



CAREER TRACKS

General Administration

including staff assistants, coordinators, program and
project administrators, etc.

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Harvard Longwood Campus





BEFORE YOU START...

Career paths may not always be linear nor is the path always clear. For some individuals, you have to move back to move forward. For others, careers shift completely from one field to another or from one industry to another. Your career, like yourself, evolves and changes with time. The Career Tracks Manual is a tool to help you on your career path but is not intended to be the answers to all your career related questions. The information provided is intended to be used as a guide, and while participating in the suggested trainings may enhance an employee's work experience, progression in a career path consists of several other factors including current job responsibilities as well as the factors listed under the Career Perspectives section. We wish you all the success at Harvard University! Keep an open mind and always challenge yourself!

-HLC Human Resources Team

CAREER TRACKS



And Lastly.....

Career Development is owned and driven by the employee (you). Explore :

- what you are passionate about
- what makes you feel accomplished
- what do you love doing
- what makes you feel like you are making an impact



Your manager's role is to:

- help you explore opportunities to develop
- provide feedback on strengths and weaknesses
- identify potential trainings to help address skill gaps





Table of Contents

- What is General Administration?
- General Administration Station
- Career Track Map (G-Line)
- Career Stops and Recommended Training
- Career Track Worksheet
- Other Helpful Resources



Click on this icon to come back to the table of contents



What is General Administration?

Job function that provides a range of clerical, administrative, and management services to support a unit, program or function.

Job Families Include:

Administration, support, program administration, project management



WELCOME TO THE GENERAL ADMINISTRATION

STATION



Welcome to the general administration station. This station is your starting point for the general administration career track. To get a jump start to your success, it is strongly recommended that you take the following requisite trainings within the first 6 to 12 months:

Harvard Training Portal (HTP) Tutorials: Time Reporting, Time Approval, Performance Management (if applicable) – to find join Employee and Manager Group within portal

HLC Trainings: Performance Management

Online Resources: Lynda.com, ManageMentor.com

CWD Trainings: Outlook Mail & Calendar, Engagement@Harvard Series, Watch and Learn Trainings, Ethics & Accountability, Fraud in the Workplace

Other (if applicable- found in HTP): Understanding the I9 process (search by name in upper right hand corner of portal), I9 Verification Tool (to find join PeopleSoft Administrators Group within portal), PCard Overview (University-wide)



WELCOME TO THE G-LINE

Hover over a station to get a quick glance of the role and click on the station for more information and resources



QUICK GLANCE:



CAREER TRACKS



Staff Assistant I to III

General Duties: Performs a variety of general support duties for an academic or administrative unit. The amount of independence will depend on the level on the job.

Experience: 1-3+ years

Education: High school diploma

Sample Competency: Attention to Detail

Sample Business Titles: project assistant, program assistant, faculty assistant

Trainings

Requisite Trainings

Suggested Trainings: Excel, Excelling As An Assistant, PowerPoint, Making the Most of Meetings, Front Line Customer Service, Getting Organized, Getting Organized with Outlook, *Leadership Essentials

Coordinator I

General Duties: Works independently performing a wide range of complex and confidential administrative and clerical duties to support program/event/forum/business unit.

Experience: 1-3+ years

Education: High school diploma, college degree (preferred)

Sample Competency: Communication Skills

Sample Business Titles: administrative coordinator, project coordinator, program coordinator

Trainings

Requisite Trainings

Suggested Trainings: Communicating at Work, Your Strengths at Work, Project Management, Effective e-Writing, *Leadership Essentials

(cumulative from level to level in each job family)

Coordinator II to III

General Duties: Responsible for all administrative logistics of a program/event/forum/business unit. Level is dependent on the amount of independence.

Experience: 5 years

Education: College degree (strongly preferred) or equiv. of education plus relevant business experience

Sample Competency: Decision Making

Sample Business Titles: administrative coordinator, II project coordinator II, program coordinator II

Trainings

Requisite Trainings

Suggested Trainings: Process Design that Saves Time, Advanced Excel, Advanced Writing at Work, Development Conversations

(cumulative from level to level in each job family)



CAREER TRACKS



Program Administrator/Supervisor I

General Duties: Oversees the workflow of the department including finance, Human Resources, Payroll, operations, facilities, and IT being fully accountable for an administrative management of a unit. This will have a moderate impact on operations, resources, or the University's reputation. (Note: Must have bona-fide supervisory duties excluding this position from the HUCTW bargaining unit; otherwise, this position is an HUCTW-Coordinator, grade 55)

