Pittsburg State University
UNCLASSIFIED POSITION DESCRIPTION FORM

DEPARTMENT: KANSAS CITY METRO CENTER
COLLEGE/DIVISION: ACADEMIC AFFAIRS
POSITION #: 200000377

INSTRUCTIONS:
1. Save this word file with a unique name, such as the position title plus the position number plus the month and year the document is created (e.g. "Admit Asst Dir 2011-2012.doc")
2. Complete the Position Description (PD) Form. If this is an existing position, refer to the GUS Position Inventory data for current position data. Instructions for completing the form are found on the HRS web page (www.pittstate.edu/office/hr/index.dot); then Policies & Procedures; then Unclassified Employees; then Position Descriptions. Additional information to help with writing duty statements, competencies, and other position characteristics or requirements can be found at O’Net Online (http://online.onetcenter.org).
3. Attach the Word file of the completed position description to the position in the GUS Position Inventory.
4. Print the completed Position Description Form. Attach a current organizational chart. Route for additional signatures, if required by the division.
5. Send the signed position description to HRS, 204 Russ Hall, for review.
6. HRS & Equal Opportunity will review the Position Description. They will upload to the GUS Position Inventory a pdf copy of the final Position Description with signatures and organization chart.
7. The employee will have access to the pdf Position Description through GUS. Supervisors should review the final Position Description with the employee.

This space is for HRS & Equal Opportunity Use Only

FLSA Status: Exempt
FLSA Exemption(s), if applicable: Administration
FLSA Reviewer: Debra J. Amerkd
FLSA Review Date: 2-22-12
EO Reviewer: Cindy Johnson
EO Review Date: 02.03.12
Position Effective Date:

1. POSITION DATA:
   Action Requested: New Position
   Change Department/Supervisor
   Update Position Duties
   Other (Explain)
   CURRENT
   REQUESTED CHANGE
   Official Title Description: Director of KC Metro Center
   Working Title Description:
   Work Schedule (Hours & Days): Monday-Friday; 9:00 a.m. to 5:30 p.m.
   Length of Position (e.g. Fiscal Year, Academic Year, Other – indicate specific period): Fiscal Year
   Percent Time: 100%
   Location (City where employee works): Lenexa, Kansas
   Supervisor Name: Peggy Snyder
   Supervisor Title: Dean
   Supervisor Position #: 200000242
   Supervisor’s College/Division: Continuing and Graduate Studies
   Reviewer Name: (optional)
2. PRIMARY PURPOSE OF THIS POSITION:

This position is responsible for recruiting students to enroll in courses at the Metro Center, assist with developing a marketing plan and materials, manage the Center and supervise two employees, support faculty and departments providing courses at the Metro Center, and assist other departments and programs with recruiting and alumni efforts in the greater Kansas City area.

3. SUMMARIZE THE REASON FOR THE UPDATE IF THERE ARE SIGNIFICANT CHANGES IN DUTIES OR A CHANGE IN SUPERVISOR OR OTHER ORGANIZATIONAL CHANGE.

This position is moving from a combination of a faculty position and director with teaching responsibilities to just a director position.

4. DESCRIPTION OF WORK:

1. Describe the duties and responsibilities of this position. Include a duty statement for "other duties as assigned."
2. In the left-hand column, indicate the approximate percent of time required for each duty and responsibility. The percentage amounts for all of the duties must add up to 100%
3. Indicate if the duties and responsibilities are essential (duties and responsibilities without which the position could not exist without).

