

Business Administrator Job Family Matrix

Duties/responsibilities listed below are examples and not intended to be an exhaustive list. Select the level that best describes the work to be performed.							
Business Administrator							
	n/a	Department Business Coord	Administrative Services Manager	Senior Administrative Services Manager	Administrative Services Director	Senior Administrative Services Director	Executive Administrative Services Director
Job Summary		Administers operational, financial, & business functions in support of the area/unit's mission & in coordination with central offices such as HR, Finance, Campus Operations and IT. Implements existing policy & ensures the effective, compliant, & efficient completion of daily administrative operations. May represent business area on internal &/or external	The Administrative Services Manager is the senior administrative position in a department within a division or institute & provides thought leadership in reviewing & recommending policy & procedure designed to enhance operational excellence. Ensures the effective, compliant, & efficient daily management of all operational, financial, & business functions in support of the business area's mission & in coordination with central offices such as HR, Finance, Campus Operations & IT. Represents business area on internal & external administrative affairs by recommending alternatives & suggestions. Performs other duties as assigned.	The Administrative Services Director is the senior administrative position in a department within a division or institute & provides thought leadership to develop strategic administrative initiatives that meet the mission of the business area. Oversees the effective, compliant, & efficient daily management of all operational, financial, & business functions in support of the business area's mission & in coordination with central offices such as HR, Finance, Campus Operations & IT. Represents business area on internal & external business affairs & is viewed as an expert resource regarding business area administrative affairs. Performs other duties as assigned.			
Business Administrator with COM Responsibility							
	na	na	Assistant Chair	Senior Assistant Chair	Associate Chair	Senior Associate Chair	Executive Associate Chair
Job Summary			The Assistant Chair is the senior administrative position in a department within the College of Medicine (COM) & provides thought leadership in reviewing & recommending policy & procedure designed to enhance operational excellence. Ensures the effective, compliant, & efficient daily management of all operational, financial, & business functions in support of the business area's mission & in coordination with central offices such as HR, Finance, Campus Operations, IT, & Academic Affairs. Represents business area on internal & external administrative affairs by recommending alternatives & suggestions.		The Associate is the senior administrative position in a department within the College of Medicine (COM) & provides thought leadership to develop strategic administrative initiatives that meet the mission of the business area. Oversees the effective, compliant, & efficient daily management of all operational, financial, & business functions in support of the business area's mission & in coordination with central offices such as HR, Finance, Campus Operations, IT, & Academic Affairs. Represents business area on internal & external business affairs & is viewed as an expert resource regarding business area administrative affairs.		
Business Administrator with Clinical Responsibility							
	Clinic Business Services Manager	na	Clinical Administrative Manager	na	Clinical Administrative Director	na	Senior Clinical Administrative Director
Job Summary	Reporting to a senior administrative position, administers operational, financial, & business functions in support of the area/unit's mission & in coordination with central offices such as HR, Finance, Campus Operations & IT. Implements existing policy & ensures the effective, compliant, & efficient completion of daily administrative operations. May represent business area on internal &/or external administrative affairs by exchanging information.		Reporting to a senior administrative position, provides leadership in reviewing & recommending management policies & procedures designed to enhance research and/or clinical operations. Ensures the effective, compliant, & efficient implementation and management of all operations, finance, reporting & research functions in support of the business area's mission & in coordination with central offices such as HR, Finance, Campus Operations & IT.		This position is the senior administrative position in a department that provides thought leadership to develop strategic administrative initiatives that meet the mission of the business area. Oversees the effective, compliant, & efficient daily management of all operational, financial, & business functions in support of the business area's mission & in coordination with central offices such as HR, Finance, Campus Operations & IT. Represents business area on internal & external business affairs & is viewed as an expert resource regarding business area administrative affairs.		
