

## Student Employee Pay Tiers

| Compensable Factors                                | Tier 1   | Tier 2   | Tier 3  |
|--|--|--|---|
| <b>Interpersonal &amp; Communication Skills</b>    | Position duties and responsibilities require minimal interpersonal or communication skills             | Position duties and responsibilities require exchanging information, engaging others in conversation, and responding to questions.   | Position duties and responsibilities require interpreting and translating facts and information; explaining situations and issues to people and advising them of alternative or appropriate courses of action; and/or interviewing and acquiring information from others.   |
| <b>Impact on Public Relations</b>                  | The position has relatively limited or minor effect on customer relations and image of the University. | The position performance affects the overall customer relations and image of the University to a minor degree. Positive or negative consequences are relatively short-term in nature and restricted to only one or a few students, visitors, or members of the public. | The position's responsibilities are expected to have a significant impact on the public image of the University. Public relations can be affected to the extent that the issues or problems are considered significant. Positive or negative consequences are likely to become widely known [internally and externally] and materially affect the reputation of the University. |
| <b>Decision Responsibility</b>                     | Position requires thought or independent decision making. Decisions made have limited overall impact.  | Decisions generally involve an operation will be done or carried out (i.e. sequence or method), and generally from an available set of alternatives or precedents.   | Moderate responsibility for decision-making, involving evaluation of information. Decisions may require developing or applying alternatives or precedents.  |
| <b>Complexity, Judgment, &amp; Problem Solving</b> | Work of a relatively routine nature. Requires the ability to understand and follow instructions.       | Structured work, following a limited variety of clearly prescribed standard practices.   | Generally structured work, but involving a choice of action within limits of standard policy and procedures.  |
| <b>Demands/Deadlines</b>                           | Little or no stress created by the work, associates, or public.  | Little or no stress created by the work, associates, or public. Occasional stress due to deadlines or workload because of intermittent or cyclical work pressures, or occasional exposure to distressed individuals within the immediate work environment.             | High volume and variable work demands and deadlines impose a strain on a routine basis or considerable stress intermittently; OR regular direct contacts with distressed individuals within the immediate work environment; AND/OR exposure to demands and pressures from persons other than immediate supervisor.  |
| <b>Supervisory Responsibility</b>                  | No supervisory responsibility; may explain work instructions to others.                                | Involves general instructing, scheduling, and reviewing the work of others performing the same or directly related work. Acts as "lead worker." This level involves functional supervision only.   |   |
| <b>Scoring for Tiers</b>                           | <b>6-9 points = Tier 1</b><br><b>\$7.25 - 10.00/hour</b>   | <b>10-13 points = Tier 2</b><br><b>\$10.01 - 14.99/hour</b>  | <b>14-17 points = Tier 3</b><br><b>\$15.00 - 20.00/hour</b>   |