**LEVEL DEFINITION**
This level covers positions responsible for managing the front-line services of a unit within a business operation.

**TYPICAL RESPONSIBILITIES**
May include: managing the front-line services of a business unit; developing and managing budgets; managing staff schedules, operational systems and other resources; managing control and audit processes to ensure financial transactions are processed appropriately; and analysing business performance results and making recommendations to optimize services.

**DECISION MAKING / LEVEL OF ACCOUNTABILITY**
Makes decisions regarding the allocation of staff and financial resources.

**SUPERVISION RECEIVED**
Works independently under general managerial direction. Work is reviewed in terms of overall service level, effective utilization of resources and conformance with policies and guidelines.

**SUPERVISION EXERCISED**
Manages staff and is responsible for hire, discipline, evaluation and termination.

**MINIMUM QUALIFICATIONS**
Undergraduate degree in a relevant discipline. Minimum of two years of related experience, or the equivalent combination of education and experience.

*Updated: June 10, 2014*