Areas of Responsibilities, Education & Experience							
Areas of Responsibility	Coordination & administration of at least 4 of the following: Budget & Financial Human Resources Clinical Services IT Services Communications & Outreach Regulatory Compliance Facilities & Safety Strategic Planning Faculty Support Student Support Grants & Contracts		Tactical implementation of at least 6 of the following: Budget & Financial Human Resources Clinical Services IT Services Communications & Outreach Regulatory Compliance Facilities & Safety Strategic Planning Faculty Support Student Support Grants & Contracts		Management of at least 6 of the following: Budget & Financial Human Resources Clinical Services IT Services Communications & Outreach Regulatory Compliance Facilities & Safety Strategic Planning Faculty Support Student Support Grants & Contracts		
Work Complexity	EE uses some judgment to adapt an advanced knowledge of skills, methods, practices, policies &/or procedures & a moderate degree of innovation, analysis & reasoning to complete work that is somewhat project oriented & involves some complex problems &/or decisions. EE administers policy.		EE uses judgment & an extensive amount of experience to adapt an advanced knowledge of skills, methods, practices, policies & procedures & a moderate degree of innovation, analysis, & reasoning to plan & prioritize work that is primarily project oriented & involves some extremely difficult problems &/or decisions. EE interprets policy.		EE uses judgment & an extensive amount of experience to adapt an advanced knowledge of skills, methods, practices, policies & procedures, sometimes without clear precedents, & a considerable degree of innovation, analysis & reasoning to independently plan & prioritize work that is almost all project oriented & involves many extremely difficult problems &/or decisions. EE recommends changes to policy to better meet objectives.		
Budget & Financial	May participate in determination of budget including fiscal resource allocation of appropriated, discretionary, endowment &/or gift revenues. Typically directly responsible for payroll, purchasing, travel transactions & requesting new chartstrings using NU protocol. Ensures prompt payment of invoices, researching errors/delayed transactions. Monitors open encumbrances & deficit chartstrings. Routinely reviews & reconciles actual expenses to budget per guidelines. May approve funds reallocation within budget as necessary & appropriate.		Serves a primary role in the development & implementation of annual budget including fiscal resource allocation of appropriated, discretionary, endowment & gift revenues. Typically involved in the budget management of numerous research grants. Responsible for the management of the grants and contract funded programs. Responsible for payroll, purchasing, travel transactions. May prepare faculty salary. May create & monitor recharge centers. Oversees prompt payment of invoices & related research of errors. Routinely reviews & reconciles actual expenses to budget per guidelines. Approves funds reallocation within budget as necessary & appropriate. Responsible to stop an expense that is inappropriate or against deficit. Negotiates with vendors for purchases & leases. Responsible for negotiating third party reimbursement rates.		Plans & manages complex budget(s) to fund strategic mission including financial sustainability & enhancement models. Serves as primary contact with Budget Office. Plans & implements annual budget including fiscal resource allocation of appropriated, discretionary, endowment &/or gift revenues. Manages budgets for large volume of research grants. May prepare faculty salary. May create & monitor recharge centers. Delegates payroll, purchasing, travel transactions & serves as approver. Oversees routine budget reconciliation & analyzes budget position. Approves funds reallocation within budget as necessary & appropriate. Responsible to stop an expense that is inappropriate or against deficit chartstring. Fluent in SAP, JFR, FacFacts and other divisional or dept resource systems; oversees staff training in same. Negotiates with vendors for purchases & leases.		

