

# University of Houston

## Proposed Job Description

*Job Title*

*Job Code*

*Pay Plan*

*Family*

*FLSA*

*Pay Grade*

*Sub-Family*

***This position may be security sensitive requiring a criminal history investigation of the final candidate.***

***Summary***

***Job Duties*** (Recommend 8-10 job duties)

## ***Job Requirements***

### ***Education***

0 - Seeking HR Recommendation

1 - Requires the ability to read, write and follow simple oral instructions as might normally be acquired through up to 8 years of formal schooling.

2 - Requires the ability to read, write, add, subtract and follow oral and/or basic written instructions as might normally be acquired through 9 to 11 years of formal schooling.

3 - Requires a basic knowledge of grammar, spelling, punctuation and simple mathematical functions like percentages, ratios, etc. as might normally be acquired through attainment of a high school diploma or GED.

4 - Requires specialized training in basic trades, principles, procedures, practice, \*\*routines or techniques in a specific area or trade which might normally be acquired through up to 18 months of education or training beyond the high school level. Vocational competence in the operation of mechanical or electronic equipment may be required.

5 - Requires the ability and knowledge for analysis and interpretation of procedures, policies and practices attainable through specific education and/or training programs in a specialty or technical field. Advanced vocational or electronic skills or a basic knowledge of a professional field is required. An Associate's degree or certification/licensing in a technical speciality program of over 18 months and up to 3 years duration are characteristics of this field.

6 - Requires a thorough understanding of both theoretical and practical aspects of an analytical, technical or professional discipline, or the basic knowledge of more than one professional disciplines. Knowledge of the discipline is normally obtained through a formal, directly job-related, 4 year degree from a college or university or an equivalent in-depth specialized training program that is directly related to the type of work being performed.

7 - Requires application of advanced principles, techniques and theory in a professional discipline or a thorough general business management knowledge. Knowledge of this level is typically obtained through a directly job-related Master's degree or equivalent formal training in a recognized field of specialization that is directly related to the type of work being performed.

8 - Requires singular knowledge of a specialized advanced professional discipline or the highest level of general business knowledge, normally acquired through attainment of a directly job-related terminal degree or equivalent formal training in a recognized field of specialization that is directly related to the type of work being performed.

### ***Experience***

- 0 - Seeking HR Recommendation
- 1 - No experience required
- 2 - Requires a minimum of six (6) months of directly job-related experience.
- 3 - Requires a minimum of one (1) year of directly job-related experience.
- 4 - Requires a minimum of three (3) years of directly job-related experience.
- 5 - Requires a minimum of five (5) years of directly job-related experience.
- 6 - Requires a minimum of seven (7) years of directly job-related experience.

### ***Certification***

- 0 - Seeking HR Recommendation
- 1 - None
- 2 - Requires a valid Texas Driver's License.
- 3 - Requires technical certification or licensing directly related to the job as specified on the job posting details.
- 4 - Requires professional licensing certification or registration directly related to the job, as specified on the job posting details.

### ***Work Complexity***

- 1 - Requires the ability to understand and follow specific instructions and procedures. Work consists of routine and repetitive tasks, processes or operations requiring the selection and execution of simple actions.
- 2 - Requires a general working knowledge of a specific functional area and the ability to apply that knowledge in a structured environment. Work consists of fairly standard procedures and tasks.
- 3 - Requires a detailed knowledge of a specialized or technical field. Work requires the direct application of a variety of procedures, policies and/or precedents.
- 4 - Requires in-depth knowledge of principles and practices within a specific area of a professional field. Work is substantially complex and varied, and requires the interpretation of technical and detailed guidelines, policies and procedures in combination.
- 5 - Requires a broad knowledge of principles and practices within a professional field. Work is very non-standardized and widely varied, involving many complex and significant variables.
- 6 - Requires an extensive knowledge of principals and practices within several professional fields. Work is broad in scope, covering one or more functional areas. Policy, procedure or precedent may actually be created and recommended by this position.

### ***Change in knowledge***

- 1 - The knowledge and technology used in the job changes very little over time. Work processes are fairly standard and the job does not require ongoing training.
- 2 - The knowledge and/or technology used in the job changes periodically, occasional study and training is required.
- 3 - The knowledge and/or technology used in the job changes frequently, requiring frequent study and training. Job may require recertification or continuing education.

### ***Problem Solving***

- 1 - Requires little or no analysis. Refers to appropriate person for resolution of most problems or issues encountered.
- 2 - Requires the collection or compilation of information or the selection of the appropriate course of action according to routine well-defined methods, procedures or practices. Basic analytical ability is required, as in the comparison of numbers and simple facts in selecting the correct action.
- 3 - Requires the examination and basic analysis of information that is not readily available, some of which is highly technical or specialized, to arrive at solutions or recommendations and /or take appropriate action.
- 4 - Requires in-depth analysis to interpret and evaluate obscure/vague information in the development of new solutions for complex technical and/or managerial problems. Exercises discretion and independent judgement in comparing and recommending numerous solutions. Problems may be atypical within the unit. Analytical ability and inductive thinking are required in extensively adapting policies, procedures and methods to fit unusual or complex situations.
- 5 - Requires extensive research that involves obtaining information through the coordination of numerous different areas of expertise, typically involving resources from outside the University. Problems and/or situations analyzed are extremely complex and often unprecedented.

