Management Data Analysis	Measure program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives and scorecards. For example, presenting departmental scorecard results against expected performance objectives.
20.3.6	Supply Chain and Procurement	<i>Management and Administrative</i>	Department Meetings	Attend internal and external college, campus, and department meetings.
20.3.7	Supply Chain and Procurement	<i>Management and Administrative</i>	Department Strategy	Plan, define, and validate an overall philosophy and approach for the department function. Includes aligning work activities with the campus and System business strategy and current initiatives.
20.3.8	Supply Chain and Procurement	<i>Management and Administrative</i>	Jurisdiction Issue Resolution	Work with Business Services/other departments to resolve jurisdictional issues regarding proper department to handle particular contractual matters.
20.3.9	Supply Chain and Procurement	<i>Management and Administrative</i>	Personal Professional Development	Participate in personal development (e.g. national/regional associations and conferences and other professional experiences), work related trainings, and institutional compliance trainings. Include time spent in trainings required for licensure and certifications.
20.3.10	Supply Chain and Procurement	<i>Management and Administrative</i>	Professional Development	Coach and mentor direct report employees and provide development and career progression guidance.
20.3.11	Supply Chain and Procurement	<i>Management and Administrative</i>	Project Management and Coordination	Coordinate project activities between key stakeholders. Ensure quality control with on-going projects, manages project planning, development, and execution activities, monitors performance and identified KPIs (measure to established benchmarks), manages and tracks budget timelines, and manages implementation efforts.
20.3.12	Supply Chain and Procurement	<i>Management and Administrative</i>	Project Planning	Set project goals and determine both internal and external actions and resources needed to achieve goals.
20.3.13	Supply Chain and Procurement	<i>Management and Administrative</i>	Recruitment and Retention	Provide staff support for recruitment and retention efforts including interviews, associated paperwork/processing, and data entry, and file management.
20.3.14	Supply Chain and Procurement	<i>Management and Administrative</i>	Staff Management	Assign and supervise staff work assignments and roles as well as review and provide input on their work output.
20.3.15	Supply Chain and Procurement	<i>Management and Administrative</i>	Student and Intern Management	Assign and supervise student and intern work assignments and roles as well as review and provide input on their work output.
20.4.1	Supply Chain and Procurement	<i>Performance Management</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
20.4.2	Supply Chain and Procurement	<i>Performance Management</i>	Contract Renewal Scorecard Review	Review historical vendor performance reporting when evaluating contract renewal.

20.4.3	Supply Chain and Procurement	<i>Performance Management</i>	Data and Content Collection	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis.
20.4.4	Supply Chain and Procurement	<i>Performance Management</i>	Internal and External Customer Support	Perform internal and external customer support and administration.
20.4.5	Supply Chain and Procurement	<i>Performance Management</i>	Management	Analyze management information / reporting and KPIs.
20.4.6	Supply Chain and Procurement	<i>Performance Management</i>	Multiple System Data Entry	Enter data into non-PeopleSoft / EPRO systems (includes applications and excel).
20.4.7	Supply Chain and Procurement	<i>Performance Management</i>	Performance Analysis	Prepare, analyze, and report procurement and vendor performance.
20.4.8	Supply Chain and Procurement	<i>Performance Management</i>	Procurement Technology Support	Support technology solutions used solely for the Procurement Organization and those integrated with suppliers. Also includes security profile setup and maintenance.
20.4.9	Supply Chain and Procurement	<i>Performance Management</i>	Product Quality Monitoring	Monitor quality of product delivered.
20.4.10	Supply Chain and Procurement	<i>Performance Management</i>	Report Adjustments	Recreate / re-run performance management reports due to the initial information being incomplete or inaccurate.
20.4.11	Supply Chain and Procurement	<i>Performance Management</i>	Report Development	Manually develop reports to support performance management.
20.4.12	Supply Chain and Procurement	<i>Performance Management</i>	Report Formatting	Format performance management reports for internal review or analysis.
20.4.13	Supply Chain and Procurement	<i>Performance Management</i>	Spend and Benefits Analysis	Perform spend analysis and benefits management.
20.4.14	Supply Chain and Procurement	<i>Performance Management</i>	Supplier Scorecard Development	Manually develop vendor performance reports.
20.4.15	Supply Chain and Procurement	<i>Performance Management</i>	Supplier Scorecard Review	Review vendor performance reports with management.
20.4.16	Supply Chain and Procurement	<i>Performance Management</i>	Sustainability Solutions Support	Support sustainability solutions in products and services.
20.5.1	Supply Chain and Procurement	<i>Policies and Procedures</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.