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Clinical Services	<p>Manages day-to-day practice operations; demonstrates & ensures that UAMS mission, core values and "Circle of Excellence" guidelines, policies & procedures, clinical & service standards & Billing Compliance Program are implemented & maintained. Identifies service improvement opportunities that will better enable the UAMS to achieve its service goals and standards. Implements corrective actions required as a result of patient satisfaction surveys or other indicators. Maintains program to review and analyze clinical performance at the faculty member, division, and departmental levels.</p>	<p>Manages day-to-day practice operations; demonstrates & ensures that UAMS mission, core values and "Circle of Excellence" guidelines, policies & procedures, clinical & service standards & Billing Compliance Program are implemented & maintained. Reviews service provided with goals & objectives & patient satisfaction surveys & identifies improvement opportunities; works with leadership to create new procedures & practices. Creates & maintains programs to review and analyze clinical performance at the faculty member, division, and departmental levels. Ensures all staff members responsible for clinical practice management receive and maintain appropriate training related to their position responsibilities. Identify and may assist with acquiring appropriate space for the department to develop and expand clinical operations.</p>	<p>Plans & manages administrative functions; operationalizes goals & objectives; ensures that staffing is appropriate to support patient care, patient flow, & customer service; creates associated practices & procedures & metrics to measure success at the faculty member, division & department levels; analyzes data & recommends & implements changes & improvement to better ensure attainment of mission. Oversees implementation of UAMS mission, core values and "Circle of Excellence" guidelines, policies & procedures, clinical & service standards & Billing Compliance Program. Oversees & ensures that day-to-day operations are appropriately managed and that they are efficient and effective. Ensures all staff members responsible for clinical practice management receive and maintain appropriate training related to their position responsibilities. Identify and acquire appropriate space for the department to develop and expand clinical operations.</p>
Communication & Outreach	<p>Works closely with the Office of Alumni Relations to determine opportunities for alumni contact & solicitation. Maintains alumni lists or database. Produces, edits, &/or distributes newsletter. Manages website, assuring updates are made in a timely manner. Plans numerous special events throughout the year, assuring all logistics are complete.</p>	<p>Working closely with the Office of Alumni Relations, may actively pursue opportunities for alumni contact & solicitation. Delegates or completes maintenance of alumni lists or database; production, edit &/or distribution of newsletter; &/or management of website, & special events.</p>	<p>Working closely with the Office of Alumni Relations, actively pursues opportunities for alumni contact & solicitation. Delegates or completes maintenance of alumni lists or database; production, edit &/or distribution of newsletter; &/or management of website, & special events.</p>
Facilities & Safety	<p>Monitors area facilities conditions & directs requests to Campus Operations. May work with management to assign staff &/or faculty space including appropriate refresh/renovation & furniture purchase. May coordinate set up of furniture, data & phone lines. Brings requests for building & space improvements to attention of management. Participates in communication of area safety plan.</p>	<p>Monitors area facilities conditions & directs requests to Campus Operations. May work with management to assign staff &/or faculty space including appropriate refresh/renovation & furniture purchase. May coordinate set up of furniture, data, phone lines, &/or renovations. Brings requests for building & space improvements to attention of management. Manages the development & communication of department safety plan. May monitor research lab compliance & respond to Risk Management reports.</p>	<p>Manages office, lab & common areas to ensure strategic use of available space & routine maintenance. May determine & assign space allocation. May oversee construction projects in coordination with Campus Operations. May negotiate leases for space. Develops safety plan & ensures communication & compliance. Monitors facilities condition & responds to Risk Management reports.</p>
Faculty Support	<p>May coordinate faculty recruitment, appointment & credentialing processes; place ads; candidate communication & visit. May provide support for preparation of Promotion & Tenure cases. Initiates appointment paperwork or use of JFR. May arrange colloquium & seminar coordination, & faculty travel planning.</p>	<p>Manages administration of faculty recruitment including ads, candidate communication, interview & visit, JFR or paperwork & orientation. Oversees the preparation of Promotion & Tenure cases. Interprets & applies policy & procedure. Oversees colloquium & seminar coordination, faculty travel planning. Ensures faculty completion of annual Conflict of Interest. Oversees the development of physician services and technical service fee schedules.</p>	<p>Provides strategic recommendation for management of faculty appointments, credentialing & exit (retirement & termination) processes. Reviews policies, recommends changes, implements new & ensures consistent interpretation. Oversees all aspects of faculty administrative tasks (colloquium, seminar, travel, annual report,) ensuring optimal faculty support. Oversees the development of physician services and technical service fee schedules.</p>
