



# Student Labor Position Description

## Single WLS Level Form

Department Name: Office of Academic Services

Org. #: 2016

Position Title: Office Manager

WLS Level: 5 Position Code: S61304

Contract Hours: As defined by the status form and/or the grade level descriptions

Current Revision Year: 2011

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### WORK-LEARNING-SERVICE LEVELS (WLS)

- **WLS 1 – Entry Level** – This level is assigned to the following:
  1. All entering students during the first year of enrollment (or first term if entering mid-year); and
  2. Students of any classification whose work is characterized by highly structured tasks or outcomes, relatively low level or number of skills required, typically repetitive or routine tasks, and requiring direct supervision of worker results
- **WLS 2 – Intermediate Level** – This work typically involves less direct supervision than WLS Level 1, perhaps more work variety, and requires some independent exercise of judgment along with an increasing knowledge of the job.
- **WLS 3 – Skilled Level** – The work is typically skilled, requires little direct supervision, requires independent judgment on procedures, and has variety and depth. The work includes helping in the training of others and the expectation of contributions toward improvement of the way work is carried out.
- **WLS 4 – Advanced Level** – Normally involves the supervision of other students, the ability to apply advanced skills, and the capacity to assume higher levels of responsibilities for departmental operations. As with WLS Level 3, the work is typically skilled, requires little direct supervision, allows for independent judgment on procedures, and has variety and depth. The work includes helping in the training of others and the expectation of contributions toward improvement of the way work is carried out. Labor Departments may require WLS level 4 positions to be more than the minimum 10 hour commitment; if so, the Status Form will reflect this requirement.
- **WLS 5 – Management Level** – **Must be a 15 hour commitment – Allocation of a WLS Level 5 is limited and must be approved by the Dean of Labor / Labor Team.** *Prerequisite: One term at WLS level 3 or 4 and no forms of academic, labor, or social probation.*

This level demands an understanding of departmental policies and relationships. Students are expected to develop and model strong interpersonal / communication skills in the workplace. In addition, students must demonstrate autonomy, high level skills, and assume advanced level responsibilities for departmental functions and/or programs. This level is assigned to the following:

  1. Student managers in the department; or
  2. Students responsible for managing highly technical positions within the department; or
  3. Master level student artisans
- **WLS 6 – Director Level** – **Must be a 15 hour commitment – Allocation of a WLS level 6 is limited and must be approved by the Labor Program Council.** *Prerequisite: One term at level 4 or 5 and no forms of academic, labor, or social probation...*

Students assigned to this level serve as role models as workers and as students, displaying behaviors and values that are consistent with the Berea College Workplace Expectations -- both on and off the job. These positions require the highest levels of worker autonomy, advanced skills sets, and supervisory responsibilities for individuals, student managers, and departmental operations. Students must be involved in the following:

  1. Supervision of other student managers; or
  2. Supervision of students in highly technical positions
- **WLS UC – Unclassified** – The positions of Student Government Association President, Campus Activities Board chair, chimes Editor, and pinnacle Editor are unclassified. These positions involve the highest levels of autonomy and responsibility as in the case of WLS level 6 positions.

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#### I. WLS Level: 5

#### II. Description of Duties for This Position:

- A. Coordinates and plans all community\academic programs (class meetings, Family Day, Orientation, Summer Connections, etc)
- B. Serves as a member of the Orientation Committee
- C. Coordinates all functions for off campus programs\activities
- D. Supervises and delegates work to student Program Assistants and Advanced Program Assistants
- E. Serves as a liaison to other campus departments, clubs, and organizations
- F. Assists Program Assistants and Advanced Program Assistants with job duties as necessary
- G. Performs other job-related duties as assigned

**III. Learning Opportunities for This Position:**

- A. Develop attributes to appropriate WLS 5 and reinforces attributes of lower WLS levels including understanding departmental management, taking responsibility for the effectiveness of others, awareness of departmental and institutional relationships, communication and interpersonal skills, and evaluations of procedures.
- B. Time management and organizational skills
- C. Contract negotiation skills
- D. Written and verbal communication and interpersonal skills
- E. Art of committee facilitation task delegation
- F. Respect for confidentiality
- G. Team building skills

**IV. Qualifications Needed For This Position:**

- A. One year of work experience in the Office of Academic Services
- B. Familiarity with Microsoft Office programs and good computer skills
- C. Good academic standing, no probation of ANY kind
- D. Ability to work with others including the public and campus leadership and executives
- E. Willingness to learn, follow directions, pay attention to details, and accept constructive criticism
- F. Dependability, neatness, accuracy, and honesty
- G. Well-groomed
- H. Good attitude