



UNIVERSITY OF NORTH CAROLINA WILMINGTON

Business Services Coordinator
Competency Profile

DESCRIPTION OF WORK:

Positions in this banded classification administer and coordinate a variety of business and/or fiscal functions for a work unit, program or department. Work is characterized by a variety of business, fiscal and administrative functions. Work requires knowledge of applicable policies, procedures and information systems in order to communicate and process information. The range of duties includes, but is not limited to, program coordination, program marketing and customer service, budget management, event planning, report writing, summarizing and reconciling information or financial data, records and facilities management, personnel administration and closely related functions. Work may include the supervision of other(s).

ROLE DESCRIPTIONS BY COMPETENCY LEVEL		
Contributing	Journey	Advanced
Employees at this level are business Para-professionals who apply business, fiscal and administrative functions to address the business needs of a work unit, program or department. Work involves a limited variety of functional activities or services within business, and/or programs.	Employees at this level perform a variety of business, fiscal and administrative functions to address the business needs of several program areas or intergraded services. Work may involve the supervision of others.	Employees at this level perform a variety of business, fiscal and administrative functions to address the business needs of a department, unit or organization. Work involves a variety of functional activities, most of which are not well defined. Work may involve the supervision of others.

Competencies	Definition
Business and Records Administration	Knowledge of appropriate business practices and procedures. Facilitates business processes and operations by ensuring continuity, integration of policies and procedures with the work unit goals and objectives. Functions assigned to the position can include financial management, personnel administration/management, payroll, purchasing, inventory control, facilities coordination/planning, information technology assessment and closely related work.
Financial Management	Ability to monitor and maintain the financial resources of the organization to meet organizational objectives and compliance; Ability to prepare budget documents and reports. Applies technical skill and/or knowledge and analysis in business operations or accounting and financial reporting. Participates in allocating resources, planning, procurement and oversight of budgets and contracts to ensure fiscal stability of the unit.
Information Processing and Decision-Making	Ability to compile, organize, summarize and analyze data. Ability to review for compliance with laws and regulations; review, examine and prepare documents.
Communication	Ability to communicate information to individuals or groups; Ability to deliver presentations suited to the characteristics and needs of the audience. Ability to clearly and concisely convey information orally or in writing to individuals or groups to ensure that they understand the information and the message. Ability to listen and respond appropriately to others.
Planning and Organizing Work/Supervision	Ability to develop plans to accomplish work operations and objectives. Ability to arrange and assign work efficiently.

Note: Competency statements are progressive and not all competencies apply to every position/employee. Evaluate only those that apply.

Competency	Contributing	Journey	Advanced
<p>Business and Records Administration - Knowledge of appropriate business practices and procedures. Facilitates business processes and operations by ensuring continuity, integration of policies and procedures with the work unit goals and objectives. Functions assigned to the position can include financial management, personnel administration/management, payroll, purchasing, inventory control, facilities coordination/planning, information technology assessment and closely related work.</p>	<p>Coordinates varied records processing activities requiring the application of well-defined policies and procedures. Prepares and reviews information for completeness and accuracy.</p>	<p>Manages well-defined business functions for a department unit or an organization. Collects and analyzes information, and prepares reports. Applies policies and procedures related to business practices and internal control procedure.</p>	<p>Manages a variety of business and records functions. Performs research, data collection and analysis of information, and report writing. Interprets policies and procedures to facilitate and ensure the application of sound business practices. May include integration of policies and procedures with work units external to the organization.</p>
Competency	Contributing	Journey	Advanced
<p>Financial Management - Ability to monitor and maintain the financial resources of the organization to meet organizational objectives and compliance; Ability to prepare budget documents and reports. Applies technical skill and/or knowledge and analysis in business operations or accounting and financial reporting. Participates in allocating resources, planning, procurement and oversight of budgets and contracts to ensure fiscal stability of the unit.</p>	<p>N/A</p>	<p>Completes financial transactions, processes and practices for assigned areas. Requires a general knowledge of the organization's accounting and budget procedures.</p>	<p>Frequently serves as an internal resource on financial matters. Compiles and summarizes financial data to participate in budget management and reporting.</p>

Competency	Contributing	Journey	Advanced
<p>Information Processing and Decision-Making - Ability to compile, organize, summarize and analyze data. Ability to review for compliance with laws and regulations; review, examine and prepare documents.</p>	<p>Identifies problems that have established precedents and limited impact. Compiles and organizes financial information and other data.</p>	<p>Identifies, recognizes, and resolves problems that have established precedents and limited impact. Compiles, organizes, and analyzes financial information and other data. Reviews, examines and prepares documents.</p>	<p>Assesses and resolves problems that require research and review of policy and procedures. Analyzes moderately complex business operations and financial statements; makes recommendations for approval.</p>
Competency	Contributing	Journey	Advanced
<p>Communication - Ability to communicate information to individuals or groups; Ability to deliver presentations suited to the characteristics and needs of the audience. Ability to clearly and concisely convey information orally or in writing to individuals or groups to ensure that they understand the information and the message. Ability to listen and respond appropriately to others.</p>	<p>Conveys factual information using standard written formats. Communicates information clearly to others about services, processes, and procedures using prescribed or established guidelines.</p>	<p>Explains and interprets programs, policies and procedures using standard formats. Advises others in most matters related to program operations. Communicates factual information, general guidelines, and standard procedures.</p>	<p>Develops and/or edits written documents and/or reports information that usually spans across functional areas. Provides documentation to explain and support conclusions. Communicates interpretative information that spans across functional areas. Responds to non-routine inquiries.</p>

Competency	Contributing	Journey	Advanced
Planning and Organizing Work/Supervision - Ability to develop plans to accomplish work operations and objectives. Ability to arrange and assign work efficiently.	Coordinates tasks and establishes priorities. Directs, assesses, and trains student workers.	Plans and facilitates the activities of the work units. Evaluates and assesses workflow and staffing resources. Trains and supervises student workers.	Coordinates and directs work unit activities. May develop new processes or procedures. Supervises staff and student workers in applying operational policies and procedures.

Recommended Minimum Training Guideline: Four year degree in a related business function; or an equivalent combination of training and experience.

All degrees must be received from appropriately accredited institutions.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.