Grants & Contracts	<p>May provide data for grant proposals; develop &/or administer budgets; submit proposals; coordinate IRB/IACUC, OSR/ASRSP transactions, &/or effort reporting. May ensure compliance with research safety regulations, interact with faculty, staff &/or funders to build relationships, transfer knowledge, &/or advise on research policies & procedures.</p>	<p>Oversees &/or completes pre- & post-award research administration. Utilizes established systems (effort reporting, direct cost charging/SDA, & financial reporting) to ensure compliance with all applicable regulations. Interacts with Principal Investigators (PIs) to build relationships, transfer knowledge & advise on research policies & procedures. Oversees payroll for research appointments. Ensures faculty completion of effort certification. Provides appropriate training for staff & PIs.</p>	<p>Manages professional research administration support staff in order to facilitate & enhance all administrative grant processes & related compliance. Responsible for pre- & post-award administration completed by research administrators. Builds relationships with Principal Investigators (PIs) & UAMS research associated offices; transfers knowledge & advises on research policy & procedure. Oversees payroll for research appointments. Ensures on-going training of support staff & PIs for optimal operations & compliance.</p>
Human Resources	<p>Ensures human resources programs, policies, & procedures are implemented & consistently applied. Posts positions & selection process. Conducts transactional processes in SAP. Oversees performance evaluation for each employee & prepares annual review. Works with OHR on performance problems, administers leaves, approves timesheets & oversees completion of annual staff Conflict of Interest survey. May coordinate all or portions of the talent management lifecycle (sourcing, selecting, developing, coaching, rewarding, recognizing, managing information & optimizing talent.) In consultation with management, may administer HR solutions. Maintains excellent working relationship with Office of Human Resources.</p>	<p>Manages implementation of human resource programs, policies, procedures & talent management lifecycle & related mentoring & training. Posts positions & selection process. Manages area/unit structure & prioritizes & distributes staff workload. Oversees performance evaluation for each employee & prepares annual review. Manages performance problems, administers leaves, approves timesheets & oversees completion of annual staff Conflict of Interest survey. Recommends complex HR solutions & implements decisions. Institutes departmental policy & implements UAMS.</p>	<p>Determines & implements organizational structures to align with strategic mission and core values. Manages implementation of human resource programs, policies, procedures & talent management lifecycle & related mentoring & training. Oversees recruitment & selection process; Performance Excellence plan for each employee; & merit increase process. Manages & provides consultation regarding complex performance problems & issues; administers leaves; approves timesheets & oversees completion of annual staff Conflict of Interest survey. Interprets HR policy to maximize effectiveness of HR administration to meet strategic plan objectives.</p>
IT Services	<p>Acts as liaison to IT to ensure technology systems are properly installed & maintained. Appropriates necessary hardware, software & network infrastructure services from central or internal IT. Issues work order requests for maintenance, repairs & upgrades.</p>	<p>Acts as liaison to IT to ensure technology systems are properly installed & maintained & meet the informational, analytical & computing needs of users. Ensures necessary hardware, software & network infrastructure services are appropriated from central or internal IT. Issues work order requests for maintenance, repairs & upgrades.</p>	<p>Acts as liaison to IT management to ensure technology systems are available to meet objectives of strategic plan. Ensures necessary hardware, software & network infrastructure technology services are appropriated from central or internal IT. Issues work order requests directly or through support staff. May participate in developing IT strategy to meet the mission & needs of the organization. May direct activities of a small technology staff.</p>
Regulatory Compliance	<p>Ensures compliance with all applicable federal, state, local & NU laws, regulations, policies & procedures. Develops innovative methods to assist faculty & staff with adherence to compliance programs. Administers safety & security plans.</p>	<p>Manages implementation of all safety, security & compliance programs & ensures compliance with all applicable federal, state, and local laws, regulations, policies & procedures. Develops innovative methods to assist faculty & staff with adherence to grantor compliance programs.</p>	<p>Oversees development & implementation of processes & procedures for all safety, security & compliance programs & ensures compliance with all applicable federal, state, and local laws, regulations, policies & procedures. Oversees creation &/or implementation of associated training. , Ensures that the UAMS Mission and core values are implemented & maintained</p>

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Strategic Planning	Administers & maintains existing strategic operation plans, UAMS Mission and core values are implemented & maintained. Recommends changes & improvements to administrative operations to ensure most effective & efficient use of revenue streams for faculty & staff recruitment, program development, research expansions, space planning, etc.		Manages & implements strategic operation plans, UAMS Mission and core values are implemented & maintained. Reviews plans, meets with leadership & key faculty & staff, & recommends changes & improvements to administrative operations to better meet organizational needs & objectives.
