Job Classification Specification

Campus Operations & Protection Specialist 2

Position Summary

Responsible for handling a variety of assigned complex projects in campus operations. Applies in-depth level subject matter knowledge. Formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. Decisions are guided by policies, procedures and business plan; receives minimal guidance and oversight from manager.

TYPICAL TASKS (These examples do not include all possible tasks in this work and do not limit the assignment of related tasks in any position of this class.)

Analyzes and measures the effectiveness of existing business processes and develops sustainable, repeatable and quantifiable business process improvements.

Researches best business practices within and outside the organization to establish benchmark data.

Collects and analyzes process data to initiate, develop and recommend business practices and procedures that focus on enhanced safety, increased productivity, and reduced cost.

Determines how new information technologies can support reengineering business processes.

Solves complex problems; takes a new perspective using existing solutions.

Works independently; receives minimal guidance.

Acts as a resource for colleagues with less experience.

Ensures that good customer relations are maintained, and customer claims and complaints are resolved fairly and effectively, and in accordance with the consumer laws.

Develops, markets, innovates, and directs PTS alternative transportation projects, programs, and policies.

Assists with the development, implementation, monitoring, and analysis of University Risk Management & Insurance programs, policies & initiatives.
Campus Operations & Protection Specialist 2 (cont’d)

Operational Role

Modifies practices and procedures to improve efficiency and quality; searches for better ways to effectively achieve end results by, for example, scheduling work steps, arranging/re-arranging the way work is generally performed, and adding or deleting elements of processes as necessary.

Scope of Measurable Impact

Actions tend to affect a department or critical project outcomes; performance results tend to relate to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, and resource allocation/effectiveness.

Independence and Decision-Making

Mostly works independently according to standard operating procedures (may develop some processes/procedures); generally responsible for keeping processes moving in a productive direction, and will look for supervisory approvals when changes to process steps are considered and when additional resources for task completion are required.

Complexity and Problem Solving

Problems are increasingly difficult to identify and are sufficiently difficult that they cannot be solved using existing practices and procedures; may have to respond/adapt to changing conditions or circumstances, requiring creativity and the development of new approaches when resolving issues.

Required Qualifications

Requires BA/BS with at least 8 years of experience and prior oversight of a small department or cross-disciplinary team; typically is responsible for managing a department of notable size, complexity, or significance that, in part, affects how well the organization to which the incumbent belongs operates.

Effective 2/24/14