

MANAGEMENT SERVICES OFFICER

University of California, Los Angeles
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CLASS SPECIFICATIONS – F.30
Management Services Officer IV - 7509
Management Services Officer III - 7510
Management Services Officer II - 7511
Management Services Officer I - 7512

PROGRAM CONCEPT

The Campus Management Services Program is designed to recognize positions that are essential to the management of campus programs and activities. Persons appointed to positions in the Campus Management Services Program must have knowledge and experience in the principles, practices and trends of management.

The Campus Management Services Program includes two types of positions: (1) Administrative Support Managers; and (2) Unit Heads.

- I. **Administrative Support Managers** provide management support to Deans, Directors, Department Chairs and Administrative Officers. They are responsible for long range planning, coordinating, organizing, staffing and supervising in the areas of budget, contract and grant administration, academic personnel administration, staff personnel administration, purchasing, expenditure control, space utilization, building and equipment security and maintenance and other services which support a teaching, research, and clinical or administrative function of the campus.
- II. **Unit Heads** are responsible for the program as well as the management of a unit.
- III. **Administrative Support Managers** and **Unit Heads** independently exercise discretionary powers to solve managerial and/or program problems and are responsible for directing the work of others, hiring or releasing employees or recommending such actions, training, defining positions and determining methods, techniques, systems and materials required.
- IV. Positions are excluded from the Campus Management Services Program when their compensation is based primarily on specialized professional rather than on managerial skills.
- V. Positions which are responsible for the resolution of problems having a short range or limited impact on the goals of the department are not included in this program.

PROGRAM LEVELS AND POSITION TITLES

The Campus Management Services Program consists of four levels. The titles for the respective levels are summarized as follows:

Level I - Management Services Officer I
Level II - Management Services Officer II
Level III - Management Services Officer III
Level IV - Management Services Officer IV

CLASSIFICATION FACTOR GUIDES

Managerial positions are allocated to one of the four levels within the Management Services Officer series upon a relative and collective evaluation of the classification factor guides shown below:

I. Accountability

This covers the impact of the unit managed upon the campus, University, or community in terms of scope of responsibility, importance, and the consequences of managerial decisions.

II. Skills/Knowledges

This covers the complexity of the operation managed in terms of requirements for specialized and/or professional education, training, and experience.

III. Variety

This covers both the diversity and size of the activities managed in terms of single vs. multi-function services, number and type of positions supervised, budgetary size and variation.

IV. Problem Solving/Originality

This covers the stability of the operation managed in terms of stage of development, growth pattern, uniqueness, and predictability of funding sources.

V. Control

This covers the extent of managerial responsibility delegated to the position in terms of authority for determining organizational structure, budget planning, staffing, and expenditure of funds.

GENERAL GUIDELINES BY LEVEL

Incorporating segments of the specific classification factors, the general guidelines below indicate typical characteristics of positions to be found at each of the four Management Services Officer levels:

<i>Administrative Support Managers</i>	<i>Unit Heads</i>
MSO I	MSO I
Incumbents spend the majority of their time solving long range problems and planning, organizing and directing business operations in coordination with the Department Head or Administrative Officer. The unit is stable, therefore, there is no requirement for frequent deviation from standard University policies and procedures.	Incumbents are managers of a unit which is usually concerned with one function, or if more than one function, the operation is of limited scope. This level does not require professional training in the service or function provided. Incumbents have full responsibility for business management and the substance of the program.
MSO II	MSO II
Incumbents are responsible for long range management problems in a department where the program is more variable and less stable than at the first level, as evidenced by a greater number and variety of employees, sources of funding or variety of business services performed. The Department Head is involved less frequently in problem solving. The incumbent informs the Department Head of major changes in procedures or operational	Incumbents are managers of multi-function units or one-function units of broad scope. Professional training may be required in the services or functions provided, but the primary emphasis is on business management. Incumbents have full responsibility for business management and the program of the department.

<p>policies. Novel solutions to business management problems are occasionally required.</p>	
<p>MSO III</p>	<p>MSO III</p>
<p>Incumbents have primary responsibility for long range planning and innovative solutions to the full range of business management problems, which are frequent because of continual program changes, unpredictable fund sources, and a wide variety of problems. There is only general direction from the Department Head in business managerial functions.</p>	<p>Incumbents are managers of specialized multi-function units of limited scope or of units which are usually one function and which require professional or a variety of highly specialized skill the services or functions provided. Incumbents have full responsibility for business management and the program of the department.</p>
<p>MSO IV</p>	<p>MSO IV</p>
<p>This is the highest level for Administrative Support Management. The primary responsibility involves long range planning and innovative solutions to the full range of administrative problems, including those of a technical nature. These problems are frequent because of continual program changes, a diversity of unpredictable fund sources, and a wide variety of positions. This level requires incumbents to possess a considerable depth of knowledge in the academic and/or technical programs in addition to business management functions, resulting in high impact in a wide variety of departmental affairs.</p>	<p>This is the highest level for Unit Head Management. Incumbents are managers of professional or highly specialized, multi-function units of limited scope or one-function units of wide scope which require professional or a variety of highly specialized skills in the services or functions provided. Incumbents have full responsibility for business management and the program of the department.</p>

PROGRAM QUALIFICATIONS

Candidates for positions included in the Campus Management Services Program are expected to have demonstrated knowledge and experience in the principles, practices, and trends of management.

Specific job requirements are established for each position.