### ***Impact of Decisions***

### ***Inside Department***

- 1 - None.
- 2 - Minor.
- 3 - Moderate.
- 4 - Considerable.
- 5 - Major

### ***Outside Department***

- 1 - None.
- 2 - Minor.
- 3 - Moderate.
- 4 - Considerable.
- 5 - Major

### ***Outside University***

- 1 - None.
- 2 - Minor.
- 3 - Moderate.
- 4 - Considerable.
- 5 - Major

### ***Judgement***

- 1 - Requires following written or verbal instructions, procedures or practices.
- 2 - Activities and decisions are somewhat routine, requiring occasional independent action and judgment.
- 3 - Activities and decisions are varied in nature, requiring independent action and judgment in solving common problems. Unusual cases or questionable matters are resolved with the job's immediate supervisor.
- 4 - Requires judgment to set priorities, evaluate results, coordinate work with others, and so forth. Duties include different and related processes and methods.
- 5 - Activities and decisions are varied in nature, requiring the solving of both common and unusual problems. The job's manager is consulted for clarification of policies only where needed.
- 6 - Activities and decisions are highly complex. Significant independent action and judgment are required subject to university-wide policies.

### ***Supervision***

- 1 - No supervisory responsibility.
- 2 - Involves general scheduling and review of work as a "working supervisor" or lead person over one or more employees doing the same type of work. Work is typically routine and requires general instructions.
- 3 - Involves scheduling, supervision and evaluation of work as a "first-line supervisor". Provides input on hiring decisions, performance management and/or budget responsibility. Typically supervises employees who perform similar duties that are routine in nature.
- 4 - Involves scheduling, supervision and evaluation of work as a manager or equivalent. Acts as focal point for recommending hiring/termination decisions, performance management, salary increases and disciplinary actions and/or budget management. Responsibility of this job can include a large functional department or a smaller diverse area.
- 5 - Typically directs two or more levels of supervision and/or has management responsibility for multiple departments. Has a very significant level of input regarding hiring/termination decisions, performance management, salary increases and disciplinary actions and/or budget management.
- 6 - Oversees the activities of a major segment of the University, and has management responsibility for several complex areas. Makes final decisions for designated areas of responsibility.

### ***Customer Service***

### ***Internal Service***

- 1 - Provides minimal customer service.
- 2 - Provides information to customers.
- 3 - Acts as the customer's primary point of contact.
- 4 - Handles routine customer problems between customer and other departments.
- 5 - Solves unusual customer problems.
- 6 - Reviews effectiveness of customer service within department.
- 7 - Evaluates/recommends modifications to services or processes.
- 8 - Develops/implements customer related service programs.

### ***External Service***

- 1 - Provides minimal customer service.
- 2 - Provides information to customers.
- 3 - Acts as the customer's primary point of contact.
- 4 - Handles routine customer problems between customer and other departments.
- 5 - Solves unusual customer problems.
- 6 - Reviews effectiveness of customer service within department.
- 7 - Evaluates/recommends modifications to services or processes.
- 8 - Develops/implements customer related service programs.

## ***Environmental Conditions***

### ***Working Conditions***

- 1 - Work is normally performed in a typical interior work environment which does not subject the employee to any unpleasant elements.
- 2 - Work involves moderate exposure (several times a month for up to approximately 2 hours at a time) to unpleasant elements, such as extreme temperatures, dirt, dust, fumes, smoke, loud noises, chemicals, etc. May involve routine exposure to soiled materials and light chemical substances such as cleaning solutions.
- 3 - Work involves considerable exposure (several times a week for approximately 2 to 4 hours at a time) to unpleasant elements, such as extreme temperatures, dirt, dust, fumes, smoke, loud noises, chemicals, etc.
- 4 - Work involves continuous or near continuous exposure to unpleasant elements, such as extreme temperatures, dirt, dust, fumes, smoke, loud noises, chemicals, etc.

### ***Physical Effort***

- 1 - Position is physically comfortable, individual has discretion about walking, standing, etc.
- 2 - Position requires light physical effort. Requires handling of average-weight objects up to 10 pounds, or some standing and walking. May occasionally require some stooping or bending.
- 3 - Position requires moderate physical activity. Requires handling of average-weight objects up to 25 pounds, or standing and/or walking for long periods of time (more than 4 hours per day).
- 4 - Position requires considerable physical exertion. Heavy lifting, pushing or pulling required of objects up to 50 pounds.
- 5 - Position requires extremely strenuous work. Heavy lifting, pushing or pulling required of objects over 50 pounds.

### ***Physical Risk***

- 1 - Work environment involves minimal exposure to physical risks.
- 2 - Work environment involves some exposure to physical risks that require following basic safety precautions.
- 3 - Work environment involves exposure to potentially dangerous materials and situations that require following extensive safety precautions, and may include the use of protective gear.

***The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.***