The University of Iowa

University Information

<table>
<thead>
<tr>
<th>Org/College:</th>
<th>Office of the Provost</th>
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<tbody>
<tr>
<td>UI Job Code:</td>
<td>PCR2</td>
</tr>
<tr>
<td>Job Function:</td>
<td>Academic Support</td>
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<tr>
<td>University Class.:</td>
<td>Registrar Services Coordinator</td>
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Department Information

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<tr>
<th>Org/Dept/Sub-dept #:</th>
<th>02-4615-00000</th>
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<tbody>
<tr>
<td>Position #:</td>
<td>00000215</td>
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<tr>
<td>Position Type:</td>
<td>P&amp;S, Regular</td>
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<tr>
<td>Working Title:</td>
<td>Curriculum Coordinator</td>
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<tr>
<td>This Position Reports to:</td>
<td>Associate Registrar / # 00201222</td>
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<tr>
<td>Has Administrative Supervision?</td>
<td>No</td>
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Position Overview: The Curriculum Coordinator for the Office of the Registrar supports the university’s academic mission and student success as a member of the Curriculum Management team. This individual collaborates proactively and creatively with colleges and academic departments across campus to coordinate efforts specific to the ongoing maintenance and continuous improvement of the Program of Study, Academic Organization, Course Library, and Tuition and Fees components of the student information system.

Position Information

Key Areas of Responsibility

Registration and Enrollment Services (PCR2): Coordinate and oversee registration services, course availability and enrollment functions. Assign instructor and advisor assignment. Work within collegiate academic units to maintain collegiate curricular database. Assist with the structure to support the implementation of University policies and procedures with academic/collegiate units. Coordinate collegiate registration processes.

- Support the university’s academic mission and student success by assisting with ongoing maintenance and continuous improvement of the Program of Study and Academic Organization components of the student information system, including creation, revision, and closure of academic departments and programs; assist end users with program of study training and support.
- Course management team member; assist with ongoing maintenance and continuous improvement of the Course Library; assist with processing course creation, revision, and closure requests; assist end users with course management training and support.

Degree Progression (PCR2): Assist with degree audit processes. Work with collegiate academic units to implement curricular changes. Coordinate college commencement and/or University commencement and special ceremonies.

- Curriculum team member; assist with office-wide implementation of university and college-specific academic initiatives; forge and maintain shared focus across all elements of curriculum management within the Registrar’s office to help solve complex business problems in creative and innovative ways.
- Assist Sample Plan team with routine data audits to ensure accuracy.

Records Management (PCR2): Maintain, interpret and assist students, faculty, staff and public with student records problems or questions.

- Provide moderately complex user support for the university’s homegrown student information system.
- Develop training materials and conduct individual and group trainings.
- Participate in the creation and documentation of shared knowledge across campus regarding academic programs and courses.

Tuition and Fees (PCR2): Determine residency (resident vs. non-resident) for tuition classification. Apply rules according to State of Iowa code. Participate in and provide support for the residency appeals committee.

- Assist tuition and fees team with tuition assessment policies and procedures; create and support collaboration opportunities between tuition and fees initiatives and program of study and course management policies and procedures.
### Systems Support and Development; Data Collection, Analysis, and Reporting (PCR2):

Gather and document business rules, policies, and procedures pertaining to student academic records and/or University academic units. Prepare reports using data warehouse. Analyze data and create reports, profiles, and surveys for internal and external use. Organize the distribution of information, metrics, and data to campus partners regarding enrollment and retention.

- Responsible for data integrity and consistency in the student information system, proactively perform routine data audits to ensure accuracy and transparency.
- Perform user needs analysis and student and information system evaluation, customization, testing and implementation.

### Process/Project Management (PAB2):

Serve as liaison supporting communication among internal staff to identify and track installation issues. Analyze user feedback and identify recurring, standard revisions and enhancements. Maintain documentation on assigned project requirements.

Document, update, and improve policies and procedures involving aspects of curriculum management, including but not limited to the Course Library, Program of Study, and Academic Organization components of the student information system.

### Universal Competencies

#### Collaboration/Positive Impact

**Proficiency Level:** Extensive

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.

- 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.

#### Diversity, Equity and Inclusion

**Proficiency Level:** Extensive

Ability to work with a variety of individuals and groups in a constructive and respectful manner while appreciating the unique contribution of an inclusive workforce that brings together the talents of people across multiple identities, including: race, creed, color, religion, national origins, age, sex, pregnancy, disability, veteran or military status, sexual orientation, gender identity, or associational preferences.

- Promotes a respectful, diverse, equitable and inclusive work environment in which concerns are addressed effectively.
- Can identify unit policies and practices that have a disparate impact on specific populations.
- Recommends policies and practices to advance an equitable, inclusive work environment and counter racism, sexism, and other forms of institutional bias.
- Forms respectful relationships with those representing diverse constituencies, and seeks regular input to better understand diversity, equity & inclusion issues and enhance recruitment efforts.
- Engages in on-going self-reflection and continues to advance their knowledge and skills related to diversity, equity and inclusion.

#### Service Excellence/Customer Focus

**Proficiency Level:** Extensive

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.