20.5.2	Supply Chain and Procurement	<i>Policies and Procedures</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
20.5.3	Supply Chain and Procurement	<i>Policies and Procedures</i>	Policy Management	Develop and maintain University guidelines, policies, and procedures for Procurement processes. Draft and maintain handbooks and other documentation.
20.5.4	Supply Chain and Procurement	<i>Policies and Procedures</i>	Policy Training	Provide trainings and communication on University policies, procedures and systems regarding Procurement. Include training for new staff members.
20.6.1	Supply Chain and Procurement	<i>Strategic Sourcing</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
20.6.2	Supply Chain and Procurement	<i>Strategic Sourcing</i>	Bid Notifications to Suppliers	Send bid/proposal notifications to suppliers.
20.6.3	Supply Chain and Procurement	<i>Strategic Sourcing</i>	Category Strategy	Develop and maintain category strategies, including data collection.
20.6.4	Supply Chain and Procurement	<i>Strategic Sourcing</i>	Data and Content Collection	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis (such as vendor information).
20.6.5	Supply Chain and Procurement	<i>Strategic Sourcing</i>	Exit Strategy	Define exit strategy post contract completion / expiration.
20.6.6	Supply Chain and Procurement	<i>Strategic Sourcing</i>	Go-To-Market Strategy	Determine form of go-to-market (strategic sourcing, accelerated sourcing, incumbent re-negotiation, program rollout, consortium sourcing).
20.6.7	Supply Chain and Procurement	<i>Strategic Sourcing</i>	Multiple System Data Entry	Enter data into non-PeopleSoft / EPRO systems (includes applications and excel).
20.6.8	Supply Chain and Procurement	<i>Strategic Sourcing</i>	Product / Service Economic Analysis	Perform economic analysis (i.e. cost-benefit or cost-utility analysis) of requested product / service.
20.6.9	Supply Chain and Procurement	<i>Strategic Sourcing</i>	Reference Review	Review of product / service quality references.
20.6.10	Supply Chain and Procurement	<i>Strategic Sourcing</i>	Report Adjustments	Recreate / re-run strategic sourcing reports due to the initial information being incomplete or inaccurate.
20.6.11	Supply Chain and Procurement	<i>Strategic Sourcing</i>	Report Formatting	Format strategic sourcing reports for internal review or analysis.
20.6.12	Supply Chain and Procurement	<i>Strategic Sourcing</i>	Report Generation	Manually develop reports to support strategic sourcing.

20.6.13	Supply Chain and Procurement	Strategic Sourcing	Requisition Processing	Review requisition documents with management as well as make any needed edits.
20.6.14	Supply Chain and Procurement	Strategic Sourcing	Review of Product / Service Requisitions and Requirements	Review submitted product / service requisitions and the identify detailed requirements.
20.6.15	Supply Chain and Procurement	Strategic Sourcing	RFP / Quote Development	Draft requests for quotation / request for proposal / request for information / request for funds (RFP, RFQ, RFI). Includes entering into sourcing module.
20.6.16	Supply Chain and Procurement	Strategic Sourcing	RFP / Quote Facilitation	Facilitate requests for quotation / request for proposal / request for information / request for funds, including review and analysis of responses thereto.
20.6.17	Supply Chain and Procurement	Strategic Sourcing	Supplier Communications	Communicate with prospective suppliers and manage request submission-response process.
20.6.18	Supply Chain and Procurement	Strategic Sourcing	Supplier Contract Negotiation	Negotiate contract details with supplier(s) (i.e. price, availability, customization, etc.).
20.6.19	Supply Chain and Procurement	Strategic Sourcing	Supplier Contract Renewal	Coordinate supplier contract renewals, including entering renewals into contract module.
20.6.20	Supply Chain and Procurement	Strategic Sourcing	Trials and Sampling	Perform test trial on / examine sample of product / service, if applicable.
20.6.21	Supply Chain and Procurement	Strategic Sourcing	Vendor Identification and Review	Perform vendor identification, qualification review, and vetting.
20.6.22	Supply Chain and Procurement	Strategic Sourcing	Vendor Referral Review	Review vendor referrals.
20.6.23	Supply Chain and Procurement	Strategic Sourcing	Vendor Selection	Facilitate the selection of vendors based on request for quotation / request for proposal / request for information / request for funds.
20.7.1	Supply Chain and Procurement	Supplier & Contract Management	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
20.7.2	Supply Chain and Procurement	Supplier & Contract Management	Change Management	Manage change management / change control procedures.
20.7.3	Supply Chain and Procurement	Supplier & Contract Management	Data and Content Collection	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis (such as contract or supplier data).
20.7.4	Supply Chain and Procurement	Supplier & Contract Management	Delivery Schedule Development	Build a delivery schedule with supplier and business unit / department.

