

ROLES AND RESPONSIBILITIES MATRIX

Directions: For the key processes listed below, please add the initials of the people you feel are the process decision-makers, managers, back-ups and those involved.

<p>The Process Decision-Maker: This is the person who makes decisions about operating or changing the entire process. The decision-maker determines priorities and scope of responsibilities for the process manager.</p>	<p>The Process Manager: Person responsible for operating or doing the task(s) on a regular basis. The process manager answers questions about what to do regarding a specific process or task.</p>
<p>Back-Up: This is the person who operates the process when the process manager is away temporarily. The backup is trained in and familiar with the process.</p>	<p>Involved: This includes people who give input to the process, use the output, or are otherwise impacted by the process and its results. These are people who should be involved in some way when the process is changed.</p>

Note: For some processes, the process manager and decision-maker are the same person.

	Process	Decision Maker	Process Manager	Backup	Involved
1.	Newsletter	DR	DA	---	Staff/Fac
2.	Mail	DR		KP	Staff/Fac
3.	Web site	JE	LT		Fac/staff
4.	Payroll/time sheets	DR		KP	Staff
5.	Office nuts & bolts (E.g. feed fish, etc.)	DR	DA	KP	Staff
6.	Reception and telephone	LS	DA	ZO	Staff
7.	Research proposal submissions	DA	RN		Faculty
8.	Departmental Files				
9.	Timetable	AW	DR		Faculty
10.	Staff Executive Committee				
11.	Course logistics/admin tasks				

	Process	Decision Maker	Process Manager	Backup	Involved
12.	Responding to RFPs				
13.	Recruitment of students to help on projects				
14.	Research & project reports				
15.	Annual meeting				
16.	Annual report				
17.	Financial administration of grants				
18.	Paying Center bills				
19.	Project coordination (who's doing what, billing, documentation)				
20.	Reception (telephone and personal)				
21.	Monthly reports				
22.	Office maintenance (trash, coffee, repairs)				
23.	Electronic equipment purchase/repair				
24.	Software selection/purchase				
25.	Printing/copying				
26.	Mail/UPS/Fed Ex (sending, accepting, routing)				
27.	Staff evaluations				
28.	Vacations/leaves				
29.	Office supplies/furnish purchases				