

Position Allocation Matrix for Use in Evaluating MSUAASF Positions
(Words in the glossary appear in **bold** the first time they are used in each cell)

Level	A	B	C	D	E
Factor 1 Knowledge, expertise	Ability to provide direct customer service at a professional level to meet student or program needs. Ability to recognize and understand the complexity of issues sufficient to make appropriate referrals. Basic knowledge of the higher education environment and general practices. Basic knowledge of a program sufficient to accomplish work assignments.	Description in column A applies, plus: Knowledge of a specific program or function of a department sufficient to accomplish multiple work assignments and projects. May be the specialist or technical knowledge expert within a particular program. Ability to recognize and understand the impact of work on other functions within the program/department. Ability to integrate general knowledge of other university programs into the provision of information and advice to clientele.	Descriptions in columns A & B apply, plus: Knowledge of a complex body of practices and procedures for a specific program(s) or specialized activity within a department (e.g., some positions require in-depth specialized skills and knowledge in order to provide professional services). Ability to integrate all functions within the program(s) or departmental activity to accomplish objectives. Ability to relate the work of the program(s) or department activity to the broader work of the university . Serves as a university expert for policies, procedures and principles applicable to a program or specialized activity.	Descriptions in columns A-C apply, plus: Advanced knowledge of a complex set of principles, policies, practices and data applicable to the operations of a major activity within a department, section or area . Ability to integrate knowledge of the work and operations of the department to the goals of the department, section or area. Serves as the university's expert for the policies, procedures, and principles applicable to a department.	Descriptions in columns A-D apply, plus: Comprehensive knowledge of a complex set of principles, policies, practices and data applicable to a department or section . Ability to relate and integrate knowledge of the functions of the department or section to the university and its diverse purposes. Serves as the university's recognized authoritative expert for one or more departments.
Factor 2 Innovative Thinking	Apply established policies, procedures and precedents. Innovation is most often expressed as process improvement.	Description in column A applies, plus: Interpret current policies and procedures relative to well-defined issues and recommend innovative solutions where none exist.	Descriptions in columns A & B apply, plus: Interpret current policies and procedures relative to complex issues that affect others and recommend innovative solutions. Communicate with those affected prior to implementation.	Descriptions in columns A-C apply, plus: A high level of innovation is needed to proactively address issues affecting a department . Most issues are addressed independently. Consultation occurs as appropriate in highly sensitive or complex situations.	Descriptions in columns A-D apply, plus: Innovative solutions to situations without precedent or in definition of new directions are expected. May be a key individual in crisis management situations within the university . Most issues are resolved independently. Consultation occurs in order to take into account the communication needs of management and university administration.

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Factor 3 Strategic Planning and Assessment	Participate in strategic planning and goal setting for program . Conduct assessment activities as assigned.	Description in column A applies, plus: Develop and implement tactical initiatives in support of program strategies.	Description in columns A & B apply, plus all of the following: Participate in developing strategic and/or long range plans for a department ; responsible for the development of strategic plans, goals, and objectives for a program ; design and conduct assessment projects.	Descriptions in columns A-C apply, plus: Assure alignment of program/department planning and assessment activities with section/university strategic plan.	Descriptions in columns A-D apply, plus: Responsible for the development of the strategic and long range plans, goals, and objectives for one or more departments .
Factor 4 Policy, Procedures, Laws and Regulations	Apply and follow university-wide and program/departmental policies and procedures as well as laws and regulations of state and federal agencies and other governing bodies (e.g., NCAA, ICE, NCA/HLC). May develop procedures for a program.	Description in column A applies, plus: Interpret and implement program/departmental policies and procedures. Develop procedures for a program.	Description in columns A & B apply, plus: Recommend policies for a program or specialized activity. Grant appeals and exceptions where precedent exists.	Descriptions in columns A-C apply, plus: Establish and implement policies and procedures on the program/departmental level, coordinating and integrating within the area . Grant appeals and exceptions, where no precedent exists. Interpret and implement university-wide policies and procedures as well as laws and regulations of state and federal agencies and other governing bodies (e.g., NCAA, ICE, NCA/HLC).	Descriptions in columns A-D apply, plus: Develop, obtain approval of, and implement university-wide policies and procedures . Identify and interpret applicable laws and regulations of state and federal agencies and other governing bodies (e.g., NCAA, ICE, NCA/HLC).
Factor 5 Decision making and Accountability (and Impact)	Independent decisions are made within the program , following established procedures.	Description in column A applies, plus: Independent decisions are made within the program , in conformance with policies and precedents.	Description in columns A & B apply, plus: Program level decisions are made by choosing from among multiple courses of action that affect stakeholders with diverse interests. Decisions may affect more than one program.	Descriptions in columns A-C apply, plus: Decisions are made within a department that affects multiple stakeholders with competing interests. May involve review of decisions made at a lower level.	Descriptions in columns A-D apply, plus: Departmental level decisions are made that balance competing priorities and needs of various departments, programs , and stakeholders . Decisions are typically made following solicitation of input from affected stakeholders.
Factor 6 Resource Management	May monitor resources. Responsibility for managing resources is not a significant factor in this position.	Has some discretion for limited resources and/or limited discretion over larger resources for dedicated purposes.	Description in columns B applies, plus: Discretion to manage resources for a program(s) .	Descriptions in columns B & C apply, plus: Discretion to manage all or most of the resources for a department .	Descriptions in columns B-D apply, plus: Authority to manage and commit resources for a department/section that have a major impact on the university .

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Factor 7 Leadership and Management	Accomplish assigned tasks in predetermined priority order. May assign work to clerical and student workers.	Description in column A applies, plus: Accomplish multiple assignments with differing time frames and deadlines. May require coordination with others. Priorities are established in consultation with the supervisor. May provide work direction to clerical and student workers.	Description in columns A & B apply, plus: Determine how to implement the work plan. Develop work plan(s) for program(s) . Prioritize and reprioritize work. Revise existing processes. May provide work direction to professional level employees. May participate in personnel decisions.	Descriptions in columns A-C apply, plus: Determine priorities and outcomes within the work plan. Will typically develop work plan for department or multiple programs . Lead, direct and assess the work professional level employees. Recommend new initiatives.	Descriptions in columns A-D apply, plus: On an annual basis, determine for department or section what will be done, when it needs to be accomplished and who will perform the work (not necessarily direct reports). May adjust the work plan as needed. Lead, direct and assess the work of others at the department or section level.
Factor 8 Communications and Relationships	Communicates effectively and clearly with stakeholders and coworkers. Obtains and provides information and factual data.	Description in column A applies, plus: Interprets and/or integrates data and information in order to provide advice and counsel to others. Communicates effectively with internal and external stakeholders , including eliciting additional and clarifying data.	Description in columns A & B apply, plus: Communicates effectively with stakeholders on sensitive and emotionally charged issues on a regular and recurring basis.	Descriptions in columns A-C apply, plus: Persuade and negotiate with stakeholders to obtain the desired results that have an impact on the department or may impact on the university .	Descriptions in columns A-D apply, plus: Persuade and negotiate and influence stakeholders to obtain the desired results that have a broad impact on the university .