Student Support	Implements department strategy regarding structure, process, & staff support of students in compliance with UAMS College's policy. May oversees annual recruitment & selection process & related data entry; advises students; resolves administrative issues (forms, stipends, monitors fellowships, etc.). May manages student funding quarterly. Works with Chair & other faculty to plan annual & quarterly course schedules. Interacts frequently with the the registrar & assures all Registrar-oriented deadlines are met. May oversees support to students during pre-registration, registration & add/drop period. Tracks data entry of grades, assuring faculty complete process by deadline. Resolves student issues.		Implements department strategy regarding structure, process, & staff support of students in compliance with UAMS College's policy. May oversees annual recruitment & selection process & related data entry; resolves administrative issues (forms, stipends, monitors fellowships, etc.). May advises students on an on-going basis. Researches scholarships, manages Teaching Assistant (TA) & grader allocations. May prepares academic year course schedule; monitors course registration & enrollments. Resolves student issues.
Supervises	May supervise 1-2 staff &/or provide work direction.		May supervise 2 or more staff &/or provide work direction to others. May provide direction to or coordinate administrative effort of staff within or outside of immediate dept or division.
Education & Experience	Bachelor's in business, accounting or a related field + 3 yrs administrative experience including budgets, finance, grants, facilities, &/or human resources; or 6 yrs administrative experience.	Bachelor's in business, accounting or a related field + 4 yrs administrative experience including budgets, finance, grants, facilities, &/or human resources; 2 years in a supervisory capacity or 8 yrs administrative experience.	Bachelor's in business, accounting or a related field with 5 or more years experience in administrative or supervisory capacity with exposure to a combination of budgets, finance, grant administration, facilities, &/or human resources; or 9 yrs administrative experience.
Supervision	Supervisor provides objectives & deadlines. Work is reviewed for fulfillment of objective & deadlines & overall compliance with policy & procedures. EE completes some activities without direction, informing supervisor only of potentially controversial matters, &/or far-reaching implications.		Supervisor provides overall objectives & in consultation with EE develops deadlines. Work is reviewed for fulfillment of objectives & overall compliance with policy & procedures. EE completes majority of activities without direction; consulting with supervisor only in regard to new or unusual circumstances.
	Supervisor provides overall objectives. Work is reviewed for fulfillment of objectives & adherence to policy &/or financial &/or legal requirements. EE completes activities without direction & with a great deal of job autonomy, recommending actions to supervisor in regard to major or far-reaching new or unusual circumstances.		

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Duties/responsibilities listed below are examples and not intended to be an exhaustive list. Select the level that best describes the work to be performed.							