20.7.5	Supply Chain and Procurement	<i>Supplier & Contract Management</i>	Follow-Up Requirement and KPI Review	Review product / service follow-up requirements and performance key performance indicators as dictated by potential suppliers (i.e. installation, maintenance, warranty, etc.).
20.7.6	Supply Chain and Procurement	<i>Supplier & Contract Management</i>	Installation and Training Scheduling	Schedule installation and/or training by engaging with supplier and impacted business unit / department, as applicable.
20.7.7	Supply Chain and Procurement	<i>Supplier & Contract Management</i>	Internal Customer Feedback Collection	Gather supplier feedback from internal customers.
20.7.8	Supply Chain and Procurement	<i>Supplier & Contract Management</i>	Issue and Dispute Resolution	Conduct issue / dispute resolution.
20.7.9	Supply Chain and Procurement	<i>Supplier & Contract Management</i>	Master File Maintenance	Perform ongoing review and maintenance of price files.
20.7.10	Supply Chain and Procurement	<i>Supplier & Contract Management</i>	Multiple System Data Entry	Enter data into non-PeopleSoft / EPRO systems (includes applications and excel).
20.7.11	Supply Chain and Procurement	<i>Supplier & Contract Management</i>	Report Adjustments	Recreate / re-run supplier and contract management reports due to the initial information being incomplete or inaccurate.
20.7.12	Supply Chain and Procurement	<i>Supplier & Contract Management</i>	Report Formatting	Format supplier and contract management reports for internal review or analysis.
20.7.13	Supply Chain and Procurement	<i>Supplier & Contract Management</i>	Report Generation	Manually develop reports to support supplier and contract management.
20.7.14	Supply Chain and Procurement	<i>Supplier & Contract Management</i>	Supplier Contract Compliance Review	Perform periodic review of supplier contract to ensure contract compliance.
20.7.15	Supply Chain and Procurement	<i>Supplier & Contract Management</i>	Supplier Contract Development	Draft / review supplier contract with legal department and management. Also includes entering into the contract module.
20.7.16	Supply Chain and Procurement	<i>Supplier & Contract Management</i>	Supplier Contract Finalization	Finalize and send for signature new supplier contract.
20.7.17	Supply Chain and Procurement	<i>Supplier & Contract Management</i>	Supplier Performance Evaluation	Measure performance of / relationship with supplier by engaging with business unit / department directly responsible for product / service consumption.
20.7.18	Supply Chain and Procurement	<i>Supplier & Contract Management</i>	University-Supplier Risk Management	Manage University-supplier risk management.
20.8.1	Supply Chain and Procurement	<i>Supplier Diversity</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.

20.8.2	Supply Chain and Procurement	<i>Supplier Diversity</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
20.8.3	Supply Chain and Procurement	<i>Supplier Diversity</i>	Event Planning	Strategize and plan events focused on promoting diverse suppliers.
20.8.4	Supply Chain and Procurement	<i>Supplier Diversity</i>	Policy & Education Guidance	Provide guidance, training and communication to Supply Chain staff and departments regarding diverse supplier spend.
20.8.5	Supply Chain and Procurement	<i>Supplier Diversity</i>	Supplier Diversity Program Management	Implement diversity strategies and initiatives related to purchasing from diverse suppliers. Actions may include metric collection and analysis, identify and utilize sources to assist with identifying diverse suppliers and capturing tier 1 and tier 2 spend.
20.8.6	Supply Chain and Procurement	<i>Supplier Diversity</i>	Supplier Diversity Spend Analysis	Measure diverse spend by analyzing spend and comparing results against expected supplier diversity spend goal.
20.9.1	Supply Chain and Procurement	<i>Transaction Processing</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
20.9.2	Supply Chain and Procurement	<i>Transaction Processing</i>	Data and Content Collection	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis (including purchase orders, supplier invoices, etc.).
20.9.3	Supply Chain and Procurement	<i>Transaction Processing</i>	Multiple System Data Entry	Enter data into non-PeopleSoft / EPRO systems (includes applications and excel).
20.9.4	Supply Chain and Procurement	<i>Transaction Processing</i>	Purchase and Payment Method Determination	Determine type of payment method (e.g. ePro, requisition, One Card, etc.) that is suitable to the needs of different purchases in compliance with the payment reference guide.
20.9.5	Supply Chain and Procurement	<i>Transaction Processing</i>	Purchase Order	Obtain supplier acknowledgment of purchase order receipt and manage back order issues.
20.9.6	Supply Chain and Procurement	<i>Transaction Processing</i>	Purchase Order Approval and Amendments	Approve and amend purchase orders (POs).
20.9.7	Supply Chain and Procurement	<i>Transaction Processing</i>	Purchase Order Creation and Distribution	Create and distribute purchase orders.
20.9.8	Supply Chain and Procurement	<i>Transaction Processing</i>	Report Adjustments	Recreate / re-run transactional processing reports due to the initial information being incomplete or inaccurate.
20.9.9	Supply Chain and Procurement	<i>Transaction Processing</i>	Report Formatting	Format transactional processing reports for internal review or analysis.

