IU Classification Level Guide  
Auxiliary Job Family

Positions in this job family provide administration and/or management specifically for defined auxiliary units or programs in the areas of retail/service center, recreation, and food service. To accurately classify a position, specific supporting examples of a position’s primary duties and responsibilities in terms of scope, impact, and complexity should be provided.

<table>
<thead>
<tr>
<th>Level</th>
<th>AX1</th>
<th>AX2</th>
<th>AX3</th>
<th>AX4</th>
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<tbody>
<tr>
<td>Overview</td>
<td><strong>These professional positions are all classified as PAO (Professional Overtime Non-Exempt).</strong></td>
<td>A professional contributor in auxiliaries without full authority to deviate from established protocols.</td>
<td>Fully competent and productive professional contributor, working independently on progressively more complex projects/assignments.</td>
<td>Generally responsible for managing a auxiliary department or major function within a department with staff responsibility.</td>
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<td></td>
<td>A professional contributor with very limited authority to deviate from established protocols.</td>
<td>Has good grasp of professional principles and skills.</td>
<td>The work may involve program ownership.</td>
<td>---OR---</td>
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<td>Work is in a very focused area and is fundamental in nature.</td>
<td>Knows and effectively uses fundamental concepts, practices, and procedures.</td>
<td>This is intended by design to cover an extensive span of professional work.</td>
<td>Will manage highly complex processes or have diverse and complex responsibilities such as: people or financial management, external relationship development, project/process leadership.</td>
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<td></td>
<td>May be first line supervisors of support staff.</td>
<td>Work is of limited scope, typically on smaller, less complex projects/assignments or providing support for larger projects/assignments.</td>
<td>Responsibilities are of a professional or highly analytical nature.</td>
<td>This must be the primary purpose of the position, not a sporadic assignment. Focus of management is more frequently operational than strategic. The depth of the organizational structure may impact this.</td>
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<tr>
<td>Decision Making</td>
<td>Work is governed very closely by a supervisory oversight, set procedures, and precedent.</td>
<td>Assists in fact finding.</td>
<td>Errors generally are limited to unit operations.</td>
<td>Frequently contributes to management strategy.</td>
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<td></td>
<td>Refers all but the most basic problems to supervisor for guidance and decision</td>
<td>Errors generally are limited to unit operations.</td>
<td>May be first line supervisors, often of support staff.</td>
<td>Establishes priorities; assigns functions; maintains quality control.</td>
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<td>Works in compliance with established procedures. Identifies and resolves readily identifiable problems.</td>
<td>Identifies and resolves readily identifiable problems.</td>
<td>Jobs may have a high level of accountability.</td>
<td>Errors may have significant impact on operations and/or profits within the organization.</td>
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<td>Makes decisions within established guidelines and policies. Refers the most difficult situations to supervisor for guidance.</td>
<td>Makes decisions within established guidelines and policies. Refers the most difficult situations to supervisor for guidance.</td>
<td>Errors may have impact beyond operations but normally are caught and/or corrected prior to significant impact.</td>
<td>Provides total management and expert guidance to lower level staff.</td>
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<td></td>
<td>Nature of work requires supervision; exercises limited judgment.</td>
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<td>May train and direct work of junior staff.</td>
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<td>Work typically involves regular process checks or review of output by a coworker and/or supervisor.</td>
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<td>Performs full range of professional level work that typically requires more complex and less clearly-defined issues.</td>
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<td>Has latitude to make operational/procedural decisions within broadly defined parameters.</td>
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<td>Identifies problems then solutions then takes appropriate action to resolve.</td>
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<td>Decisions require a high level of judgment.</td>
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<td>Nature of work requires significant independence.</td>
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<td>Guidance from higher management limited to expected outcomes.</td>
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<td>Receives guidance only on unusual, complex problems/issues.</td>
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<td>Generally requires higher managerial approval for policy and/or fiscal variances.</td>
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### IU Classification Level Guide
#### Auxiliary Job Family

