

IU Classification Level Guide
Auxiliary Job Family

Positions in this job family provide administration and / or management specifically for defined auxiliary units or programs in the areas of retail / service center, recreation, and food service. To accurately classify a position, specific supporting examples of a position's primary duties and responsibilities in terms of scope, impact, and complexity should be provided.

Level	AX1	AX2	AX3	AX4
Level Overview	<ul style="list-style-type: none"> • <i>These professional positions are <u>all</u> classified as PAO (Professional Overtime Non-Exempt).</i> • A professional contributor with very limited authority to deviate from established protocols. • Work is in a very focused area and is fundamental in nature. • May be first line supervisors of support staff. 	<ul style="list-style-type: none"> • A professional contributor in auxiliaries without full authority to deviate from established protocols. • Has good grasp of professional principles and skills. • Knows and effectively uses fundamental concepts, practices, and procedures. • Work is of limited scope, typically on smaller, less complex projects / assignments or providing support for larger projects/ assignments. • Assists in fact finding. • Errors generally are limited to unit operations. • May be first line supervisors, often of support staff. 	<ul style="list-style-type: none"> • Fully competent and productive professional contributor, working independently on progressively more complex projects/assignments. • The work may involve program ownership. <p><i>This is intended by design to cover an <u>extensive</u> span of professional work.</i></p> <ul style="list-style-type: none"> • Responsibilities are of a professional or highly analytical nature. • Jobs may have a high level of accountability. • Errors may have impact beyond operations but normally are caught and / or corrected prior to signification impact. • May train and direct work of junior staff. 	<ul style="list-style-type: none"> • Generally responsible for managing a auxiliary department or major function within a department with staff responsibility. <p style="text-align: center;">---OR---</p> <ul style="list-style-type: none"> • Will manage highly complex processes or have diverse and complex responsibilities such as: people or financial management, external relationship development, project / process leadership. <p><i>This must be the primary purpose of the position, not a sporadic assignment. Focus of management is more frequently operational than strategic. The depth of the organizational structure may impact this.</i></p> <ul style="list-style-type: none"> • Frequently contributes to management strategy. • Establishes priorities; assigns functions; maintains quality control. • Errors may have significant impact on operations and / or profits within the organization. • Provides total management and expert guidance to lower level staff.
Decision Making	<ul style="list-style-type: none"> • Work is governed very closely by a supervisory oversight, set procedures, and precedent. • Refers all but the most basic problems to supervisor for guidance and decision 	<ul style="list-style-type: none"> • Works in compliance with established procedures. Identifies and resolves readily identifiable problems. • Makes decisions within established guidelines and policies. Refers the most difficult situations to supervisor for guidance. • Nature of work requires supervision; exercises limited judgment. • Work typically involves regular process checks or review of output by a coworker and/or supervisor. 	<ul style="list-style-type: none"> • Performs full range of professional level work that typically requires more complex and less clearly-defined issues. • Identifies problems then solutions then takes appropriate action to resolve. • Nature of work requires significant independence. • Receives guidance only on unusual, complex problems / issues. • Typically involves periodic review of output by supervisor / manager. 	<ul style="list-style-type: none"> • Has latitude to make operational/procedural decisions within broadly defined parameters. • Decisions require a high level of judgment. • Guidance from higher management limited to expected outcomes. • Generally requires higher managerial approval for policy and/or fiscal variances.