20.9.10	Supply Chain and Procurement	Transaction Processing	Report Generation	Manually develop reports to support transactional processing.
20.9.11	Supply Chain and Procurement	Transaction Processing	Requisition Processing	Review and approve of requisitions.
20.9.12	Supply Chain and Procurement	Transaction Processing	Show-me Shop Approvals	Review and approve purchases made through the Show-me Shop.
20.9.13	Supply Chain and Procurement	Transaction Processing	Show-me Shop Purchases	Order items from the Show-me shop such as office and lab supplies.
20.9.14	Supply Chain and Procurement	Transaction Processing	Supplier Payment Processing and Reconciliation	Manage supplier invoice payments and processing including reconciliation of invoice discrepancies. Includes time spent resolving supplier account issues, including SUA issues.
20.9.15	Supply Chain and Procurement	Transaction Processing	Supplier Profile Set-Up	Ensure supplier(s) has/have been set up correctly in all internal systems (i.e. invoice receipt, payment processing), as applicable. Includes original set up of new supplier accounts, changing supplier accounts and data (such as addresses, obtaining W-9's, etc.).
20.9.16	Supply Chain and Procurement	Transaction Processing	Tax Customer Support	Perform customer support and inquiry resolution for issues and questions related to taxes for the Procurement function.
20.9.17	Supply Chain and Procurement	Transaction Processing	University and Supplier Relationship Coordination	Act as liaison between University and supplier(s).
20.9.18	Supply Chain and Procurement	Transaction Processing	Vendor Quote Coordination	Solicit and track vendor quotes, as well as communicate changes to master files.
20.10.1	Supply Chain and Procurement	Warehousing, Surplus, and Inventory Management	Auction Administration	Advertising, database preparation, clerking and recording of sales.
20.10.2	Supply Chain and Procurement	Warehousing, Surplus, and Inventory Management	Auction Preparation	Includes lotting of merchandise and concession setup.
20.10.3	Supply Chain and Procurement	Warehousing, Surplus, and Inventory Management	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
20.10.4	Supply Chain and Procurement	Warehousing, Surplus, and Inventory Management	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.

20.10.5	Supply Chain and Procurement	Warehousing, Surplus, and Inventory Management	Equipment Maintenance	Perform operational maintenance of equipment. Inspect equipment and issue work orders for repair and requisitions for replacement.
20.10.6	Supply Chain and Procurement	Warehousing, Surplus, and Inventory Management	Financial Management	Prepare annual budgets, schedule expenditures, and analyze cost variances and financial performance.
20.10.7	Supply Chain and Procurement	Warehousing, Surplus, and Inventory Management	Inventory Demand Management	Forecast demand for inventory using secondary research and customer feedback. Analyze and refine these forecasts.
20.10.8	Supply Chain and Procurement	Warehousing, Surplus, and Inventory Management	Inventory Procurement	Manage replenishment planning, including ordering of product, and the cost of supplying products.
20.10.9	Supply Chain and Procurement	Warehousing, Surplus, and Inventory Management	Inventory Reconciliation	Conduct physical counts of inventory (e.g. annual physical inventory) and reconcile with data storage system.
20.10.10	Supply Chain and Procurement	Warehousing, Surplus, and Inventory Management	Picking and Packing	Pick goods from storage locations and pack them into boxes, bales, or crates to be re-located or shipped out. Include time spent preparing boxes, bales, or crates to be shipped out or mailed.
20.10.11	Supply Chain and Procurement	Warehousing, Surplus, and Inventory Management	Pickup and Distribution Planning	Determine efficient routes, timing and space associated with item pick up and delivery.
20.10.12	Supply Chain and Procurement	Warehousing, Surplus, and Inventory Management	Receiving	Receive, unpack, and check-in goods as well as move them to the correct location to be stored.
20.10.13	Supply Chain and Procurement	Warehousing, Surplus, and Inventory Management	Safety	Promote and communicate workplace safety as well as check compliance with safety regulations and policies.
20.10.14	Supply Chain and Procurement	Warehousing, Surplus, and Inventory Management	Sales	Includes walk-in and online. Information collection and facilitation of sales and acquisition process.
20.10.15	Supply Chain and Procurement	Warehousing, Surplus, and Inventory Management	Surplus Management	Manage inventory of surplus goods and determine course of action for excess.
20.10.16	Supply Chain and Procurement	Warehousing, Surplus, and Inventory Management	Surplus Re-location	Move large amounts of goods from one section of a warehouse to another by the use of forklift or other heavy duty equipment.