- 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 peers, leadership and external constituents.
- Utilizes various methods for information sharing and information gathering. Modifies processes to enhance service.

As part of performing the key areas of responsibility and competencies described above, 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](#).

### Position Technical Competencies and Proficiency Levels

#### Accuracy and Attention to Detail

**Proficiency Level:** Working

Understanding of the necessity and value of accuracy and attention to detail; ability to process information with high levels of accuracy.
- Processes detailed information with good accuracy.
- Utilizes specific approaches and tools for checking and cross-checking outputs.
- Develops and uses checklists to ensure that information goes out error-free.
- Accurately gauges the impact and cost of errors, omissions, and oversights.
- Learns from mistakes and applies lessons learned.

**Academic Support System Administration**

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<th>Proficiency Level: Working</th>
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<td>Knowledge of the operation and application of computer-based academic support systems; ability to coordinate and support academic activities through an academic support system.</td>
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- Administers an academic support system to coordinate and support academic activities.
- Applies appropriate computer-based technologies to address, advise on and resolve students’ academic problems.
- Monitors the operational conditions of an academic support system to ensure the implementation of academic support activities.
- Analyzes factors that influence the success or failure of computer-assisted academic support.
- Assesses the usability and acceptability of an academic support system according to the institution’s academic requirements.

**Analytical Thinking**

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<tr>
<td>Knowledge of techniques and tools that promote effective analysis and the ability to determine the root cause of organizational problems and create alternative solutions that resolve the problems in the best interest of the business.</td>
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- Approaches a situation or problem by defining the problem or issue and determining its significance.
- Identifies the major forces, events and people impacting and impacted by the situation at hand.
- Uses flow charts, Pareto charts, fish diagrams, etc. to disclose meaningful data patterns.
- Uses logic and intuition to make inferences about the meaning of the data and arrive at conclusions.
- Makes a systematic comparison of two or more alternative solutions.

**Effective Communications**

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<td>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.</td>
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- 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.

**Flexibility and Adaptability**

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<td>Knowledge of successful approaches, tools, and techniques for dealing with changes and adapting to a changing environment; ability to adapt as needed.</td>
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- Makes progress in an atmosphere of ambiguity and uncertainty.
- Recovers from disappointments and setbacks.
- Works effectively with unstructured teams, situations, or environments.
- Creates processes with provisions to accommodate change.
- Helps others adapt to changing environments and accept new situations.
- Leverages prior experience as a help towards handling changing situations.

**Problem Solving**

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<td>Knowledge of approaches, tools, techniques for recognizing, anticipating, and resolving organizational, operational or process problems; ability to apply this knowledge appropriately to diverse situations.</td>
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- Uses fact-finding techniques and diagnostic tools to identify problems.
- Identifies and documents specific problems and resolution alternatives.
- Develops alternative techniques for assessing accuracy and relevance of information.
- Helps to analyze risks and benefits of alternative approaches and obtain decision on resolution.
- Examines a specific problem and understands the perspective of each involved stakeholder.

**Relationship Management**

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<td>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.</td>
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• Describes the roles and responsibilities in a collaborative working relationship.
• Monitors satisfaction levels on a regular basis.
• Alerts own team to problems in satisfaction.
• Ensures prompt and effective response to requests and interactions from "customers".
• Works with "customers" to address critical issues and resolve major problems.

Document Management

Knowledge of and ability to store, categorize and update an organization's documents to ensure the security, effectiveness, and integrity of business information.

• Compares features and functions among multiple document management products and technologies.
• Trains others on using advanced management features and products.
• Evaluates key issues and considerations for static and dynamic document management.
• Details and operates specific requirements on content management, archiving and audit trails.
• Contributes to defining document management processes, procedures and standards.
• Consults to others on integrating document management systems with imaging applications.

Position Qualifications

Education or Equivalency Required

• A bachelor's degree or an equivalent combination of education and experience, (for example, working in higher-education (2-year or 4-year institutions), higher-education related business, or a field requiring information management).

Experience Required

• Some (minimum 2 years) related experience working in higher-education (2-year or 4-year institutions), curriculum management, academic planning, project management, or information management field.

Competencies Required

• Demonstrates a working proficiency in:
  o Knowledge of tools and techniques that promote effective systems-level analysis and ability to apply this knowledge appropriately to diverse and complex situations to optimize organizational performance.
  o Operation and application of computer-based business and information systems or data management software.
  o Operation and application of Microsoft Office Suite, including Excel, Word, and Outlook, and virtual collaboration tools such as Zoom and Office 365.
  o Knowledge and application of diverse communication techniques and relationship building skills, including listening skills and the ability to work with a variety of individuals and groups in a constructive and collaborative manner.
  o Ability to work collaboratively and creatively on complex projects that may involve many stakeholders and/or competing priorities.
• Demonstrates an extensive proficiency in:
  o Demonstrated commitment and ability to articulate the importance of diversity, equity, and inclusion.

Desirable Qualifications

• Experience working in or collaborating with a Registrar's office.
• Familiarity with the operation and application of student information systems or other technology tools related to information management.
• Active participation and engagement in activities, groups, courses, or organizations that include a focus on diversity, equity, and inclusion.