

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 (hereafter referred to as “laboratory”). Work requires knowledge of research concepts, practices and procedures, laboratory operations, regulatory requirements, and planning and budgeting. The range of duties includes, but is not limited to: facility planning and maintenance, inventory control, purchasing and maintenance of laboratory equipment, fiscal and administrative services, monitoring environmental risks and quality control, planning and scheduling work, determining staff assignments and training need, and human resources management. **NOTE:** The scope and complexity of the operations for the area(s) managed are considered as factors in determining the appropriate level.

Competency	Definition
Knowledge – Professional/Scientific	Achieves a high level of professional/scientific skill or knowledge in specific area(s) and keeps up with current developments and trends in area(s) of expertise. Knowledge of scientific/agricultural concepts, principles, practices 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.
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 and executes research operations; arranges and assigns work to best use research project funds.
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.
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.
Laboratory Management	Provides oversight of technical programs and administrative activities in a research setting - research laboratories and/or agricultural research stations 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.

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

Knowledge – Professional/Scientific

Achieves a high level of professional/scientific skill or knowledge in specific area(s) and keeps up with current developments and trends in area(s) of expertise. Knowledge of scientific and/or agricultural concepts, principles, practices and methods used to conduct or manage 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. Applies scientific knowledge to 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 to plan, direct and manage complex and/or multiple programs or operations.	1. Directs, researches, investigates 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 and executes research operations; arranges and assigns work to best use research project funds.

Contributing	Journey	Advanced
1. Plans work operations and priorities 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; collaborates in preparation of grant proposals.
2. Assesses the needs of the laboratory and recommends changes in procedures, workflow and staff assignments.	2. Implements changes in procedures, workflow and staff assignments.	2. Arranges and assigns work for multiple research projects and/or laboratories.

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 proposals; recommends needed expenditures and revisions to the project budget(s).	1. Makes and approves major expenditures.

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 staff; 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.	2. Plans for and delivers on-the-job training.	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 policies questions and requests; may participate in recruitment and selection process and/or performance assessment.	3. Participates in recruitment and selection process; conducts performance management; ensures human resources policies and related information is shared with employees.	3. Determines work unit design; applies policies to execute operational needs.
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.

Laboratory Management

Provides oversight of technical programs and administrative activities in a research setting - research laboratories and/or agricultural research stations 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 operate the laboratory; maintains inventory control; coordinates space, field, equipment and/or facilities; may monitor expenditures.	1. Manages laboratory resources, may include budget and personnel; establishes priorities in the use of resources including space, field, equipment and/or facilities.	1. Manages and monitors multiple and/or complex laboratory 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. Understands and complies with safety standards to maintain a safe environment.	2. Evaluates and modifies quality assurance and safety standards for unit and/or site.	2. Manages and improves quality assurance and safety program(s).
3. N/A	3. Ensures adherence to procedures and work standards; recommends changes.	3. Manages adherence to procedures and work standards; implements adjustments or changes to work standards; anticipates changes

Experience and Training Guidelines:

Graduation from a four-year college or university and two years of general research experience preferably with supervision; or an equivalent combination of training and experience. Familiarity with a variety of the research fields concepts, practices and procedures. Demonstrated experience and judgment to plan and accomplish goals.

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, but may not be applicable to all positions.