20.10.17	Supply Chain and Procurement	Warehousing, Surplus, and Inventory Management	Surplus Transportation, Loading, and Unloading	Travel to and from locations where surplus is located, load and unload items.
20.10.18	Supply Chain and Procurement	Warehousing, Surplus, and Inventory Management	Warehouse Maintenance	Clean and maintain warehouse facilities.
21.1.1	Teaching	Instruction	Continuing Education Instruction	Deliver instruction for students enrolled in continuing education credit courses, professional development, and enrichment courses.
21.1.2	Teaching	Instruction	Graduate Instruction	Deliver instruction for students enrolled in Masters, Specialists or Doctoral degree credit courses.
21.1.3	Teaching	Instruction	Professional Instruction	Deliver instruction in a professional/business setting.
21.1.4	Teaching	Instruction	Public Instruction	Deliver instruction to members of the general public and in training / public education programs.
21.1.5	Teaching	Instruction	Undergraduate Instruction	Deliver instruction for students enrolled in undergraduate degree credit courses.
21.2.1	Teaching	Instruction Administration	Attend Events and Programs	Attend seminars, conferences, and other events to present or learn about leading instruction practices and strategies as well as other applicable academic related topics.
21.2.2	Teaching	Instruction Administration	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
21.2.3	Teaching	Instruction Administration	Class Preparation	Prepare instructional materials for classes including syllabi, lectures, presentations, handouts, tests and quizzes, paper prompts, etc.
21.2.4	Teaching	Instruction Administration	Course and Program Assessment	Assess University courses, education programs and curriculum. Measure curriculum outcomes against goals and department/University targets.
21.2.5	Teaching	Instruction Administration	Course and Program Fiscal Management	Manage funds allocated for specific academic courses and/or programs by making purchases, submitting reimbursement requests, etc.
21.2.6	Teaching	Instruction Administration	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
21.2.7	Teaching	Instruction Administration	Department Meetings	Attend internal and external college, campus, and department meetings.
21.2.8	Teaching	Instruction Administration	Department Strategy	Plan, define, and validate an overall philosophy and approach for the department function. Includes aligning work activities with the campus and System business strategy and current initiatives.

21.2.9	Teaching	<i>Instruction Administration</i>	Leverage Technology	Leverage technology and software (e.g. UMKC Connect, MU Connect, early alert technologies, learning analytics, learning management systems, student success technologies) and other related institutional resources to maximize student success and retention.
21.2.10	Teaching	<i>Instruction Administration</i>	Online and Hybrid Program Development	Participate in the development or improvement in the structure and content of online and/or hybrid courses.
21.2.11	Teaching	<i>Instruction Administration</i>	Policy Consulting	Provide input and professional experience to the development of University policies regarding Education.
21.2.12	Teaching	<i>Instruction Administration</i>	Professional Development	Participate in personal development (e.g. conferences and other professional experiences to learn about and share best practices, analytics metrics, assessments and learning technologies) and institutional compliance trainings.
21.2.13	Teaching	<i>Instruction Administration</i>	Professional Standards and Policy Compliance	Keep up to date on accreditation requirements and other professional standards.
21.2.14	Teaching	<i>Instruction Administration</i>	Program and Curriculum Development	Develop, manage, and consult in the development and updating of academic programs, majors/minors, and curriculum. Include the determination of appropriate technologies for these. Participate in campus curriculum committees.
21.2.15	Teaching	<i>Instruction Administration</i>	Scholarship of Teaching	Engage in the scholarship of teaching by adding to the public knowledge about teaching and learning as well as seeking out the practices of others.
21.2.16	Teaching	<i>Instruction Administration</i>	Staff Management	Assign and supervise staff work assignments and roles as well as review and provide input on their work output.
21.2.17	Teaching	<i>Instruction Administration</i>	Student and Intern Management	Assign and supervise student and intern work assignments and roles as well as review and provide input on their work output.
21.2.18	Teaching	<i>Instruction Administration</i>	Student and Intern Management	Assign and supervise student and intern work assignments and roles as well as review and provide input on their work output.
21.2.19	Teaching	<i>Instruction Administration</i>	Summative Student Evaluation	Assess student academic performance through the grading of coursework, assessment of student presentations and group work, etc.
21.3.1	Teaching	<i>Student Advising</i>	Course Related Advising	Hold office hours, or their equivalent, to provide students with individualized coursework guidance and feedback.
21.3.2	Teaching	<i>Student Advising</i>	Formative Student Assessment	Ongoing monitoring and assessment of students' understanding of class topics both online and in the classroom. Provide feedback to students on their strengths and weaknesses as well as areas for improvement.
21.3.3	Teaching	<i>Student Advising</i>	Student Mentorship	Provide mentorship counseling to students on course selection, academic requirements, career planning, resumes and cover letters, continued graduate education etc.
21.3.4	Teaching	<i>Student Advising</i>	Tutoring and Remediation	Provide tutoring instruction and services to students and/or remediation support.
22.1.1	University Advancement	<i>Asset Management</i>	Asset Administration	Administer University portfolio of donated assets or a portion of the portfolio. Include time spent collaborating with other units such as Finance.