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Characteristic Duties	<ul style="list-style-type: none"> • Provides first line shift supervision of food service or customer service staff. • Coordinates and assists with catered and other events. 	<ul style="list-style-type: none"> • Assists with or coordinates the operations of a program, service, or retail operation. • Coordinates and develops related outreach / marketing pieces. • May supervise the day to day work of support or customer service staff (lead worker). • Monitors and assists with the budget, purchasing, facilities, and inventory. 	<ul style="list-style-type: none"> • Provides a broader range (ownership) of program, service, or retail operation management / coordination, usually part of a larger umbrella program or organization. • Continuously participates in and influences program, service, or retail operation planning and direction. • Tracks and analyzes data / program performance then makes recommendations on operational improvements. • May supervise staff. 	<ul style="list-style-type: none"> • Provides full operational management (ownership) of larger umbrella program, service, or retail operations. • Sets all internal policies, procedures, and services and influences strategy. • Manages all planning, sales, finance, marketing, and other administrative functions. • Exercises full management authority over all dedicated professional and support staff.
Minimum Education/ Experience (or equiv)	<ul style="list-style-type: none"> • HS diploma or equivalent. • Combinations of related education and experience will be considered. • Generally 0 – 2 years of experience in related field. 	<ul style="list-style-type: none"> • BS/BA in related discipline. • Combinations of related education and experience will be considered. • Generally 0-2 years of experience in related field. 	<ul style="list-style-type: none"> ▪ BS/BA in related discipline. ▪ Combinations of related education and experience will be considered. ▪ Generally 2-5 years of experience in related field. 	<ul style="list-style-type: none"> ▪ BS/BA in related discipline. ▪ Combinations of related education and experience will be considered. ▪ Generally 5-8 years of experience in related field.

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Level	AX5	AX6
<p>Level Overview</p>	<ul style="list-style-type: none"> • Typically manages multiple auxiliary or like departments. <p style="text-align: center;">---OR---</p> <ul style="list-style-type: none"> • Responsible for a large unit / dept or multiple functions with a mostly strategic focus. <p><i>Focus of management at this grade is more frequently strategic than operational. The depth of the organizational structure may impact this.</i></p> <ul style="list-style-type: none"> • Determine organizational design. • Often makes final decisions on major in-sourcing / outsourcing. • Develops and manages strategic long range plans and budgets for functional areas or significant projects. • Analyzes the effectiveness of and establishes future direction for functional policies and programs. • Aligns policies, products, and development efforts with strategies. • Errors may have significant impact on operations and / or profits within the organization. 	<ul style="list-style-type: none"> • Manages an unusually large university-wide or campus auxiliary function. <p style="text-align: center;">---OR---</p> <ul style="list-style-type: none"> • Oversees a highly specialized unit, which contributes a high level of strategic importance to the university or campus. • Unusually heavy impact on financial and business results on a wide scale. • Establishes broad plans and formulates policies for functional area for the university, campus, or responsibility center. • Accountable for long term strategic and budgetary decisions. • Errors have significant impact on future operations of the organization/campus/university.
<p>Decision Making</p>	<ul style="list-style-type: none"> • Typically involved in, if not the initiator of establishing policies, procedures and practices with major impact. • Has latitude in decision making. • Decision making is based on the analysis of problems with little precedent. 	<ul style="list-style-type: none"> • Decision latitude is wide, minimally constrained by university / campus policies.
<p>Characteristic Duties</p>	<ul style="list-style-type: none"> • The senior management / direction of a major campus retail site(s) recreational division, or like organization; often multiple sites / programs. Sets overall strategy. • Directs functional area and / or administrative managers. • Exercises final authority on contract negotiations, fees, and prices • Directs market research and makes major decisions based on recommendations from managers 	<ul style="list-style-type: none"> • The senior most auxiliary manager / director of a campus or university-wide auxiliary umbrella organization. • Exercises all P5 functions but on a larger scale.
<p>Minimum Education/ Experience (or equivalent)</p>	<ul style="list-style-type: none"> • BS/BA in related discipline. • Combinations of related education and experience may be considered • Generally 5-8 years of experience in related field including managerial experience. <p style="text-align: center;">---OR---</p> <ul style="list-style-type: none"> • Masters plus three years related experience including managerial experience. 	<ul style="list-style-type: none"> ▪ BS/BA in related discipline. ▪ Combinations of related education and experience will be considered ▪ Generally 8+ years of experience in related field including managerial experience; certification is required in some areas <p style="text-align: center;">---OR---</p> <ul style="list-style-type: none"> • Masters plus 5 years related experience including managerial experience.