Definitions of Business Administrator Scope Factors							
\$ (000,000)	= expense budget including unrestricted & designated; recharge & self-supporting; gifts; endowment; grants (all in millions of dollars)						
Staff	= total number of actual staff (not FTE) within area of responsibility						
Direct	= total number of of FTE Supervised						
Grants / Contracts / Trails #	= total number of 2xx funded grants, contracts and clinical trails within area of responsibility						
Faculty	= total number of faculty (not FTE) within area of responsibility						
Students	= total number of undergraduate & part-time students within area of responsibility						
Grad Students	= total number of graduate students & part-time graduate students within area of responsibility						
Supervision	Yes/No to supervising others within the area of responsibility						
Fellows	= total number of fellows						
Residents	= total number of residents						
Student Apps	= total number of student applications processed within area of responsibility						
Cost Center	= total number of cost centers						
Foundation	= total number of foundation accounts						
Locations	= total number of different locations within the area of responsibility						
Department	= total number of departments within the area of responsibility						
Programs	= total number of multiple programs within the area of responsibility						
Business Administrator Scope Factors							
\$ (000,000)	1 - 6	4 - 11	7 - 17	11 - 23	14 - 27	20 - 35	22 - 37
Staff	1 - 55	30 - 80	45 - 95	65 - 115	105 - 125	112 - 149	130 - more
Direct	1 - 5	4 - 12	10 - 15	12 - 18	15 - 20		
Grants / Contracts / Trails #	n/a	n/a	n/a	n/a	1 - 3	1 - 5	1 - 12
Faculty	1 - 5	1 - 12	5 - 18	13 - 21	18 - 25	23 - 32	30 - 55
Students							
Grad Students				50 -			
Supervision	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Fellows				1 -			
Residents		1 - 5	5 - 15	10 - 20	15 - 25	20 - 30	25 - 35
Student Apps							
Cost Center							
Foundation							
Locations							
Department							
Programs							

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Duties/responsibilities listed below are examples and not intended to be an exhaustive list. Select the level that best describes the work to be performed.						
Definitions of Business Administrator in COM or Clinical Scope Factors						
\$ (000,000)	= expense budget including unrestricted & designated; recharge & self-supporting; gifts; endowment; grants (all in millions of dollars)					
Staff	= total number of actual staff (not FTE) within area of responsibility					
Direct	= total number of of FTE Supervised					
Grants / Contracts / Trails #	= total number of 2xx funded grants, contracts and clinical trails within area of responsibility					
Faculty	= total number of faculty (not FTE) within area of responsibility					
Students	= total number of undergraduate & part-time students within area of responsibility					
Grad Students	= total number of graduate students & part-time graduate students within area of responsibility					
Supervision	Yes/No to supervising others within the area of responsibility					
Fellows	= total number of fellows					
Residents	= total number of residents					
Student Apps	= total number of student applications processed within area of responsibility					
Cost Center	= total number of cost centers					
Foundation	= total number of foundation accounts					
Locations	= total number of different locations within the area of responsibility					
Department	= total number of departments within the area of responsibility					
Programs	= total number of multiple programs within the area of responsibility					
Business Administrator with COM Responsibility Scope Factors						
\$ (000,000)		1 - 10	5 - 20	10 - 25	18 - 33	25 - more
Staff		1 - 49	50 - 99	100 - 180	181 - 299	300 - more
Direct		1 - 7	4 - 11	8 - 15	12 - 35	30 - more
Grants / Faculty		1 - 25	2 - 32	26 - 30	28 - 35	30 - more
Students		1 - 10	5 - 25	11 - 49	50 - 149	150 - 300
Grad Students						
Supervision		Yes	Yes	Yes	Yes	Yes
Fellows		1 - 5	3 - 10	1 - 7		5 - more
Residents		1 - 15	1 - 25	20 - 49	25 - 60	30 - more
Student Apps						
Cost Center		1 - 25	5 - 18	10 - 28	15 - 31	32 - 50
Foundation		1 - 18	1 - 30	5 - 35	7 - more	10 - more
Locations						
Department						
Programs						
Business Administrator with Clinical Responsibility Scope Factors						
\$ (000,000)	1 - 12		5 - 18	10 - 25		18 - more
Staff	1 - 49		50 - 99	100 - 199		150 - more
Direct	1 - 10		5 - 17	8 - 15		18 - more
Grants / Faculty	0 - 5		2 - 11	8 - 18		10 - more
Students	n/a		n/a	n/a		n/a
Grad Students	n/a		n/a	n/a		n/a
Supervision	Yes		Yes	Yes		Yes
Fellows	n/a		n/a	n/a		n/a
Residents	n/a		n/a	n/a		n/a
Student Apps	n/a		n/a	n/a		n/a
Cost Center				8 - 30		
Foundation						
Locations						
Department						
Programs						