

Job Family Career Development Guide: Management Level 1

The purpose of the Job Family Career Development Guide is to help employees and supervisors quickly identify competencies required for success at a designated career stream level. If you are currently employed at the above level, or aspire to someday work at this level, **complete the following steps**.

1. Review the Competency Summary table below and mark your level of experience and training, from your perspective, and ask that your supervisor do the same. This will help you to identify developmental opportunities.
2. Reference the Development Dimension table below for potential development ideas and paths.
3. Upload your development plan into SuccessFactors ([watch how-to video](#)).

Competency Summary	Experience and Training		
	Limited Experience and/or Training	Moderate Experience and/or Training	Extensive Experience and/or Training
1. Organizational Impact Plans and sets day-to-day operational objectives for a team of support personnel within a clearly defined area. Delegates tasks to a team to achieve operational targets, service standards, etc. Typically does not have budget accountability, but may manage day- to-day spreadsheets or elements of the budget (e.g., overtime for staff, expense monitoring)			
2. Leadership and Talent Management Supervises a team consisting of support jobs only, such as trades (electricians, carpenters, mechanics), service (cashiers, food service, etc.) or clerical (data entry, administrative assistants). Provides day-to-day work direction for team, focused on maintaining steady workflow and productivity and resolving operational decisions. Provides primary input to hiring, firing, promotion, performance and rewards decisions for direct reports.			
3. Problem Solving and Complexity Identifies, defines and addresses problems with solutions that are not immediately evident, but typically not complex. Problems typically involve a single area, process or constituent group. Problems are typically solved through drawing from prior experiences or standard procedures. Level has responsibility for making minor changes in systems and processes to solve problems or improve effectiveness of area.			
4. Communication & Influencing Others Communicates with parties within and outside of own area, which may include internal and external constituents depending upon the area. Explains policies, practices and procedures of the area to others within the organization. May work to justify and gain cooperation of others on practices, policies and procedures.			
5. Knowledge and Experience Requires basic management approaches such as work scheduling, prioritizing, coaching and process execution. Typically requires specialized knowledge of technical or operational practices within assigned discipline. Typically requires some University education or equivalent experience and 0-1 year prior relevant experience.			

Optional: [Click here to access on-the-job development ideas](#). If you are interested in colleague and stakeholder feedback, concerning potential developmental opportunities, consider launching a 360 Feedback Survey. [Click here to watch How-To video](#).