WORKING TITLES GUIDELINES

SUBJECT: WORKING TITLES

DATE: January 29, 2009

I. PURPOSE / DESCRIPTION

The Working Titles Guidelines provide guidance for hiring managers to accurately represent the scope of a position to potential candidates and other units on campus, providing a consistent understanding for recruitment, classification, and operational decisions.

II. GENERAL DESCRIPTION

A. Working titles for staff indicate an employee's functional responsibility, particularly when the classification title alone is not sufficiently descriptive. Classification titles are broad and are used to distinguish a grouping of similar positions across a variety of settings, whereas a working title is specific to an actual position in an identifiable work unit. For example, the classification "Administrative Support Assistant I or II" may not be sufficiently descriptive, particularly if there are several positions with the same classification title in the same work unit and each has a different function. A working title such as Receptionist, Front Counter Representative, Customer Service Representative, Administrative Assistant (department/program) or Assistant may be appropriate if this is the case.

III. GUIDELINES

A. Working titles are commonly used on business cards and in directories and in other correspondence with constituents, such as individuals from outside the University, who would not have knowledge of the CSU classification structure. There is also a space provided on the Position Description Form for the working title if it is different from the classification title.

B. Working titles may be used to better communicate an employee's area of responsibility; they have no impact on wages, benefits or working conditions. Working titles should be consistent with the classification title and should not be indicative of a range of responsibilities or level of authority that is not consistent with the classification title.

C. Use of "inflated" working titles can blur lines of responsibility and lead staff to take on responsibilities that are not appropriate to their positions or, conversely, they can confuse staff as to who is the appropriate supervisor or administrator. For these reasons, words such as manager, director, assistant director and administrator are to be used for management positions only, except as noted in Section IV.

D. Examples of words that may be included in a staff title are: (program/department) coordinator, analyst, assistant, specialist, or technician. If higher status is to be designated, the word "senior", i.e., senior coordinator, senior analyst, etc may be added. Should the position have significant supervisory responsibility, the word "supervisor or lead" may be used in the title (depending on language in the collective bargaining agreement for the bargaining group.)

IV. EXCEPTIONS

A. The Dean/Director or MPP, in accordance with the guidelines outlined above, may determine working titles. Exceptions to the guidelines for non-managerial staff titles require the endorsement of the AVP for People & Culture.

B. For example, University Advancement may incorporate the term "Director" in a staff position title if the position involves a high level of interaction with outside donors, (private donors and corporations). In these instances, the term "Director" may be used in the working title in order to communicate to outside donors that the occupants of these position are representatives of the University for the purposes of building and furthering donor relationships.

V. MPP TITLES

A. Working titles for MPP administrators indicate level of authority.

a. Normally, administrators at the Administrator I or II level use the title, "Manager or Associate Director";
b. Administrators at the Administrator III level use the title, "Director or Associate Dean";
c. Administrators at the Administrator IV level use the title, "Dean, Associate Vice President, or Vice President". Occasionally, the word "executive" or "senior" will be added to a title to signify higher status.

B. The President or his designee (VP P&C) must approve all MPP administrator titles.