22.1.2	University Advancement	Asset Management	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
22.1.3	University Advancement	Asset Management	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
22.1.4	University Advancement	Asset Management	Endowment Administration	Administer and process planned gifts, stock gifts, endowments, life insurance policies, etc. and audit related processes. Include time spent collaborating with other units such as Finance.
22.2.1	University Advancement	Comprehensive Campaign Management	Annual Drive Management	Coordinate, manage, and/or execute annual fundraising drive for University or unit.
22.2.2	University Advancement	Comprehensive Campaign Management	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
22.2.3	University Advancement	Comprehensive Campaign Management	Campaign Tracking	Track progress and data on campaigns and/or the annual fundraising drive for University or unit.
22.2.4	University Advancement	Comprehensive Campaign Management	Capital Campaign Management	Plan, coordinate, execute, or manage capital campaigns other than the annual fundraising drive.
22.2.5	University Advancement	Comprehensive Campaign Management	Communications	Oversee internal and external campaign communications to volunteers, donors, legislatures, key stakeholders, etc. Coordinate with public radio for communications.
22.2.6	University Advancement	Comprehensive Campaign Management	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis (e.g. past campaign performance, KPIs). Conduct general data entry (to a spreadsheet, system or database) or manually update information.
22.2.7	University Advancement	Comprehensive Campaign Management	Manage Campaign Committees	Set-up and direct the activities and the meetings of campaign committees. Execute the campaign's public launch and regional roll-out.
22.2.8	University Advancement	Comprehensive Campaign Management	Non-Capital Campaign Management	Plan, coordinate, execute, or manage non-capital campaigns.
22.2.9	University Advancement	Comprehensive Campaign Management	Phone-a-thon Management	Coordinate, manage, and/or execute phone-a-thon drives for University or unit.
22.3.1	University Advancement	Corporate Relations	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
22.3.2	University Advancement	Corporate Relations	Corporate Relations	Develop and identify corporate partnerships external to the University. Identify areas of collaboration and partnership which include philanthropy, research, distance education and student recruitment.
22.3.3	University Advancement	Corporate Relations	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
22.3.4	University Advancement	Corporate Relations	Organizational Constituent Outreach	Establish and maintain relations with area and national companies, corporations, and foundations to secure grants, donations, gifts, and fellowships for units and students.

22.3.5	University Advancement	<i>Corporate Relations</i>	Organizational Constituent Relationships	Maintain relations with area and national companies, corporations, and foundations who have previously been engaged or donated to the University.
22.4.1	University Advancement	<i>Events and Programs</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
22.4.2	University Advancement	<i>Events and Programs</i>	Constituent Organization Support	Assist and consult with organizations for strategy and planning for programs and events, including logistics, volunteer leadership recruitment and staffing, sponsorship solicitations, budget tracking, communications and collateral, event registration and/or managing RSVPs/tickets/tables and seating.
22.4.3	University Advancement	<i>Events and Programs</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
22.4.4	University Advancement	<i>Events and Programs</i>	Event Coordination	Coordinate and execute programs and events (e.g. special meetings, dinners, open houses, symposia, class reunions, special alumni activities, etc.), including logistics, volunteer leadership recruitment and staffing, sponsorship solicitations, budget tracking, communications and collateral, event registration and/or managing RSVPs/tickets/tables and seating.
22.4.5	University Advancement	<i>Events and Programs</i>	Event Planning	Strategize and plan programs and events (e.g. special meetings, dinners, open houses, symposia, class reunions, special alumni activities, etc.), including logistics, volunteer leadership recruitment and staffing, sponsorship solicitations, budget tracking, communications and collateral, event registration and/or managing RSVPs/tickets/tables and seating.
22.4.6	University Advancement	<i>Events and Programs</i>	Onsite Event Support	Provide onsite logistics and support for events or programs.
22.5.1	University Advancement	<i>Fundraising Administration</i>	5013C Management	Manage all aspects of a separate 501C3 organization.
22.5.2	University Advancement	<i>Fundraising Administration</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
22.5.3	University Advancement	<i>Fundraising Administration</i>	Campaign Reporting	Develop reports on campaigns and/or the annual fundraising drive for University or unit.
22.5.4	University Advancement	<i>Fundraising Administration</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
22.5.5	University Advancement	<i>Fundraising Administration</i>	Data Reconciliation	Perform financial reconciliations (of donor records) with ledgers, including time spent matching unit data to University fundraising/development data.
22.5.6	University Advancement	<i>Fundraising Administration</i>	Fundraising Agreements	Develop, modify, review, distribute, and collect fundraising and donor agreements. Include time spent coordinating with legal counsel.
22.5.7	University Advancement	<i>Fundraising Administration</i>	Pledge Processing	Receive and record donor pledges, record gifts, and provide gift receipts.

