IOWA

University Information

Org/College: Office of the Provost	
Department: Provost Administration	

UI Job Code:	PAA3	**Pay Level:**	4B
Job Function:	Administration	**Job Family:**	Administrative Services
University Classification:	Administrative Services Manager		

Department Information

Org/Dept/Sub-dept #:	02-0105-00000
Position #: New - 00283573	
Working Title (if applicable)**:** Administrative Services Manager	
This Position Reports to (Title/Position #)**:** Kathryn Andrews	
Position Has Administrative Supervision?	☒ No ☐ Yes

Position Information

Position Overview: Supports the Associate Provost for Undergraduate Education and Dean of the University College through high-level management and coordination of projects and processes using independent decision-making and communication skills. Responsibilities include drafting, editing, and finalizing reports, presentations, and other vital communications using data and information from a variety of sources. Additionally, this role serves as the primary orchestrator of highly visible institutional level events; liaison for governing agencies; and manager and coordinator of strategic planning efforts and special projects. This position will have direct oral and written communication with faculty, staff, students, and high-level administrators as well as a variety of external audiences.

Salary: 55,344 – Commensurate	**Campus Location:** Jesup Hall (JP)
Work Modality: Hybrid – 1 Day of Remote Work per Week	**Percent Time:** 100%

What You Do: (Key Areas of Responsibility)

Operational Support and Management (PAA3): *Coordinate and manage work processes/ administrative procedures and policies to increase efficient and effective operations for a project, program, unit, department, or college/division. Make high-level independent decisions regarding operational, administrative and financial activities. Assist with assuring compliance with various policies or procedures..*	• Develop, implement, and manage internal processes for academic program submissions to the Iowa Board of Regents. This involves working directly with deans, associate deans, and registrars, on new, terminated, suspended, or changed majors to ensure action requested is appropriate. Review, edit, and submit material to the Board Office requesting the relevant action to ensure information is accurate and follows policy guidelines. • Manage collegiate and program accreditation material submissions to the Board Office. This involves reviewing accreditation material and managing follow-up actions. • Gather information, draft, review, and edit Higher Learning Commission accreditation material, including federal compliance, to prepare for submission. Manage and coordinate site visit preparation and execution. • Manage committees, task forces, and special projects as needed. This involves participating in small and large group meetings; providing data and information from a variety of sources as requested; drafting reports,

	presentations and other documents; and keeping the team on track to meet deadlines. • Provides leadership and coordination of highly visible institutional level events, such as convocation and recognition events. • Provides high level support to administrators within the Office of the Provost as needed.
Strategic Planning (PAA3): *Develop, implement and evaluate strategic plans for a project, program, unit department, or college/division.*	• Manage activities within the University of Iowa's strategic plan which involves working as a team with faculty, staff, and administrators to develop, implement and assess tactics that support the goals of the strategic plan. This involves drafting, editing, and finalizing written reports and presentations, coordinating and participating in team meetings, coordinating focus groups with internal and external stakeholders, and gathering data from a variety of sources to incorporate into reports and presentations.
Information Management (PAA3): *Review, resolve and respond to requests for information, data, services, complaints, etc. Manage information disseminated to faculty and staff regarding operational activities including the appropriateness of expenditures, contract or grant requirements, and changes in policies and procedures.*	• Responds to inquiries and complaints from students, parents, faculty, staff, administrators, governing agencies, and external audiences for information related to student policies and procedures requiring a high level of independent interpretation and discretion. • Drafts, edits, and finalizes proposed changes to academic-related policies and procedures and communicate changes to appropriate audiences.
Communications Management (PAA3): *May review, approve and implement the communication strategy/plan.*	• Drafts, edits, and finalizes communications on behalf of the associate provost to internal and external audiences on a variety of topics. This includes information for internal newsletters, special messaging to associate deans, faculty, and students.

