



CAREER LADDERS - ADMINISTRATIVE SUPPORT (DTH)

Business Administration

Business Administration

Job Code	Job Title	Pay Plan Grade	FLSA Status	Job Summary	Career Ladder Program Type
3106	Executive Director, Financial Affairs-Office of the Provost	020	E	Oversees all administrative and financial matters in the Division, developing, reviewing, and overseeing operating and capital budgets and commitments. The Executive Director provides financial analysis, forecasting, and reporting to management, and provides the consultation, education, and training required to build financial compliance and awareness within the Division.	Individualized
2825	Director, IT Business Services	019	E	Directs the business operations of the Information Technology Department. This includes directing and managing the support staff for the division as well as the financial, human resources management, procurement and contract administration for the division.	Individualized
2222	Director, Advancement Services & Business Operations	018	E	manages the administrative, financial, and human resources operations of a division. Directs the development, implementation and management oversight of all administrative functions for the Office of the President and the Division of Advancement & University Relations. Works closely with presidential, marketing, and fundraising staff on matters related to hiring, purchasing, contract administration, and compliance with UH System policies.	Individualized
3040	Director, Administration and Operations	018	E	Directs the planning, development, implementation and administration of business operations and financial oversight for the division, which may include financial and human resources management, procurement and contract administration, endowments, grant administration and serves as point of contact for fiscal and administrative matters.	Individualized
2800	Director, College Administration and Operations	018	E	Directs the administrative, financial, and human resources administrative and non-academic operations of the college. The Director provides oversight of budgetary development and forecasting, payroll, procurement, contract administration, research administration, facilities, space management, and inventory control.	Individualized
2590	Director, Financial Affairs	018	E	Directs the planning, development, implementation and administration of business operations and financial oversight for the division and Provost Office, which may include financial and human resources management, procurement and contract administration, endowments and grant administration in close collaboration with the Executive Director of Financial Affairs.	In-Range
2154	College Business Administrator II	017	E	Manages the administrative, financial, and human resources operations of the college, and serves as liaison to all staff, faculty, students, university departments, community partners, and vendors.	Pre-Defined
2025	Manager, Business Operations	016	E	The Manager, Business Operations manages budgetary, financial and human resource operations for the Central Business Office of the Division/College.	In-Range
2210	Manager, Division Operations	016	E	Provides administrative and operational oversight to the Vice President of a Division. Performs a wide range of complex administrative duties. Serves as the representative for the Division. Provides coordination and liaison with senior executive staff on matters of interest to the Vice President.	In-Range
2583	Department Business Administrator III	016	E	Manages the administrative, financial and human resources operations of a complex department.	Pre-Defined
2173	Department Business Administrator II	015	E	Manages the administrative, financial and human resources operations of a moderately complex department	Pre-Defined
2584	Assistant Business Administrator, Financial Affairs	014	E	The Assistant Business Administrator for Financial Affairs provides support with the day-to-day operations, including financial, personnel, and administrative functions for the Office of the Provost units.	In-Range



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2033	Department Business Administrator I	014	E	Manages the administrative, financial and human resources operations of a department.	In-Range
3104	Coordinator, Administrative and Auxiliary Services	013	E	The Coordinator, Administrative and Auxiliary Services organizes, analyzes, reconciles, and oversees administrative/auxiliary functions and workflows.,	In-Range
5071	Coordinator, Administrative Services	012	NE	Coordinates, organizes, and oversees administrative functions and workflows.	In-Range

Administrative Assistance

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Job Code	Job Title	Pay Plan Grade	FLSA Status	Job Summary	Career Ladder Program Type
5040	Assistant Business Administrator	012	NE	The Assistant Business Administrator assists the Department Business Administrator with the unit's budgetary, financial, and human resource operations.	Pre-Defined
5197	Administrative Assistant III	011	NE	Performs a variety of administrative tasks, including financial and human resources tasks, to support the students, staff, and faculty of a complex department or unit.	Pre-Defined
5026	Financial Assistant III	011	NE	Performs a variety of tasks to provide financial support to complex department or unit.	Pre-Defined
5189	Administrative Assistant II	010	NE	Performs a variety of administrative tasks, including financial and human resources tasks, to support the students, staff, and faculty of a moderately complex department or unit.	Pre-Defined
5023	Financial Assistant II	010	NE	Performs a variety of tasks to provide financial support to moderately complex department or unit.	Pre-Defined
5199	Administrative Assistant I	009	NE	Performs a variety of administrative tasks, including financial and human resources tasks, to support the students, staff, and faculty of a department or unit.	Pre-Defined
5022	Financial Assistant I	009	NE	Performs a variety of tasks to provide financial support to a department.	Pre-Defined
5546	Office Assistant	008	NE	Performs a variety of clerical, administrative, reception, and office support functions.	Pre-Defined

Executive Assistance

Job Code	Job Title	Pay Plan Grade	FLSA Status	Job Summary	Career Ladder Program Type
2769	Executive Associate to the President	016	E	Provides administrative and operational support to the President, manages the office, and serves as a resource and key point of contact to the President's Cabinet, campus leaders, constituents, community representatives, and the Office of the Board of Regents, as well as providing coordination and liaison with senior executive officers on any matter of interest to the President.	In-Range

Customer Service

Job Code	Job Title	Pay Plan Grade	FLSA Status	Job Summary	Career Ladder Program Type
2366	Assistant Director Customer Services	015	E	Oversees the daily customer service operations. This includes, but is not limited to, the integrated delivery of information, call center, front counter, and communications.	In-Range
2332	Assistant Director, Customer Services and Outreach	015	E	Organizes and administers the financial aid customer services and outreach operations.	In-Range



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2401	Manager, Contact Center	014	E	Supervises a team of staff in a call center environment that assists students and families with Financial Aid, Admissions, and Registrar queries and questions.	In-Range
2140	Coordinator, Customer Service and Outreach	012	E	Performs a variety of customer service tasks to assist students with financial matters to their student accounts. The Coordinator, Customer Service and Outreach conducts new and transfer student orientations and assists students with BankMobile.	Pre-Defined
5080	Coordinator, Customer Services	011	NE	Oversees all departmental customer service processes and procedures to ensure that the correct information is conveyed to students, faculty, staff, and guests, and addresses all customer service issues.	Pre-Defined
5078	Coordinator, Digital Customer Services	011	NE	Coordinator of Digital Customer Service assists prospective and current students with all matters related to acquiring and maintaining financial by creating engaging digital content to disseminate financial aid information over various institutions and social media platforms.	In-Range
5677	Contact Center Representative	010	NE	Answers incoming calls related to enrollment services, provides callers with assistance and creates a ticket for the relevant department.	In-Range
5547	Customer Service Technician	009	NE	Provides general information to current and prospective students and to other university visitors.	Pre-Defined