<table>
<thead>
<tr>
<th>#</th>
<th>%</th>
<th>Duties and Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Duties are Essential? X Yes No</td>
</tr>
<tr>
<td>1</td>
<td>40%</td>
<td>Recruiting – This position is to work independently to recruit students to attend the courses offered at the Metro Center by making contact with individuals in business and industry, working with area community colleges and school districts, attending career and college fairs, area chambers of commerce events, and other activities that will serve to recruit students. These types of events should also lead to developing other potential courses and degrees that could be offered at the Metro Center.</td>
</tr>
<tr>
<td>2</td>
<td>25%</td>
<td>Marketing Plan – Work with the Director of Continuing Education and the Marketing Committee to develop a marketing plan and materials to use in recruiting students.</td>
</tr>
<tr>
<td>3</td>
<td>20%</td>
<td>Manage the KC Metro Center – Manage the Metro Center Facility and supervise the clerical position and the night-time assistant. Work with faculty and academic departments to provide assistance for classroom teaching including technical support for distance learning and mediated courses.</td>
</tr>
<tr>
<td>4</td>
<td>15%</td>
<td>Duties are Essential?</td>
</tr>
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<td>Support other PSU Efforts – Work with other departments and programs to support recruitment and alumni efforts in the greater Kansas City area.</td>
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<td>Duties are Essential?</td>
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</tbody>
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POSITION #:  200000377

5. COMPETENCIES (Knowledge, Skills and Abilities): List appropriate Knowledge, Skills and Abilities for the position. Indicate competencies that are required for the position at time of hire with a “check.” Refer to the information on the HRS web page for assistance with competencies (see #2 in “Instructions,” above).

A. Knowledge

✓ Academic Advisement — Knowledge of the process to assist students in clarifying their educational goals and developing an educational plan for the realization of these goals.

✓ Budget - Knowledge of budget construction processes and budget management experience.

✓ Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records and designing forms.

✓ Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

✓ Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services.

✓ Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

✓ English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

✓ Higher Education Administration & Management - Knowledge of higher education administration and management principles involved in strategic planning, resource allocation, human resources modeling, leadership techniques, and academic assessment, evaluation and accreditation.

✓ Mathematics — Knowledge of arithmetic and algebra and their applications.

✓ Personnel and Human Resources — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, personnel information systems and resolution of grievances.

✓ Sales and Marketing — Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.

✓ Shared Governance — Knowledge of the principles and methods of working in an environment where responsibility is shared by faculty and administrators.

✓ Student Assessment and Advisement — Knowledge of learner outcome assessments and student advisement principles and practices.

✓ Student Recruitment and Retention — Knowledge of principles of student recruitment and retention.

✓ Student Support Services - Knowledge of enrollment management, financial assistance, admissions, registrar & housing operations and functions.

B. Skills

✓ Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

✓ Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

✓ Coordination — Adjusting actions in relation to others’ actions.

✓ Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

✓ Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

✓ Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
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**PD TEMPLATE VERSION 10 – MARCH 2011**

- **Persuasion** — Persuading others to change their minds or behavior.
- **Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.
- **Research** — Using an organized and systematic way to answer questions.
- **Service Orientation** — Actively looking for ways to help people.
- **Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.
- **Speaking** — Talking to others to convey information effectively.
- **Systems Evaluation** — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
- **Time Management** — Managing one's own time and the time of others.
- **Writing** — Communicating effectively in writing as appropriate for the needs of the audience.

**C. Abilities**

- **Collaboration** — Ability to work collaboratively with all stakeholders (faculty, community partners, staff, etc.) to build/sustain internal and external relationships.
- **Deductive Reasoning** — The ability to apply general rules to specific problems to produce answers that make sense.
- **Delegation** — The ability to empower another to act.
- **Diversity** — The ability to effectively work in a diverse educational setting.
- **Fluency of Ideas** — The ability to come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).
- **Inductive Reasoning** — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- **Information Ordering** — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules, and the ability to negotiate contracts and agreements.
- **Multi-Task and Deadlines** — The ability to manage multiple tasks and meet deadlines.
- **Near Vision** — The ability to see details at close range (within a few feet of the observer).
- **Negotiation** — The ability to confer with another so as to arrive at the settlement of some matter.
- **Number Facility** — The ability to add, subtract, multiply, or divide quickly and correctly.
- **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.
- **Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- **Relationships** — The ability to work in a collegial environment with shared governance, and to establish and cultivate relationships inside and outside the University.
- **Selective Attention** — The ability to concentrate on a task over a period of time without being distracted.
- **Speech Clarity** — The ability to speak clearly so others can understand you.
- **Speech Recognition** — The ability to identify and understand the speech of another person.
- **Written Comprehension** — The ability to read and understand information and ideas presented in writing.
- **Written Expression** — The ability to communicate information and ideas in writing so others will understand.
6. EDUCATION AND EXPERIENCE: List Education and Experience appropriate for the position. Indicate those that are required at time of hire with a "check."