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| **Characteristic Duties** | • Provides first line shift supervision of food service or customer service staff.  
  • Coordinates and assists with catered and other events. | • Assists with or coordinates the operations of a program, service, or retail operation.  
  • Coordinates and develops related outreach / marketing pieces.  
  • May supervise the day to day work of support or customer service staff (lead worker).  
  • Monitors and assists with the budget, purchasing, facilities, and inventory. | • Provides a broader range (ownership) of program, service, or retail operation management / coordination, usually part of a larger umbrella program or organization.  
  • Continuously participates in and influences program, service, or retail operation planning and direction.  
  • Tracks and analyzes data / program performance then makes recommendations on operational improvements.  
  • May supervise staff. | • Provides full operational management (ownership) of larger umbrella program, service, or retail operations.  
  • Sets all internal policies, procedures, and services and influences strategy.  
  • Manages all planning, sales, finance, marketing, and other administrative functions.  
  • Exercises full management authority over all dedicated professional and support staff. |

| Minimum Education/Experience (or equiv) | • HS diploma or equivalent.  
  • Combinations of related education and experience will be considered.  
  • Generally 0 – 2 years of experience in related field. | • BS/BA in related discipline.  
  • Combinations of related education and experience will be considered.  
  • Generally 0-2 years of experience in related field. | • BS/BA in related discipline.  
  • Combinations of related education and experience will be considered.  
  • Generally 2-5 years of experience in related field. | • BS/BA in related discipline.  
  • Combinations of related education and experience will be considered.  
  • Generally 5-8 years of experience in related field. |
# IU Classification Level Guide
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<tr>
<th>Level</th>
<th>AX5</th>
<th>AX6</th>
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| **Level Overview** | - Typically manages multiple auxiliary or like departments.  
---*OR---  
- Responsible for a large unit / dept or multiple functions with a mostly strategic focus.  
*Focus of management at this grade is more frequently strategic than operational. The depth of the organizational structure may impact this.*  
- Determine organizational design.  
- Often makes final decisions on major in-sourcing / outsourcing.  
- Develops and manages strategic long range plans and budgets for functional areas or significant projects.  
- Analyzes the effectiveness of and establishes future direction for functional policies and programs.  
- Aligns policies, products, and development efforts with strategies.  
- Errors may have significant impact on operations and / or profits within the organization. | - Manages an unusually large university-wide or campus auxiliary function.  
---*OR---  
- Oversees a highly specialized unit, which contributes a high level of strategic importance to the university or campus.  
- Unusually heavy impact on financial and business results on a wide scale.  
- Establishes broad plans and formulates policies for functional area for the university, campus, or responsibility center.  
- Accountable for long term strategic and budgetary decisions.  
- Errors have significant impact on future operations of the organization/campus/university. |
| **Decision Making** | - Typically involved in, if not the initiator of establishing policies, procedures and practices with major impact.  
- Has latitude in decision making.  
- Decision making is based on the analysis of problems with little precedent. | - Decision latitude is wide, minimally constrained by university / campus policies. |
| **Characteristic Duties** | - The senior management / direction of a major campus retail site(s) recreational division, or like organization; often multiple sites / programs. Sets overall strategy.  
- Directs functional area and / or administrative managers.  
- Exercises final authority on contract negotiations, fees, and prices  
- Directs market research and makes major decisions based on recommendations from managers | - The senior most auxiliary manager / director of a campus or university-wide auxiliary umbrella organization.  
- Exercises all P5 functions but on a larger scale. |
| **Minimum Education/Experience (or equivalent)** | - BS/BA in related discipline.  
- Combinations of related education and experience may be considered  
- Generally 5-8 years of experience in related field including managerial experience.  
---*OR---  
- Masters plus three years related experience including managerial experience. | - BS/BA in related discipline.  
- Combinations of related education and experience will be considered  
- Generally 8+ years of experience in related field including managerial experience; certification is required in some areas  
---*OR---  
- Masters plus 5 years related experience including managerial experience. |