Experience: 2 years of experience in program management, supervisory experience

Education: Bachelor's Degree

Sample Competency: Strategic Thinking

Sample Business Titles: Program Manager, Program Specialist, Program Lead

Trainings

Requisite Trainings

Suggested Trainings: Difficult Conversations, Project Management, Chart of Accounts, Basics of Accounting. For those with direct reports: Universal Managers Training, HLC Manager/Supervisor Series

(cumulative from level to level in each job family)

Program Administrator II

General Duties: Independently oversees the workflow of the department including finance, Human Resources, Payroll, operations, facilities, and IT while managing and being fully accountable for a department. This will have a moderate impact on operations, resources, or the University's reputation

Experience: 3 years of progressive program management experience, supervisory experience

Education: Bachelor's Degree

Sample Business Titles:

Sample Competency: Building Trust

Sample Business Titles: Assistant Program Director, Senior Program Manager

Trainings

Requisite Trainings

Suggested Trainings: Development Conversations, Difficult Conversations, Power Influence and Negotiation, Advanced Writing at Work. For those with direct reports: Universal Managers Training, HLC Manager/Supervisor Series, *Foundations of Leadership

(cumulative from level to level in each job family)

Program Administrator III

General Duties: Oversees the department in all areas including finance, Human Resources, Payroll, operations, facilities, and IT as an integral part of the strategic planning team that is responsible for the long-term goals of the department for a small to medium sized department or center. This will have a significant impact on operations, resources, or the University's reputation.

Experience: 5 years of progressive program management experience, supervisory experience

Education: Bachelor's Degree

Sample Competency: Negotiation

Sample Business Title: Associate Program Director

Trainings

Requisite Trainings

Suggested Trainings: Development Conversations, Difficult Conversations, Project Management, Power Influence and Negotiation, Process Design that Saves Time *Leadership Strategies for the Individual Contributor. For those with direct reports: Universal Managers Training, HLC Manager/Supervisor Series, *Foundations of Leadership

(cumulative from level to level in each job family)



CAREER TRACKS



Project Management I

General Duties: Monitors progress and oversees adherence to time frames and costs throughout the project. Manages and fully accountable for sections of a large project or a small sized project in a department or center that has a moderate impact on operations, resources, or the University's reputation.

Experience: At least 3 years of project management, leadership experience

Education: Bachelor's Degree

Sample Competency: Building trust

Sample Business Titles: Project Manager, Project Specialist,

Trainings

Requisite Trainings

Suggested Trainings: Development Conversations, Difficult Conversations, Power Influence and Negotiation, Project Management, *Leadership Strategies for the Individual Contributor. For those with direct reports: Universal Managers Training, HLC Manager/Supervisor Series, *Foundations of Leadership

(cumulative from level to level in each job family)

Project Management II

General Duties: Designs, creates, evaluates and revises project plan throughout life-cycle. Manages and fully accountable for a medium sized project or a small sized project in a department or center that has a moderate impact on operations, resources, or the University's reputation.

Experience: At least 5 years of progressive project management, supervisory experience

Education: Bachelor's Degree

Sample Competency: Negotiation

Sample Business Title: Assistant Project Director, Senior Project Manager

Trainings

Requisite Trainings

Suggested Trainings: Development Conversations, Difficult Conversations, Power Influence and Negotiation, Project Management, *Leadership Strategies for the Individual Contributor. For those with direct reports: Universal Managers Training, HLC Manager/Supervisor Series, *Foundations of Leadership

(cumulative from level to level in each job family)

Project Management III

General Duties: Designs, implements and directs new projects and/or initiatives of a large scope from business justification to completion. Manages and fully accountable for a large sized project or a small sized project in a department or center that has a significant impact on operations, resources, or the University's reputation.