Required:
✓ Bachelor's degree required
✓ Three to Five years working experience in recruitment, outreach or marketing, higher education or sales
✓ Leadership Experience in Civic and Community activities and/or Professional Organizations

Preferred:
• Master's degree preferred in a related field

7. LICENSE OR CERTIFICATION REQUIRED BY STATUTE OR REGULATION: List license(s) or certification(s) appropriate for the position. Indicate those that are required by statute or regulation at time of hire with a "check."

8. OTHER POSITION CHARACTERISTICS OR ESSENTIAL POSTING REQUIREMENTS:
Indicate any other significant characteristics (work activities, work context and work styles) that are significant for the position. Refer to the information on the HRS web page for assistance with Other Position Characteristics (see #2 in "Instructions," above).

A. Work Activity:
• Analyzing Data or Information — Identifying the underlying principles, reasons, or facts of information by breaking down information or data into separate parts.
• Coaching and Developing Others — Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills.
• Communicating with Persons Outside Organization — Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
• Communicating with Supervisors, Peers, or Subordinates — Providing information to supervisors, coworkers, and subordinates by telephone, in written form, e-mail, or in person.
• Coordinating the Work and Activities of Others — Getting members of a group to work together to accomplish tasks.
• Developing and Building Teams — Encouraging and building mutual trust, respect, and cooperation among team members.
• Documenting/Recording Information — Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
• Establishing and Maintaining Interpersonal Relationships — Developing constructive and cooperative working relationships with others, and maintaining them over time.
• Evaluating Information to Determine Compliance with Standards — Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.
• Getting Information — Observing, receiving, and otherwise obtaining information from all relevant sources.
• Guiding, Directing, and Motivating Subordinates — Providing guidance and direction to subordinates, including setting performance standards and monitoring performance.
• Interacting With Computers — Using computers and computer systems (including hardware and software) to
program, write software, set up functions, enter data, or process information.

- **Interpreting the Meaning of Information for Others** — Translating or explaining what information means and how it can be used.
- **Judging the Qualities of Things, Services, or People** — Assessing the value, importance, or quality of things or people.
- **Making Decisions and Solving Problems** — Analyzing information and evaluating results to choose the best solution and solve problems.
- **Monitoring and Controlling Resources** — Monitoring and controlling resources and overseeing the spending of money.
- **Organizing, Planning, and Prioritizing Work** — Developing specific goals and plans to prioritize, organize, and accomplish your work.
- **Performing for or Working Directly with the Public** — Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.
- **Processing Information** — Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- **Selling or Influencing Others** — Convincing others to otherwise change their minds or actions.
- **Updating and Using Relevant Knowledge** — Keeping up-to-date technically and applying new knowledge to your job.
- **Thinking Creatively** — Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.

**B. Work Context** - *Add language as appropriate to address the most significant items below. It is not necessary to address every item.*

- **Contact With Others** — How much does this job require the worker to be in contact with others (face-to-face, by telephone, or otherwise) in order to perform it? DAILY
- **Coordinate or Lead Others** — How important is it to coordinate or lead others in accomplishing work activities in this job? IMPORTANT
- **Deal With External Customers** — How important is it to work with external customers or the public in this job? VERY IMPORTANT
- **Duration of Typical Work Week** — Number of hours typically worked in one week. Indicate the frequency that meetings/dinners/engagements outside of the normal workday are required. 40 HOUR WORK WEEK, TYPICAL DAY WOULD BE CLOSER TO 9:00 a.m. to 6:00 p.m. EVENING AND WEEKEND HOURS ARE REQUIRED TO ASSIST WITH EVENTS HOSTED BY THE OFFICE, I.E. CLASSES, INFORMATION SESSIONS, RECRUITING EVENTS, ETC.
- **Electronic Mail** — How often do you use electronic mail in this job? DAILY
- **Face-to-Face Discussions** — How often do you have to have face-to-face discussions with individuals or teams in this job? DAILY
- **Freedom to Make Decisions** — How much decision making freedom, without supervision, does the job offer? THE INCUMBENT HAS DISCRETION IN DETERMINING HOW TO PERFORM JOB DUTIES, BUT WOULD BE REQUIRED TO DO CERTAIN EVENTS EACH WEEK.
- **Frequency of Conflict Situations** — How often are there conflict situations the employee has to face in this job? CONFLICTS ARISE OCCASIONALLY
- **Frequency of Decision Making** — How frequently is the worker required to make decisions that affect other people, the financial resources, and/or the image and reputation of the organization? WEEKLY
- **Impact of Decisions on Co-workers or Department Results** — How do the decisions an employee makes impact the results of co-workers, clients or the department? VARIES, USUALLY WITH SCHEDULING
- **Importance of Being Exact or Accurate** — How important is being very exact or highly accurate in performing this job? THIS POSITION REQUIRES ATTENTION TO DETAIL, PROCESSES, AND ACCURACY
IS IMPORTANT

