Cornell University Staff Compensation Program
Generic Job Profile Summaries

Compensation Services
353 Pine Tree Road, East Hill Plaza, Ithaca, NY 14850
(607) 254-8355 | compensation@cornell.edu | www.hr.cornell.edu

Student Services Job Family: Coordinator Program Progression

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity. *A position that is classified into this title and band must meet the Cornell requirements for exemption under the FLSA*

GENERIC JOB PROFILE SUMMARIES

Coordinator Program I INDIVIDUAL CONTRIBUTOR	Coordinator Program II INDIVIDUAL CONTRIBUTOR	Coordinator Program III INDIVIDUAL CONTRIBUTOR	Manager Program MANAGEMENT	Director Program MANAGEMENT	Senior DIrector Program MANAGEMENT
Establish goals, objectives, and evaluation criteria for programs; evaluate program effectiveness on an ongoing basis, adjust programs accordingly.	Review and evaluate program outcome and assess deliverance of program objective; review and analyze program data to determine the effectiveness of existing programs and what adjustments to make; report on program accomplishments.	Collaborate with directors, managers and program staff to develop long range goals, action plans and measurement /evaluation processes; regularly review program strategic plan and assess effectiveness of the program in achieving it and determine any adjustments needed.	Provide oversight and direction for program development planning and evaluation; collaborate with others to evaluate programmatic priorities and needs; identify programmatic trends and new opportunities.	Provide leadership and direction for program development planning and evaluation; develop programmatic priorities; identify programmatic trends and new opportunities.	Provide leadership and direction for program development planning and evaluation; develop programmatic priorities.
May assist with recruitment, hiring, evaluating and training program staff, students and volunteers.	May assist with recruiting, hiring, training, and evaluating staff; set priorities and schedule office; assure that required activities are accomplished in a timely manner.	May assist with recruiting, hiring, and evaluating staff; set office priorities; assure that required activities are accomplished in a timely manner.	Supervise staff; conduct performance management, performance dialogues, ongoing coaching and counseling, and growth and professional development opportunities.	Lead and supervise staff; conduct performance management, performance dialogues, ongoing coaching and counseling, and growth and professional development opportunities.	Lead and direct all aspects of programs, including relationships with staff, departments and University units.
Adhere to and work within budget limitation; may develop and manage program budgets, monitor purchases and supplies.	Develop, manage and monitor the program budget; ensure that the program meets all grant obligations and reporting duties by established deadlines.	Develop, manage and oversee program budget; ensure that the program meets all grant obligations and reporting duties by established deadlines.	Develop, manage and oversee program budget.	Develop and manage program budget.	Develop overall program budgets.

Coordinator Program I INDIVIDUAL CONTRIBUTOR	Coordinator Program II INDIVIDUAL CONTRIBUTOR	Coordinator Program III INDIVIDUAL CONTRIBUTOR	Manager Program MANAGEMENT	Director Program MANAGEMENT	Senior DIrector Program MANAGEMENT
Manage programs on a day-to-day basis by recruiting and employing instructors and lecturers; scheduling facilities; obtaining materials; establish protocols for set-up and take-down; assist in the development of new programs.	Develop, initiate and oversee programs; define client needs for new or existing programs, develop programs and materials; oversees and all logistics of newly requested programs and current programs.	Provide a cohesive vision and direction for programs; responsible for oversight and implementation of comprehensive development of program models; recommend, develop and design programs and courses with appropriate faculty and staff.	Develop a cohesive vision and direction for programs; oversee the development and implementation of a comprehensive and coordinated programmatic model that addresses needs.	Develop a cohesive vision and direction for programs; oversee the development and implementation of a comprehensive and coordinated programmatic model that addresses needs; provide direct leadership for program development.	Lead and develop a long term strategic cohesive vision and direction for programs; lead the development and implementation of a comprehensive and coordinated programmatic model that addresses needs; provide leadership for program development; develop and manage international programs and projects
Determine priorities and oversee facilities use and maintenance; inform appropriate staff regarding building needs.	Determine priorities and oversee facilities use and maintenance; inform appropriate staff regarding building needs.				
Serve as resource and contact for student groups and may facilitate program development; advise students on standard contractual procedures and assist with problems.	Serve as resource for student groups; facilitate and advise student groups and organizations regarding the enhancement and development of programs.	Advise and serve as a resource and liaison to students, student organizations, program staff and to other student services staff; oversee the facilitation and development of student groups and organizations; participate and lead student councils and program boards.	May be responsible for students, student organizations, program staff and other student services staff; oversee the facilitation and development of student groups and organizations.	Responsible for students, student organizations, program staff and other student services staff; oversee the facilitation and development of student groups and organizations.	
Provide guidance to student groups and organizations on facility use, policy and procedures.	Provide guidance and oversight to student groups and organizations on facility use, policy and procedures.	Develop and oversee the implementation of programmatic policies and systemic procedures regarding facility usage.			
Recommend and implement programmatic policies and procedures.	Research, recommend and implement programmatic policies, procedures, and practices.	Research, recommend and implement programmatic policies, procedures, and practices.	Develop and oversee the implementation of programmatic policies and procedures.	Develop and oversee the implementation of programmatic policies and procedures.	Develop programmatic policies and procedures.

