University Information

<table>
<thead>
<tr>
<th>Org/College:</th>
<th>Office of the Provost</th>
<th>Department:</th>
<th>International Programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>UI Job Code:</td>
<td>PAA1</td>
<td>Pay Level:</td>
<td>2B</td>
</tr>
<tr>
<td>Job Function:</td>
<td>Administration</td>
<td>Job Family:</td>
<td>Administrative Services</td>
</tr>
<tr>
<td>University Classification:</td>
<td>Administrative Services Coordinator</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Department Information

<table>
<thead>
<tr>
<th>Org/Dept/Sub-dept #:</th>
<th>02-0110-00000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position #:</td>
<td>00246874</td>
</tr>
<tr>
<td>Working Title (if applicable):</td>
<td>Front Office Coordinator</td>
</tr>
<tr>
<td>This Position Reports to (Title/Position #):</td>
<td>Business Manager / 00128728</td>
</tr>
</tbody>
</table>

Position Has Administrative Supervision? No (functional supervision exercised over student employees)

Position Overview: This position will serve as primary front desk receptionist for International Programs (IP) including overseeing student receptionist staff. International Programs is an office which is visited by faculty, staff, students, and international delegates, therefore the responsibilities require substantial problem-solving, discretion and independent judgment. This position will also provide administrative support for Student Grants and Fellowships, and other IP duties as assigned. The person in this position is expected to establish and maintain effective working relationships within International Programs staff, students and constituents.

Key Areas of Responsibility

Operational Support and Management (PAA1): Support the daily operations of an office, project or program, including coordination of specialized events and activities, appropriateness of expenditures, contract or grant requirements, and changes in policies and procedures. Make decisions and exercise a high level of autonomy while typically performing administrative support/management responsibilities for executives of an organization (e.g., Deans, Directors, DEOs, VPs), including managing schedules, correspondence, and travel arrangements.

- Serve as primary front desk receptionist for International Programs with a high volume of International Student and Scholar Services (ISSS) and Study Abroad visitors as well as undergraduate and graduate students seeking scholarship and fellowships services.

Services provided to all of IP
- Phone and walk-in reception.
- Accept and sign for FedEx, UPS, DHL, USPS, UI Printing, etc. deliveries for IP and notify intended recipient via email.
- Prepare FedEx, UPS, DHL, USPS shipping documents. Other staff will deliver to drop off locations.
- Check packing list/invoice against contents shipped for Office Max and other orders through e-Buy, Pcard vendors, or UI Printing. Sign and date confirming receipt of items and indicating those not received. Use e-Buy/Preq system to receive/receipt items on the day of delivery. Be wary of and do not sign for fraudulent deliveries.
- Email facilities management of work control issues or custodial service requests. Call in for emergent issues along with email.
- Coordinate incoming and outgoing office/staff mail on a daily basis.
- Monitor and stock office supply inventory.
- Other administrative support duties as assigned.

Duties related to Student Grants and Fellowships support include the following:
- Logistics such as room scheduling as requested.
- Track the number of students interested in international grants through Preliminary Application forms and spreadsheets (distribute, receive, scan and file preliminary forms).
- Maintain grants database.
• Maintaining promotional materials.
• Scheduling student appointments.
• Submitting print requests for regularly used materials only.
• Oversee IP-Grants email account; respond to student inquiries, requests for appointments, help organize grant competition materials etc.
• Other clerical and support duties as assigned.

Duties related to ISSS support include the following:
• Directing students to sign in to SWIPE.
• Transferring phone calls to advisors.
• File student documents, hand out student documents for pick-up, and collect trip waivers as requested.
• Asking students to return during walk-in hours or directing them to e-mail ISSS@uiowa.edu.

Duties related to Study Abroad support include the following
• Answer the phone and direct calls to the appropriate study abroad staffer*
• Direct students with appointments to sign into SWIPE.
• Direct first-time student visitors to the study abroad peer advisor.
• Receive application documents or other paperwork and route to appropriate staffer.
• Hand out student documents for pick-up.

Human Resources (PAA1): May provide functional and/or administrative supervision for students/temporary staff.
• Responsible for training and functional supervision of front desk student employees.

Information Management (PAA1): Typically, is the primary contact for the project, program, unit, department, or college/division by providing information and responding to inquiries. Gather and provide information using available resources.
• Coordinate the first point of contract for constituents seeking information or services including responding to non-routine inquires at the front desk.
• Interpret policies/procedures and refer or respond appropriately.
• Provide service, data and reports related to Student Grants and Fellowships.
• Consult and collaborate to reconcile discrepancies in student scheduling.

Communications Management (PAA1): Prepare and administer correspondence. Serve as liaison to faculty, staff, students, alumni and public concerning inquiries or complaints requiring interpretation of policies, procedures and programs. May serve as primary contact for building maintenance and facilities management.
• Oversee front office communications (including information dissemination and liaising with visitors and staff etc.).
• Maintain positive working relations with student, staff, faculty and visitors.