Experience: At least 7 years of progressive project management, supervisory experience

Education: Bachelor's Degree

Sample Competency: Building a High Performing Team

Sample Business Titles: Associate Project Director

Trainings

Requisite Trainings

Suggested Trainings: Development Conversations, Difficult Conversations, Power Influence and Negotiation, Project Management, *Leadership Strategies for the Individual Contributor. For those with direct reports: Universal Managers Training, HLC Manager/Supervisor Series, *Foundations of Leadership, *Leadership in Action

(cumulative from level to level in each job family)



CAREER TRACKS



Administrator I

Experience: 2+ years of experience in office management and administrator, supervisory experience

Education: Bachelor's Degree

Sample Competency: Negotiation

Sample Business Titles: Senior Administrative Coordinator

Trainings

Requisite Trainings

Suggested Trainings: Project Management, Power Influence and Negotiation, Process Design to Save Time, Editing and Proof Reading. For those with direct reports: Universal Managers Training, HLC Manager/Supervisor Series

(cumulative from level to level in each job family)

Administrator II

(Note: The Duties and Responsibilities at this level are similar to those at the prior level. The level varies based on the other measures listed: impact/scope, education/experience, and supervision)

Experience: 3+ years of experience in office management and administrator, supervisory experience

Sample Business Title: Office Manager, Manager of Administration, Center Administrator

Education: Bachelor's Degree

Sample Competency: Organizational Awareness

Trainings

Requisite Trainings

Suggested Trainings: Development Conversations, Project Management, Power Influence and Negotiation, Process Design to Save Time, Editing and Proof Reading. For those with direct reports: Universal Managers Training, HLC Manager/Supervisor Series, *Foundations of Leadership

(cumulative from level to level in each job family)

Administrator III

Experience: 5+ years of progressive University administrative management, supervisory experience

Education: Bachelor's Degree

Sample Competency: Ability to Influence

Sample Business Title: Assistant Director

Trainings

Requisite Trainings

Suggested Trainings: Difficult Conversations, Presentation Skills, Managing Up, Chart of Accounts, Basics of Accounting, Managing Multiple Bosses *Leadership Strategies for the Individual Contributor. For those with direct reports: Universal Managers Training, HLC Manager/Supervisor Series, *Foundations of Leadership

(cumulative from level to level in each job family)



CAREER TRACKS



Administrator IV

Experience: 7+ years of progressive University administrative management, supervisory experience

Education: Bachelor's Degree

Sample Competency: Problem Analysis and Problem Solving

Sample Business Title: Associate Director, Department Administrator

Trainings

Requisite Trainings

Suggested Trainings: Difficult Conversations, Advanced Writing, Presentation Skills, Chart of Accounts, Basics of Accounting, Managing Multiple Bosses *Leadership Strategies for the Individual Contributor. For those with direct reports: Universal Managers Training, HLC Manager/Supervisor Series, *Foundations of Leadership, *Leadership in Action

(cumulative from level to level in each job family)

Administrator V

Experience: 8+ years of progressive University administrative management, supervisory experience

Education: Master's Degree (preferred)

Sample Competency: Strategic Thinking

Sample Business Titles: Director

Trainings

Requisite Trainings

Suggested Trainings: Development Conversations, Difficult Conversations, Project Management, Power Influence and Negotiation, Advanced Writing, Presentation Skills, Chart of Accounts, Basics of Accounting, Managing Multiple Bosses *Leadership Strategies for the Individual Contributor. For those with direct reports: Universal Managers Training, HLC Manager/Supervisor Series, *Foundations of Leadership, *Leadership in Action

(cumulative from level to level in each job family)

**Harvard Leadership Development Programs, offer more advanced skills training as well as self-awareness tools to refine and further develop leadership skills for both experienced managers and individual contributors. Full descriptions can be found here. Participation in these programs requires an application.*

To register for these programs, contact:

SPH – SKeeping@hsph.harvard.edu,

HMS- Linda_Miklas@hms.harvard.edu,

HSDM – Kevin_Dolan@hsdm.harvard.edu





Career Tracks Worksheet

The career tracks worksheet is an easy to use tool to start capturing information related to your career development as well as a great reference tool to keep you on track. Click on the form icon below to pull up the worksheet (MS Word Document).





Click any of the following to go to any of the online resources or tools provided by the Center for Workplace Development, HLC Human Resources and much more!

Harvard Tuition Assistance Program

HMS Human Resources

SPH Human Resources

HSDM Human Resources

Center for Workplace Development

lynda.com

HLC Career Development Page

Harvard Manage Mentor

Employment@Harvard

HLC COMPASS Page

CAREER TRACKS



In conclusion, we hope this tool has assisted you in thinking more about your career development within the general administration job family. We remind you that this is just one of many resources available to you at Harvard University and the Harvard Longwood Campus. Remember that the HLC Compass is a program designed to specifically address career development for the community. Look for the Compass symbol (see below) for any future seminars, trainings and resources!



Your Guide to Navigating and Understanding
Your Career and Professional Development