Coordinator Program I INDIVIDUAL CONTRIBUTOR	Coordinator Program II INDIVIDUAL CONTRIBUTOR	Coordinator Program III INDIVIDUAL CONTRIBUTOR	Manager Program MANAGEMENT	Director Program MANAGEMENT	Senior DIrector Program MANAGEMENT
Develop and maintain effective relationships with other segments of the department, other student/academic services, and individuals and agencies outside of the University.	Develop and maintain effective relationships with other segments of the department, other student/academic services, and individuals and agencies outside of the University.	Cultivate and maintain collaborative relationships with other departments across campus to promote the incorporation of programs in the Cornell community.	Cultivate and maintain collaborative relationships with other departments across campus to promote the incorporation of programs in the Cornell community; monitor internal and external planning needs and accountability requirements to identify, develop and implement practical solutions.	Cultivate and maintain collaborative relationships with other departments across campus to promote the incorporation of programs in the Cornell community; oversee the internal and external planning needs and accountability requirements; oversee the development and implementation of solutions.	Cultivate collaborative relationships with other colleges and units across campus to promote the incorporation of programs in the Cornell community; cultivate collaborative relationships with the surrounding and international community and constituents.
		Continually develop and enhance modes of sharing information and using media/technology in educating students; develop and oversee the programmatic policies regarding the use of media technologies.	Oversee the development and enhanced modes of sharing information and using media/ technology in educating students; develop and oversee the programmatic policies regarding the use of media technologies.		Lead the development modes of sharing information and using media/ technology in educating students; develop the programmatic policies regarding the use of media technologies.
		Write program annual reports and develop special reports as needed.	Write program annual reports and develop special reports as needed.	Develop and oversee the annual report and the development of special reports as needed for compliance.	Develop and oversee the annual report and the development of special reports as needed for compliance.
			Develop and implement plans and expected milestones to address identified deficits; develop assessment plans for remediation and follow up on progress toward goals.	Develop and oversee plans and expected milestones to address identified deficits; develop assessment plans for remediation and follow up on progress toward goals.	Develop long range strategic goals and plans to address identified deficits; oversee the development of assessment plans for remediation and follow up on progress toward goals.
Participate in strategic and operational planning for programs.	Participate and recommend strategic and operational planning for programs.	Participate and recommend strategic and operational planning for programs.	Develop and recommend strategic and operational planning for programs.	Develop strategic and operational planning for programs.	Lead and develop short and long term strategic and operational planning for international and local programs.

