

Mark's Exploring His Options

Background:

Mark is a recent college graduate who wanted to get started as an IU employee. Hired into his current position just over a year ago with several years previous experience, Mark quickly adapted and succeeded in coordinating the more complex activities of the office. Mark begins to look at career options using the job framework. He discovers three interesting options and intends to investigate further.

- Current Job Function: **General Administration**
- Current Job Family: **Administrative Generalist**
- Current Role: **Administrative Generalist Coordinator**
- Current Job Level: **Non-Exempt Individual Contributor**
- Career Level: **Intermediate**



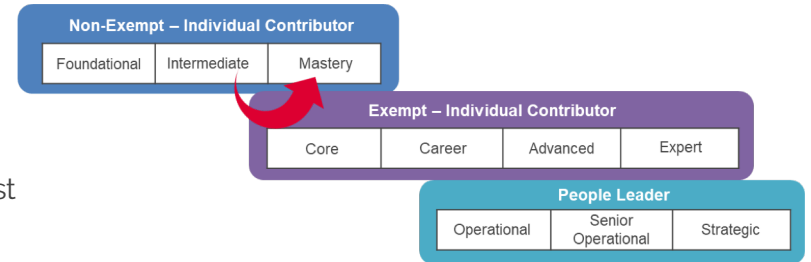
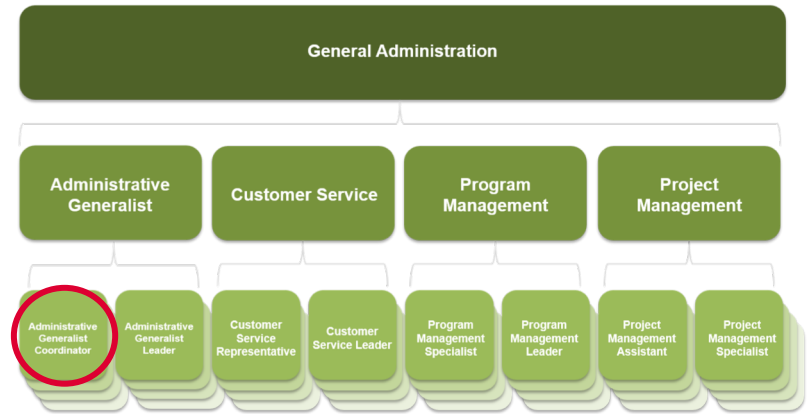


Mark's Goals: Mark is interested in playing more of a leadership role by taking on more challenging tasks and assigning work to other colleagues. Mark's experience and skills demonstrating good time management, good judgment and decision-making, and effective interpersonal skills make this role an appropriate option.

Grow into a **NEW CAREER LEVEL:**

- Same job function: **General Administration**
- Same job family: **Administrative Generalist**
- Same role: **Administrative Generalist Coordinator**
- Same career structure: **Non-Exempt – Individual Contributor**
- **NEW** career level: **Mastery**

Role Summary: Under minimal supervision, this position manages the most complex office activities to achieve optimum utilization of equipment and employee productivity. May oversee or guide lower-level appointed staff.



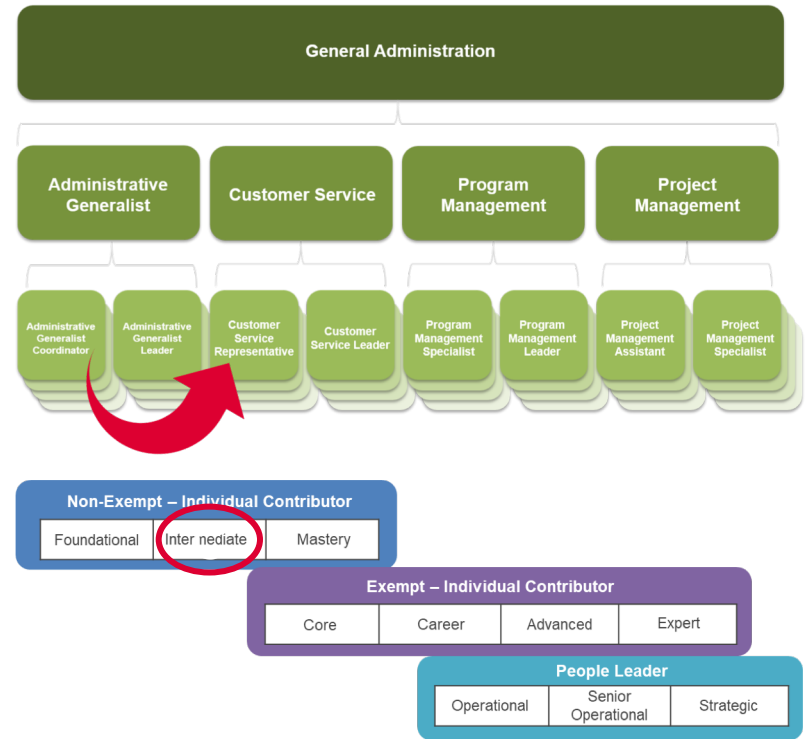


Mark's Goals: Mark's desire and ability to interact and build relationships through effective problem-solving lead to considering a customer service role with perhaps a broader and more diverse client base.

Use **SKILLS** in a **NEW WAY**: Become a Customer Service Representative

- Same job function: **General Administration**
- **NEW** job family: **Customer Service**
- **NEW** role: **Customer Service Representative**
- Same career structure: **Non-Exempt – Individual Contributor**
- Same career level: **Intermediate**

Role Summary: Under general supervision, this position liaises between customers and cross-functional internal teams to ensure the timely and successful delivery of solutions according to customer needs. Manages moderately complex cases from initiation to resolution, escalating to higher-level appointed staff and/or managers when necessary.





Mark's Goals: Mark's current role in an academic department has included frequent interaction coaching and guiding students. The career services consultant qualifications align well with Mark's listening, problem-solving, and time management skills, as well as his bachelor's degree.

Try a **BIG CHANGE**: Become an Academic Advisor

- **NEW** job function: **Student Services**
- **NEW** job family: **Career Services**
- **NEW** role: **Career Services Consultant**
- **NEW** career structure: **Exempt – Individual Contributor**
- **NEW** career level: **Core**

Role Summary: Provides guidance to students regarding course selection, majors and minors offered, and graduation requirements, utilizing knowledge of the university's academic policies and procedures. Evaluates students and may make referrals for tutoring or more specialized counseling. Maintains students' academic files.