22.5.8	University Advancement	Fundraising Administration	Prospect Coordination	Coordinate pursuit of prospects and multi-allocation donations with other University units.
22.6.1	University Advancement	Fundraising and Development	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
22.6.2	University Advancement	Fundraising and Development	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
22.6.3	University Advancement	Fundraising and Development	Portfolio Management	Utilize moves management to manage a portfolio of major and/or deferred gift prospects.
22.6.4	University Advancement	Fundraising and Development	Secure Major Gifts	Develop meaningful relationships with donors to facilitate and secure major and deferred gifts to the University utilizing a variety of techniques designed to develop relationships of influence utilizing: written correspondence, face to face visits, and phone conversations.
22.6.5	University Advancement	Fundraising and Development	Visit Planning	Coordinate and/or execute strategic visits for development personnel, senior leaders and academic partners to visit donors and corporate partners.
22.7.1	University Advancement	Management and Administrative	Alumni House Management	Oversee and coordinate all events and maintenance of the alumni house.
22.7.2	University Advancement	Management and Administrative	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
22.7.3	University Advancement	Management and Administrative	Communications	Plan and execute structured communications associated with department efforts in conjunction with the goals and objectives of the department/campus/University's leadership team. Answer departmental questions.
22.7.4	University Advancement	Management and Administrative	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
22.7.5	University Advancement	Management and Administrative	Department Budgeting	Develop and manage departmental operating budgets and costs.
22.7.6	University Advancement	Management and Administrative	Department Management Data Analysis	Measure program and/or service effectiveness by analyzing quantitative and qualitative data and comparing results against expected performance objectives and scorecards. For example, presenting departmental scorecard results against expected performance objectives.
22.7.7	University Advancement	Management and Administrative	Department Meetings	Attend internal and external college, campus, and department meetings.
22.7.8	University Advancement	Management and Administrative	Department Strategy	Plan, define, and validate an overall philosophy and approach for the department function. Includes aligning work activities with the campus and System business strategy and current initiatives.
22.7.9	University Advancement	Management and Administrative	Personal Professional Development	Participate in personal development (e.g. national/regional associations and conferences and other professional experiences), work related trainings, and institutional compliance trainings. Include time spent in trainings required for licensure and certifications.

22.7.10	University Advancement	<i>Management and Administrative</i>	Professional Development	Coach and mentor direct report employees and provide development and career progression guidance.
22.7.11	University Advancement	<i>Management and Administrative</i>	Project Management and Coordination	Coordinate project activities between key stakeholders. Ensure quality control with on-going projects, manages project planning, development, and execution activities, monitors performance and identified KPIs (measure to established benchmarks), manages and tracks budget timelines, and manages implementation efforts.
22.7.12	University Advancement	<i>Management and Administrative</i>	Project Planning	Set project goals and determine both internal and external actions and resources needed to achieve goals.
22.7.13	University Advancement	<i>Management and Administrative</i>	Recruitment and Retention	Provide staff support for recruitment and retention efforts including interviews, associated paperwork/processing, and data entry, and file management.
22.7.14	University Advancement	<i>Management and Administrative</i>	Staff Management	Assign and supervise staff work assignments and roles as well as review and provide input on their work output.
22.7.15	University Advancement	<i>Management and Administrative</i>	Student and Intern Management	Assign and supervise student and intern work assignments and roles as well as review and provide input on their work output.
22.8.1	University Advancement	<i>Marketing and Communications Support</i>	Art Direction	Provide creative oversight for graphic design work for digital and print materials to elevate the brand and ensure consistency.
22.8.2	University Advancement	<i>Marketing and Communications Support</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
22.8.3	University Advancement	<i>Marketing and Communications Support</i>	Brand Templates and Graphics	Maintain a central graphics repository necessary to consistently represent and maintain brand integrity.
22.8.4	University Advancement	<i>Marketing and Communications Support</i>	Community Development	Promote the formation and supportive interactions in internal and external communities targeted towards benefiting the general public and improving the campus community.
22.8.5	University Advancement	<i>Marketing and Communications Support</i>	Content Strategy	Develop strategy for content across the University's digital presence.
22.8.6	University Advancement	<i>Marketing and Communications Support</i>	Copy Editing	Edit and proof writing content for University print and digital platforms (e.g. websites, marketing materials, advertising campaigns, etc.).
22.8.7	University Advancement	<i>Marketing and Communications Support</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.