Coordinator Program I INDIVIDUAL CONTRIBUTOR	Coordinator Program II INDIVIDUAL CONTRIBUTOR	Coordinator Program III INDIVIDUAL CONTRIBUTOR	Manager Program MANAGEMENT	Director Program MANAGEMENT	Senior DIrector Program MANAGEMENT
Identify and seek out grant funding to support programs; participate in grant writing.	Research, identify and pursue additional funding sources to help support program expenses; be creative in seeking funding sources or sponsorships to enhance the program and participants experience; write grant proposals.	Research, identify and pursue additional funding sources to help support program expenses; write grant proposals.	Oversee the submission of grant proposals.		
Represent programs as an on-site administrator at events both on and off-campus; monitor quality issues; interact with and advise faculty, staff, and students; troubleshoot problems.	Represent the department, both on- and off- campus, in matters related to program development, implementation and efficiency; resolve moderately complex concerns and problems.	Coordinate and administer programs both on and off campus; represent the program in activities both on and off campus; resolve complex concerns and problems.	Manage programs both on and off campus; oversee programs and activities both on and off campus; complex concerns and problems; assure resolution of participants concerns by nurturing relationships and collaboration with other areas.	Manage programs both on and off campus; resolve highly complex concerns and problems; assure resolution of participants concerns by nurturing relationships and collaboration with other areas.	Lead and direct programs both on and off campus; may have to resolve highly complex concerns and problems; assure resolution of participants concerns by nurturing relationships and collaboration with others.
Develop, update, and distribute all marketing materials for programs; provide input and assist in developing marketing strategies.	Develop all marketing materials for programs; provide input and assist in developing marketing strategies.	Responsible for the development of program publications and other resources and marketing tools to create a comprehensive marketing and communication program that will serve to inform the community about the programs.	Manage the development of program publications and other resources and marketing tools to create a comprehensive marketing and communication program that will serve to inform the community about the programs.	Direct the development of program publications and other resources and marketing tools to create a comprehensive marketing and communication program that will serve to inform the community about the programs.	Responsible for the overall strategic development of program publications and other resources and marketing tools to create a comprehensive marketing and communication program that will serve to inform the community about the programs.
May negotiate performance, service and/or supply contracts required by the program.	Negotiate performance, service and/or supply contracts required by the program.				
					Represent the University with donors and international agencies

JOB FACTOR PROFILE TABLE

FACTOR PROFILE	10196 COORDINATOR PROGRAM I, BAND E	10197 COORDINATOR PROGRAM II, BAND F	10198 COORDINATOR PROGRAM III, BAND G	10621 MANAGER PROGRAM, BAND G	11622 DIRECTOR PROGRAM, BAND H	10272 SENIOR DIRECTOR PROGRAM, BAND I
MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY	Bachelor's degree and 2 to 4 years relevant experience or equivalent combination	Bachelor's degree and 3 to 5 years relevant experience or equivalent combination	Master's degree and 3 to 5 years relevant experience or equivalent combination	Master's degree and 3 to 5 years relevant experience or equivalent combination	Master's degree and 5 to 7 years relevant experience or equivalent combination	Master's degree and 7 to 10 years relevant experience or equivalent combination
IMPACT	Moderate impact	Moderate impact	Moderate impact	Substantial impact	Substantial impact	Substantial impact
CONTACTS - INSIDE	Provide guidance Coordinate activities	Provide guidance Coordinate activities	Persuade others to take particular course of action Coordinate major activities	Persuade others to take particular course of action Coordinate major activities	May involve sensitive situations Coordinate major activities	May involve sensitive situations Coordinate major activities
CONTACTS - OUTSIDE	Providing information that exists within pre-established documents and or programs.	Provide/receive guidance, advice or information that must be analyzed and developed by the position	Provide/receive guidance, advice or information that must be analyzed and developed by the position	Provide/receive guidance, advice or information that must be analyzed and developed by the position	Develop and make presentations and negotiate with others	Develop and make presentations and negotiate with others
CONTACTS - STUDENTS	Occasional contact to provide information and instruction	Frequent contact dealing with confidential matters	Frequent contact dealing with confidential matters	Limited contact	Occasional contact to provide information and instruction	Occasional contact to provide information and instruction