Universal Competencies

Collaboration/Positive Impact: *Ability to work with a variety of individuals and groups in a constructive and civil manner and utilize existing resources and learning to achieve or exceed desired outcomes of current and future organizational goals/needs.*	Proficiency Level: Extensive • Ensures time, resources, energy, learning opportunities, and actions are focused on priorities important to the changing workplace. • Identifies and resolves disagreements/conflicts in early stages. • Promotes a safe, fair, respectful environment in which concerns can be addressed effectively. • Recommends changes to work practices and policies to achieve desired outcomes.
Service Excellence/Customer Focus: *Ability to meet or exceed customer service needs and expectations and provide excellent service in a direct or indirect manner. Ability to effectively transmit and interpret information through appropriate communication with internal and external customers.*	Proficiency Level: Extensive • Participates in developing a variety of effective ways to deal with service challenges. • Models service delivery and coaches others to deliver excellent service in a variety of settings. • Communicates well with direct reports, peers, leadership and external constituents.

	• Utilizes various methods for information sharing and information gathering. Modifies processes to enhance service.
Welcoming and Respectful Environment: *Ability to foster a welcoming and respectful workplace environment while recognizing personal differences. Ability to work with a variety of individuals and groups in a constructive and respectful manner while appreciating the importance of a workforce that benefits from the talents of all people across multiple characteristics, including: race, creed, color, religion, national origin, age, sex, pregnancy (including childbirth and related conditions), disability, genetic information, status as a U.S. veteran, service in the U.S. military, sexual orientation, gender identity, or associational preferences.*	Proficiency Level: Extensive • Promotes a workplace environment where people of all backgrounds and perspectives feel welcomed and appreciated, where every individual is empowered to make a positive impact, and in which workplace concerns are addressed effectively. • Identifies unit policies and practices that could have a disparate impact based on protected classifications as defined by federal and/or state law. • Recommends policies and practices to advance a welcoming and respectful workplace environment as described above. • Forms respectful relationships with individuals and organizations representing various constituencies and seeks regular input to better understand potential issues and to enhance recruitment and retention efforts. • Supports implementation of unit strategic plans related to a welcoming and respectful workplace environment. • Engages in on-going self-reflection and continues to advance one's own knowledge and skills related to fostering a welcoming and respectful workplace environment.

Staff members are expected to meet reasonable standards of work quality and quantity, as well as expectations for attendance established by their supervisor. Staff members are also expected to comply with policies governing employee responsibilities and conduct, including those contained in the University Operations Manual

How You Do Your Job: (learn about competencies and proficiency levels [here)](here)

Office Administration: *Ability to carry out ongoing office administration tasks effectively and efficiently in support of individuals, teams, and/or units.*	Proficiency Level: Expert/Leader • Demonstrates in-depth knowledge of full spectrum of enterprise office administration activities. • Organizes and coordinates large meetings and conferences. • Discusses industry and marketplace trends and directions for office administration. • Participates in designing office administration function and workflow. • Contributes to office administration improvements and best practices. • Monitors effectiveness of support staff; recommends improvements.
Operational Functions: *Knowledge of major functional processes and associated operating requirements; ability to apply this knowledge appropriately to diverse situations.*	Proficiency Level: Extensive • Operates with understanding of key responsibilities of organization's major functions. • Seeks efficiencies in operational functions wherever possible. • Evaluates relevant industry practices from an operations perspective and works accordingly. • Maintains awareness of multi- and cross-functional issues of the regulatory environment.

	• Takes into consideration the interrelationships between major functions and sub-functions. • Uses knowledge of organization's functions to achieve goals, meet commitments.
Data Gathering and Reporting: *Knowledge of and ability to utilize tools, techniques ad processes for gathering data and reporting data in a particular area or department.*	Proficiency Level: Extensive • Oversees multiple data-gathering and analysis initiatives. • Analyzes complex reports as revealed by the data. • Teaches others the calculations necessary to capture data and develop more complex reports. • Prepares cost-benefit analyses of alternative approaches. • Develops criteria for selecting data gathering and reporting tools and techniques for various projects. • Reviews and verifies data and reports for accuracy.
Decision Making and Critical Thinking: *Understanding of the issues related to the decision-making process; ability to analyze situations fully and accurately, and reach productive decisions*	Proficiency Level: Extensive • Uses effective decision-making approaches such as consultative, command, or consensus. • Differentiates assumptions, perspectives, and historical frameworks. • Leverages experience in analyzing relevant data and assessing implications of alternatives. • Identifies decision options and points and predicts their potential impact. • Evaluates past decisions for insights to improve decision-making process. • Makes sure assumptions and data are objectively analyzed in decisions.
Communicating for Effective Relationships: *Knowledge and application of the communication techniques and relationship building skills that develop the ability to work with a variety of individuals and groups in a constructive and collaborative manner.*	Proficiency Level: Extensive • Communicates effectively with diverse audiences, using appropriate media and language; ensures important messages are clearly understood. • Coaches others on methods to improve their own communication. • Establishes and maintains productive working relationships within and outside of own area. • Seeks out what's common in conflicting points of view to address and resolve issues. • Resolves potentially harmful differences between individuals and groups of people. • Establishes and maintains credibility and is able to influence individuals inside and outside own group and earns their respect.