22.9.1	University Advancement	<i>Policies and Procedures</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
22.9.2	University Advancement	<i>Policies and Procedures</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
22.9.3	University Advancement	<i>Policies and Procedures</i>	Policy Management	Develop and maintain University guidelines, policies, and procedures for University Advancement processes. Draft and maintain handbooks and other documentation.
22.9.4	University Advancement	<i>Policies and Procedures</i>	Policy Training	Provide trainings and communication on University policies regarding University Advancement.
22.9.5	University Advancement	<i>Policies and Procedures</i>	Terms Negotiation	Negotiate award terms with granting agenc(ies).
22.10.1	University Advancement	<i>Research and Analysis</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
22.10.2	University Advancement	<i>Research and Analysis</i>	Campaign Data Analysis	Perform analysis of fundraising activity, trends, and campaigns and drives to make corrections to strategy and report on results to internal or external entities.
22.10.3	University Advancement	<i>Research and Analysis</i>	Campaign Data Research and Collection	Develop data on potential major donors to University, school, department, agency or other member.
22.10.4	University Advancement	<i>Research and Analysis</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
22.10.5	University Advancement	<i>Research and Analysis</i>	Data integrity and Management	Ensure quality control of additions and changes to data (such as alumni/donor database), managing access (security and training) for database, reviewing contracts and requests for data reporting and serving as data custodian for campus.
22.10.6	University Advancement	<i>Research and Analysis</i>	Data Reporting	Review, process and provide reports from database (i.e., mailing lists, class lists, etc.).
22.11.1	University Advancement	<i>Stewardship and Relationship Management</i>	Constituent Board Management	Provide guidance to alumni and constituent boards and their core strategic mission including meetings with campus leaders, strategic planning, board development, exploring new programs and relationships, leveraging partnerships with the goal of enhancing advocacy and donor support.
22.11.2	University Advancement	<i>Stewardship and Relationship Management</i>	Rework	Identify and fix errors (e.g. data, policy, omissions, and procedural). Perform manual revisions and corrections. This includes time that is wasted but is out of your control due to the systems you use, communications issues, etc.
22.11.3	University Advancement	<i>Stewardship and Relationship Management</i>	Constituent Board Support	Provide day to day staff assistance and support to alumni and constituent boards and their core activities, including bylaws, chartering, financial audits, elections, orientations, board functions and minutes, committees and their activities.
22.11.4	University Advancement	<i>Stewardship and Relationship Management</i>	Constituent Communications	Develop or curate content for constituent/alumni/volunteer communications. Implement communications on various platforms (social, web, email marketing, etc.). Coordinate, calendar, track analytics on communications to external constituents.

22.11.5	University Advancement	<i>Stewardship and Relationship Management</i>	Constituent Customer Service	Answer and manage incoming calls, emails, mail and inquiries from alumni, constituents, donors and volunteers along with the general public, providing information, support and connections.
22.11.6	University Advancement	<i>Stewardship and Relationship Management</i>	Constituent Outreach	Write letters, visit, call, and otherwise pursue relationships with potential constituents and donors.
22.11.7	University Advancement	<i>Stewardship and Relationship Management</i>	Constituent Relationships	Write letters, visit, call, and otherwise maintain relationships with existing constituents and donors.
22.11.8	University Advancement	<i>Stewardship and Relationship Management</i>	Constituent Stewardship	Steward and thank alumni, volunteers, and other constituents. Develop and coordinate volunteer, alumni, and constituent recognition and awards programs.
22.11.9	University Advancement	<i>Stewardship and Relationship Management</i>	Data and Content Collection and Entry	Manually gather and/or compile content and data from multiple sources for consolidation and synthesis. Conduct general data entry (to a spreadsheet, system or database) or manually update information.
22.11.10	University Advancement	<i>Stewardship and Relationship Management</i>	Donor Evaluation Analysis	Evaluate potential donors by reviewing alumni and other prospect lists, University relationships, pipelines developed by alumni and University groups, etc.
22.11.11	University Advancement	<i>Stewardship and Relationship Management</i>	Government Relations	Develop and support relationships with key governmental entities and organizations.
22.11.12	University Advancement	<i>Stewardship and Relationship Management</i>	Solicitation	Cultivate relationships with identified prospects or current active donors and solicit donations of all types.
22.11.13	University Advancement	<i>Stewardship and Relationship Management</i>	Volunteer Management	Recruit, train and guide alumni and volunteers to build advocacy support and donor pipeline.