- **Indoors, Environmentally Controlled** — How often does this job require working indoors in environmentally controlled conditions? THIS IS A JOB THAT REQUIRES TRAVELING IN THE CITY, BUT MAJORITY OF MEETINGS WOULD BE INDOORS.
- **Letters and Memos** — How often does the job require written letters and memos? FREQUENTLY
- **Physical Proximity** — To what extent does this job require the worker to perform job tasks in close physical proximity to other people? DAILY
- **Public Speaking** — How often do you have to perform public speaking in this job? REGUARLY
- **Responsibility for Outcomes and Results** — How responsible is the worker for work outcomes and results of other workers? SUPERVISES ONE ADMINISTRATIVE STAFF AND ONE PART TIME TEMPORARY EMPLOYEE
- **Spend Time Sitting** — How much does this job require sitting? POSITION REQUIRES A LOT OF TIME OUT OF THE OFFICE ATTENDING RECRUITING EVENTS AND MAKING OUTREACH CALLS. TIME AT DESK IS NEEDED AS WELL TO COMPLETE REQUIRED PAPER WORK AND COMMUNICATIONS TO OTHERS.
- **Structured versus Unstructured Work** — To what extent is this job structured for the worker, rather than allowing the worker to determine tasks, priorities, and goals? GOALS AND EXPECTATIONS ARE SET HOWEVER, WORK IS UNSTRUCTURED ALLOWING THE INDIVIDUAL AUTONOMY ON HOW TO ACHIEVE THE GOALS
- **Telephone** — How often do you have telephone conversations in this job? DAILY
- **Travel** — How frequently is travel required and where are the locations? TRAVEL IS EXPECTED SEVERAL TIMES PER WEEK TO ATTEND RECRUITMENT EVENTS AND TO MAKE OUTREACH/RECRUITING CALLS IN THE KANSAS CITY METRO AREA. TRAVEL TO REGULAR MEETINGS ON THE MAIN CAMPUS IN PITTSBURG IS ALSO EXPECTED.
- **Work With Work Group or Team** — How important is it to work with others in a group or team in this job? VERY IMPORTANT — THIS POSITION WORKS CLOSELY WITH SEVERAL DEPARTMENTS ON THE MAIN CAMPUS AND IN THE COMMUNITY

C. **Background Checks** - Include the appropriate statement for the position:

The position requires a criminal background check.
| 9. SIGNATURES, GUS POSITION INVENTORY & ROUTING: | Print the Position Description and route for signatures as required by the division/area. |
| Supervisor: | |
| Signature: | [Signature] | Title: [Dean CGS] | Date: 8/16/11 |
| Department Head or Dean (optional): | |
| Signature: | [Signature] | Title: | Date: |
| Associate Vice-President, if applicable (optional): | |
| Signature: | [Signature] | Title: | Date: |
| Vice-President or Provost (optional): | |
| Signature: | [Signature] | Title: [Provost] | Date: 8/22/11 |

SEND THE COMPLETED POSITION DESCRIPTION TO HUMAN RESOURCE SERVICES, 204 RUSS HALL, FOR REVIEW