Universal Competencies

Diversity, Equity and Inclusion
Proficiency Level: WORKING
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.
• Maintains productive work relationships while considering multiple perspectives.
• Demonstrates awareness of one’s own and others’ social identities (e.g. race, gender, disability status, religion, etc.) and their relevance in the workplace.
• Resolves cross-cultural conflicts effectively.
• Articulates the unit’s commitment to diversity, equity and inclusion and the reasons for its importance.
• Engages in personal and professional development on issues related to diversity, equity and inclusion.

Collaboration/Positive Impact
Proficiency Level: WORKING
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.
• Shares appropriate information/feedback openly, professionally and respectfully.
• Models open, respectful, accepting, and supportive behaviors with team members.
• Maintains productive work relationships while considering multiple perspectives and using effective conflict resolution practices.
• Aligns expectations for self and team to achieve work objectives and overcome obstacles.

Service Excellence/Customer Focus
Proficiency Level: WORKING
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.

- Enhances service by seeking ways to add value to customer interactions/services.
- Demonstrates sincere concern and takes responsibility when a customer complains, even if the cause of the problem lies elsewhere.
- Listens to feedback without defensiveness and uses it to enhance communication effectiveness.
- Communicates in alternative ways to accommodate different listeners.

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

**Decision Making and Critical Thinking**  
Proficiency Level: **WORKING**

*Understanding of the issues related to the decision-making process; ability to analyze situations fully and accurately and reach productive decisions.*

- Assists in assessing risks, benefits and consideration of alternatives.
- Participates in documenting data, ideas, players, stakeholders, and processes.
- Applies an assigned technique for critical thinking in a decision-making process.
- Recognizes, clarifies, and prioritizes concerns.
- Identifies, obtains, and organizes relevant data and ideas.

**Communicating for Effective Relationships**  
Proficiency Level: **BASIC**

*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.*

- Demonstrates examples of good listening, communication and interpersonal skills.
- Communicates well with others by adapting communication style for the intended audience and situation.
- Listens to and delivers feedback without defensiveness or offending the recipient.
- States the basic steps to develop good working relationships.
- Employs appropriate methods of facilitating collaborative communication.

**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 crosschecking 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.

**DESKTOP TOOLS**  
Proficiency Level: **WORKING**

*Knowledge of and ability to use office support tools available on the desktop (e.g., word processing, e-mail, presentation software and spreadsheets).*

- Works with all basic office support products.
- Reviews existing standards and procedures.
- Examines the benefits and relative strengths of tools for a specific application.
- Participates in some advanced functions of at least one product.
- Performs first-level problem resolution tasks.

**Document Management**  
Proficiency Level: **WORKING**

*Knowledge of and ability to store, categorize and update an organization’s documents in order to ensure the security, effectiveness and integrity of business information. Describes the roles and responsibilities in a collaborative working relationship.*

- Checks documents thoroughly according to standard processes and procedures.
- Follows security and version management guidelines and practices.
- Creates, stores, retrieves and archives electronic documents.
- Uses software tools and technologies for document management.
- Tracks document management's existing issues and best practices.

**Problem Solving**  
Proficiency Level: **WORKING**
Knowledge of approaches, tools, techniques for recognizing, anticipating, and resolving organizational, operational or process problems; ability to apply this knowledge appropriately to diverse situations.

- 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.

### Process Management

**Knowledge of business process improvement tools and techniques and ability to understand, monitor, update, or enhance existing business or work processes.**

- Explains differences between a process and a project.
- Describes key business processes in own area.
- Identifies process management initiatives in own area.
- Interprets process flow diagrams.

---

## Position Qualifications (for recruiting only)

### Education or Equivalency Required

- A bachelor's degree in liberal arts or a related field, or an equivalent combination of education and experience is required.

### Experience Required

- Some experience (typically 6 months to 1 year) in an office, or administrative experience managing multiple projects consistently. Preferably direct experience serving as a first point of contact, providing information on dept. procedures and resources.

### Competencies Required

Demonstrates a **Working proficiency level** in:

- computer software applications including Microsoft Office Suite, specifically Outlook, Word and Excel. Some basic knowledge and experience with Access or other database management software preferred.
- the ability to mobilize both time and resources to meet objectives.
- accuracy and attention to detail; ability to process information with high levels of accuracy and develop tools and techniques to avoid errors.
- ability to meet or exceed service needs and expectations including applying communication techniques (including listening skills); effective relationship building skills to work with a variety of individuals and groups in a constructive and collaborative manner.

### Desirable Qualifications

- Demonstrates working proficiency with information databases such as Microsoft Access.
- Demonstrates basic knowledge of and insight into the University’s and department’s vision, structure, culture, philosophy, operating principles, values, and code of ethics; demonstrates basic ability to apply this knowledge appropriately to diverse situations.
- Demonstrates basic knowledge of University policies and processes related to undergraduates and/or international students and scholars.