UNC WILMINGTON
RESEARCH OPERATIONS MANAGER

Description of Work: The primary role of this position is to manage and supervise all activities necessary to operate one or more research work settings such as a laboratory, clinic, field and/or classroom. Work requires knowledge of research concepts, practices and procedures, research operations, regulatory requirements, and planning and budgeting. The range of duties includes, but is not limited to: field operations, facility planning and maintenance, inventory control, purchasing and maintenance of research equipment, fiscal and administrative services, monitoring environmental risks and quality control, planning and scheduling work, determining staff assignments and training needs and human resources management.

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

Competency	Definition / Levels		
Knowledge - Professional/Scientific	Achieves a high level of professional skill or knowledge in scientific area(s) and keeps up with current developments and trends in area(s) of expertise. Knowledge of the scientific concepts, principles, and methods used to conduct sound research; serves as a resource on technical and program-related issues for staff and others; knowledge of related technology, instruments and equipment.		
	Contributing	**Journey**	**Advanced**
	1. Uses scientific knowledge and technical skills to effectively plan, direct and manage day-to-day operations of unit or area of responsibility; stays current with changes in applicable field.	1. Applies scientific knowledge and technical skills to plan, direct and manage complex and/or multiple programs or operations.	1. Directs, researches and develops innovative approaches to unique work situations.
Planning and Organizing Work	Develops plans to accomplish work operations and objectives; arranges and assigns work to use resources efficiently. At the advanced level, planning is of a strategic nature to develop plans, organizational structures and systems to fulfill legislative or mission driven organizational goals. Plans, develops**,** communicates and executes research operations; arranges and assigns work to best use research project funds.		
	Contributing	**Journey**	**Advanced**
	1. Plans work operations and prioritizes daily or weekly to meet research objectives; sets short-range deadlines; provides instructions to others.	1. Determines long-range plans and schedules within established research objectives; assists in preparing grant proposals.	1. Determines multiple and more complex long-range plans and schedules within established research objectives; prepar**es** grant proposals.
	2. Monitor operations for safety and efficiencies. Suggest improvements or modifications.	2. Assesses the needs of the research operations and recommends changes in procedures, workflow and manpower assignments.	2. Arranges and assigns work for multiple research projects.
	3. Conveys daily plans with research team and participants to ensure understanding of project and safety guidelines.	3. Communicates with external program clients e.g. scientists for multiple research operations..	3. Communicates with agencies and regulatory entities; Conducts feasibility studies for research proposals.
	4. Collects and documents information for internal and external reporting.	4. Organizes, tabulates, and analyzes data for internal and external reporting.	4. Prepares annual reports for internal and external agencies.

Competency	Definition / Levels		
Budgeting	Plans and monitors the use of expenditures to meet organizational objectives and compliance; prepares budget documents and reports; systematically plans and monitors research project expenditures.		
	Contributing	**Journey**	**Advanced**
	1. Operates within assigned budget; identifies potential cost savings.	1. Monitors expenditures and identifies potential budget issues. Prepares budget(s) for research projects; allocates resources for personnel and equipment; recommends needed expenditures and revisions to the project budget(s).	1. Makes and approves major expenditures. Plans budget goals.
Human Resources Management	Recruits, selects, develops, counsels, disciplines, and evaluates performance of employees to retain a diverse workforce; administers and ensures compliance with human resources policies and procedures. Observes and assesses work; provides feedback to staff, students, faculty and/or other clients; may provide technical supervision; develops knowledge, skills and abilities of staff, students, faculty and/or other clients; plans and supports employees in career development opportunities.		
	Contributing	**Journey**	**Advanced**
	1. Assigns and monitors work of research team; reviews work of staff upon completion to assess and problem solve.	1. Reviews accomplishments to ensure research project objectives are met; conducts final review for most complex research protocols to assess and problem solve.	1. Manages and designs implementation of new programs; administered by staff.
	2. Models work/job duties for employees. Delivers instruction in operations and safety procedures.	2. Plans for and ensures proficiency and professional training. Reviews appropriate certifications.	2. Determines training needs and provides training to specific employees; ensures employees have tools and knowledge to comply with research protocol and regulatory requirements; develops training programs.
	3. Reviews and approves routine human resources policy questions and request; may participate in recruitment and selection process.	3. Participates in recruitment and selection process and/or performance management; Ensures human resources policies and related information are shared with employees.	3.. Determines work unit design; applies policies to execute operations needs; conducts performance management.
	4. Identifies problems and brings to the attention to appropriate people; resolves minor problems and complaints on an informal basis.	4. Participates in resolution of disciplinary and grievance issues.	4. Resolves disciplinary and grievance issues.
	5. Identifies and recommends career development opportunities with employees.	5. Ensures employees have access to tools and information for career development opportunities.	5. Plans and coordinates career development opportunities.

Competency	Definition / Levels		
Research Operations Management	Provides oversight of technical programs and administrative activities in a research setting including quality assurance and safety programs; coordinates and manages facilities, equipment, supplies and related resources; monitors environmental risks and quality control; understands and complies with safety standards to maintain a safe environment.		
	Contributing	**Journey**	**Advanced**
	1. Plans resources needed to conduct research operations; maintains inventory control; coordinates space, field, equipment and/or facilities; may monitor expenditures.	1. Manages resources, may include budget and personnel; recommends priorities in the use of resources including space, field equipment and/or facilities.	1. Manages and monitors multiple and/or complex resources, including budget and personnel; establishes priorities in the use of resources including space, field equipment and/or facilities.
	2. Understands and executes quality assurance.	2. Evaluates and modifies quality assurance for unit and/or site.	2. Manages and improves quality assurance program(s).
	3. Interprets laws and regulations; ensures adherence to procedures and work standards; recommends changes.	3. Establishes operations and procedures and creates operations manuals.	3. Responsible for and ensures compliance with policies, procedures and work standards; implements adjustments or changes to work standards; anticipates changes; approves documentation.
Training and Experience Guidelines	Graduate from a 4-year college or university and 2 years of general research experience preferably with supervision; or an equivalent combination of training and experience. Familiarity with a variety of the research field concepts, practices and procedures. Demonstrated experience and judgment to		
	Contributing	**Journey**	**Advanced**
	Special Note: This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class and may not be applicable to all positions.		
Definitions:			