AUBURN
Human Resources

Admstr, Business Operations & Case Management

JOB INFORMATION

Job Code	EB54
Job Description Title	Admstr, Business Operations & Case Management
Pay Grade	HR11
Range Minimum	$68,050
33rd %	$86,200
Range Midpoint	$95,270
67th %	$104,340
Range Maximum	$122,490
Exemption Status	Exempt
Organizational use restricted to the following divisions	101 VP InstitutionalCompliance&Security
Approved Date:	9/12/2025 4:57:56 PM

JOB FAMILY AND FUNCTION

Job Family:	Human Resources
Job Function:	Equal Opportunity Compliance

JOB SUMMARY

The Administrator of Business Operations & Case Management in the Office of Equal Opportunity Compliance (EOC) is responsible for administering civil rights case workflows and project execution. This position leads case administration, coordinates project timelines, and ensures compliance standards are met. Serves as the office manager and is responsible for financial operations, budgeting, procurement, and administrative support services. The role provides high-level executive assistance to the Associate Vice President (AVP) of EOC, ensuring seamless coordination across leadership priorities and office functions.

RESPONSIBILITIES

- Coordinates enterprise-wide administration of civil rights cases to include initiation, procedural oversight, and resolution for matters involving Title IX, Americans with Disabilities Act (ADA), Equal Employment Opportunity (EEO), and other compliance areas within the Office of Equal Opportunity Compliance (EOC). Ensures alignment with federal and state regulations, institutional policies, and internal protocols to mitigate legal, financial, and reputational risks.
- Serves as the administrator for the Maxient case management system, overseeing the design and maintenance of templates, case types, routing logic, and reporting frameworks. Ensures system functionality supports compliance standards and operational efficiency, while maintaining audit-ready data integrity and secure access controls.
- Conducts routine audits and longitudinal reviews of EOC case data to assess consistency in resolution practices, adherence to processing timelines, and performance against compliance benchmarks. Prepares analytical reports and executive summaries for internal stakeholders and university leadership to inform strategic decision-making and continuous improvement.
- Maintains comprehensive records and documentation for all EOC compliance activities, ensuring adherence to the University’s retention policies and applicable legal standards. Coordinates and fulfills time-sensitive records requests from internal units and external entities such as the NCAA, employment verification agencies, and grant sponsors.
- Develops and updates internal procedures and operational guidelines for civil rights casework, ensuring alignment with legal mandates and higher education best practices. Facilitates implementation of procedural changes across departmental and cross-functional teams.
- Supports training and professional development initiatives, assisting the Assistant Vice President in designing and delivering internal training on case management workflows, Maxient system usage, and civil rights compliance. Acts as a technical resource for Maxient users and provides onboarding and ongoing support to staff.

RESPONSIBILITIES

- Oversees daily business operations of the EOC office, including procurement, vendor relations, financial reconciliation, and contract coordination. Responsible for departmental budgeting, authorizes expenditures, and ensures compliance with university financial policies and controls.
- Provides high-level executive support to the Assistant Vice President, including complex calendar management, preparation of strategic materials, coordination of internal initiatives, and handling of sensitive communications. Tracks priority action items and assists in developing and monitoring proposal budgets and strategic deliverables.
- Acts as a liaison to internal departments and external partners, addressing institutional compliance needs, resolving operational challenges, and guiding policy implementation. Facilitates cross-unit initiatives related to civil rights, cybersecurity, and enterprise risk management through strategic collaboration and problem-solving.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	No specific discipline required. Degree in Business Administration, Human Resources, Social Work, Psychology, Pre-Law, Paralegal Studies is desired.	and	4 years of	experience in project management, case management, case administration, records management, legal compliance, or business operations.	Or
Associate's Degree or Vocational Certificate	No specific discipline required. Degree in Business Administration, Human Resources, Social Work, Psychology, Pre-Law, Paralegal Studies is desired.	and	8 years of	experience in project management, case management, case administration, records management, legal compliance, or business operations.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of higher education policies and procedures, budgeting, accounting, and payroll procedures.	
Knowledge of current federal guidance regarding Title VI, Title VII, Title IX, and the Americans with Disabilities Act, as amended.	
Strong organizational and communication skills.	
Strong interpersonal skills and the ability to work with diverse constituents, including students, faculty, staff, and university administration.	
Ability to interpret University policies pertaining to civil rights protections.	
Ability to exercise sound judgment and discretion in handling highly sensitive and confidential information, the unauthorized disclosure of which could significantly disrupt operations and adversely impact internal stakeholders, external partners, or the broader public.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting		X				25 lbs
Climbing		X				
Stooping/ Kneeling/ Crouching		X				
Reaching		X				
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise			X		
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Vision Requirements:

Ability to see information in print and/or electronically.

Travel Requirements:

In-State; Domestic