FACTOR PROFILE	10196 COORDINATOR PROGRAM I, BAND E	10197 COORDINATOR PROGRAM II, BAND F	10198 COORDINATOR PROGRAM III, BAND G	10621 MANAGER PROGRAM, BAND G	11622 DIRECTOR PROGRAM, BAND H	10272 SENIOR DIRECTOR PROGRAM, BAND I
SUPERVISION	Day-to-day supervisory direction to employees within the department.	Day-to-day supervisory direction to employees within the department.	Day-to-day supervisory direction to employees within the department.	Day-to-day supervisory direction to employees within the department.	Day-to-day supervisory direction to employees within the department.	Provide supervisory direction to other managers
COMPLEXITY	Frequently adapt, combine or make improvements in an existing service, product, process or program. Work requires reasoning skills and judgment	Frequently adapt, combine or make improvements in an existing service, product, process or program. Work requires reasoning skills and judgment	Occasionally required to develop new, imaginative or innovative solutions, services, products, process or programs. Work requires sophisticated reasoning skills	Occasionally required to develop new, imaginative or innovative solutions, services, products, process or programs. Work requires sophisticated reasoning skills	Continually required to develop new, imaginative or innovative solutions, services, products, process or programs. Work requires conceptual and imaginative thinking in a highly complex and uncharted environment	Continually required to develop new, imaginative or innovative solutions, services, products, process or programs. Work requires conceptual and imaginative thinking in a highly complex and uncharted environment
LEVEL OF DECISION MAKING	Responsible for making decisions within prescribed limits and/or providing input to others for decision-making	Responsible for making decisions within prescribed limits and/or providing input to others for decision-making	Responsible for assisting in and influencing decisions concerning policy-setting, research, planning or students	Responsible for assisting in and influencing decisions concerning policy-setting, research, planning or students	Responsible making decisions concerning policy-setting, research, planning, or students	Responsible making decisions concerning policy-setting, research, planning, or students
FREEDOM OF ACTION	General Supervision Some interpretation of established policies and procedures required	Very general supervision Interpretation of work policies and procedures required. May deviate from standard work practices	Very general supervision Interpretation of work policies and procedures required. May deviate from standard work practices	Very general supervision Interpretation of work policies and procedures required. May deviate from standard work practices	Little direct supervision Considerable latitude for exercising judgment and self-direction	Little direct supervision Considerable latitude for exercising judgment and self-direction
EFFECT OF DECISION MAKING	Directly affect a functional area Minimal effect on students and employees	Directly affect a functional area Minimal effect on students and employees	Directly affect multiple functional areas Limited effect on students and employees	Directly affect several depts within a college, school, or administrative unit Significant effect on students and employees	Directly affect several depts within a college, school, or administrative unit Significant effect on students and employees	Directly affect several depts within a college, school, or administrative unit Significant effect on students and employees

FACTOR PROFILE	10196 COORDINATOR PROGRAM I, BAND E	10197 COORDINATOR PROGRAM II, BAND F	10198 COORDINATOR PROGRAM III, BAND G	10621 MANAGER PROGRAM, BAND G	11622 DIRECTOR PROGRAM, BAND H	10272 SENIOR DIRECTOR PROGRAM, BAND I
WORKING CONDITIONS	Normal working conditions including no or limited exposure to hazardous conditions/materials/ equipment. Safety gear may sometimes be required	Normal working conditions including no or limited exposure to hazardous conditions/materials/ equipment. Safety gear may sometimes be required	Normal working conditions including no or limited exposure to hazardous conditions/materials/ equipment. Safety gear may sometimes be required	Normal working conditions including no or limited exposure to hazardous conditions/materials/ equipment. Safety gear may sometimes be required	Normal working conditions including no or limited exposure to hazardous conditions/materials/ equipment. Safety gear may sometimes be required	Normal working conditions including no or limited exposure to hazardous conditions/materials/ equipment. Safety gear may sometimes be required