Effective Communications: *Understanding of effective communication concepts, tools and techniques; ability to effectively transmit, receive, and accurately interpret ideas, information, and needs through the application of appropriate communication behaviors.*	Proficiency Level: Extensive • Communicates well downward, upward, and outward. • Employs appropriate methods of persuasion when soliciting agreement. • Maintains focus on the topic at hand. • Adapts documents and presentations for the intended audience. • Reviews others' writing or presentations and provides feedback and coaching. • Demonstrates both empathy and assertiveness when communicating a need or defending a position.
Effective Presentations: *Knowledge of effective presentation tools and techniques; ability to present information to groups with the appropriate formality.*	Proficiency Level: Extensive • Delivers formal and informal stand-up presentations or demos to audiences of all kinds. • Uses various techniques to ensure message received is message intended. • Develops presentation objectives and organizes key topics, speaking points, materials, and flow. • Uses multiple presentation tools and techniques, adapting/fitting them to audience and topic. • Develops responses to unanticipated questions, both friendly and hostile. • Seeks and uses feedback to improve own presentation effectiveness.
Relationship Management: *Ability to establish and build healthy working relationships and partnerships with colleagues within and external to own unit, those to whom services are provided, vendors, the public, regulatory/governmental agencies, etc., all of whom may be seen as "customers" or receivers of services provided by the University.*	Proficiency Level: Extensive • Maintains productive, long-term relationships with "customers." • Conducts periodic reviews of work effort, progress, issues, and successes. • Creates opportunities to educate teams on "customer" priorities. • Participates in defining the terms of the services provided in a collaborative relationship. • Communicates to "customers" regarding expectations of all parties. • Empowers others to establish collaborative, healthy relationships.

Project Management: *Knowledge of and experience with tools and techniques for planning, organizing and controlling projects.*	Proficiency Level: Extensive • Plans, estimates, staffs, organizes, and manages multiple projects. • Articulates methods used to make build/buy decisions on project components. • Identifies common risks and addresses them with contingency plans and options. • Creates and sustains links between business requirements and technology production. • Holds regular and ad-hoc project reviews with project team, sponsors and clients. • Articulates requirements and controls expectations of both project clients.
Managing Multiple Priorities: *Ability to manage multiple concurrent objectives, projects, groups, or activities, making effective judgments as to prioritizing and time allocation.*	Proficiency Level: Working • Performs at least 2-3 concurrent activities without reducing productivity. • Completes current work according to assigned priorities. • Recognizes changing demands and priorities; validates changes with management. • Responds to day-to-day operational priorities while still making progress on project work. • Obtains information about how current assignments contribute to organizational goals.

Position Qualifications: *(for recruiting purposes only, fill when replacing position)*	
Education (or equivalency) Required	• Bachelor's degree or an equivalent combination of education and experience.
Experience Required	• 3 years of experience in administrative or program management.
Competencies Required	Demonstrates a EXTENSIVE proficiency level in: • Knowledge of and ability to utilize tools, techniques, and processes for gathering and reporting data, including both qualitative and quantitative techniques. • Understanding of effective verbal and written communication concepts, tools, and techniques; ability to effectively transmit, receive, and accurately interpret ideas, information, and needs. • Knowledge of effective presentation tools and techniques; ability to present information to groups with the appropriate formality. • Knowledge of effective strategies and the ability to work with a variety of individuals and groups in a constructive and collaborative manner.

	• Knowledge of and experience with tools and techniques for planning, organizing and controlling projects and work independently as well as cooperatively with others.
Desirable Qualifications	• Familiarity with higher education systems and processes. • Attention to detail, strong organizational skills, and ability to handle multiple tasks quickly and effectively, proactively establish priorities and meet deadlines, and solve problems independently and creatively.