

University Information

Org/College: University College	Department: Distance and Online Education
UI Job Code: PAA1	Pay Level: 2B
Job Function: Administration	Job Family: Administrative Services
University Classification: Administrative Services Coordinator	

Department Information

Org/Dept/Sub-dept #: 35-0900-00000
Position #: 00008083
Working Title (if applicable):
This Position Reports to (Title/Position #): Academic Clinical Program Mgmt Director
Position Has Administrative Supervision? No
Position Overview: The Administrative Services Coordinator provides essential, office management for Distance and Online Education. As the public face to our department, this position welcomes faculty, staff, and student visitors to CEF, answers inquiries, and directs them to appropriate offices. An extensive component of this position is providing administrative support to the department and assisting students with registration, advising and examination services. The coordinator also manages daily contacts with building maintenance, vendors, and all other external operations such as mail processing and emergency services.
Distance and Online Education (DOE), a unit within University College, strives to increase access to the University of Iowa beyond the physical borders of campus. In partnership with university colleges and departments, we provide high quality academic courses to both traditional and nontraditional students using a variety of locations, schedules, and technologies. <ul style="list-style-type: none"> • With online education, the University of Iowa can provide learning opportunities for transfer, returning and place-bound students. • Online education allows on-campus students flexibility in their schedules as well as the opportunity to take courses from the University of Iowa while they are home for the summer. • Online courses allow faculty to explore new teaching strategies and course redesign benefiting both on- and off-campus students. • Teaching online provides faculty flexibility for professional development, conferences or research travel while maintaining teaching responsibilities. Distance and Online Education allows faculty to work directly with instructional designers, a media team, course coordinators who help support faculty after course has been designed, and an exam service team bringing a cohesive course design for successful implementation.

Position Information

Key Areas of Responsibility
Operational Support and Management (PAA1): <i>Support the daily operations of an office, project or program, including coordination of specialized events and activities, monitoring appropriateness of expenditures, contract or grant requirements, and changes in policies and procedures. May require advanced knowledge and expertise in specific office, project, or program to provide administrative/ operational support and management. Make decisions and exercise a moderate 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.</i> <ul style="list-style-type: none"> • Serve as primary office manager for DOE providing both office reception and administrative support. Duties may include:

Commented [DH1]: Combined to make better flow, moved some things around

- o Walk-in front-desk reception.
- o Monitor the main DOE phone line and email inbox.
- o Receive, process, and distribute US/Campus mail for the department.
- o Maintain office supply inventory and order supplies as needed.
- o Assist with scheduling departmental office meetings.
- o Provide administrative support for DOE Deans, DEOs and/or directors, such as scheduling, printing, and filing.
- o Other miscellaneous office tasks as needed.
- Building liaison with Corporate Realty
 - o Submit work orders and maintain inventory process.
 - o Oversee maintenance, custodial, elevator, and security issues.
 - o Regulate office access; activate/deactivate swipe cards for staff, request parking placards, and maintain key inventory.

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Financial Responsibility (PAA1): *Initiate purchasing requests for supplies and equipment. Monitor accounts/expenditures; reconcile statements.*

- Contact, coordinate and oversee payment of outside vendors (Waste Management, document destruction, drinking water systems, breakroom appliances, copiers).

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 contact for constituents seeking information or services from DOE. Direct visitors, students, and faculty to appropriate staff members.
- Field phone and email inquiries to appropriate staff or resources.
- Assist students with questions regarding online course enrollment, programs, and examination scheduling.
- May interpret policies/procedures and refer or respond appropriately.

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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.*

- Primary point of contact for front office communications for DOE. This may include building maintenance issues, University-wide communications, office events and other departmental needs.
- Provide support and clarification to students on policies and procedures related to online courses.

Universal Competencies

Diversity, Equity and Inclusion

Proficiency Level: BASIC

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.

- Articulates the University's commitment to diversity, equity and inclusion as it relates to their role at the university.
- Demonstrates civil and respectful behaviors in support of the UI Human Rights policy that prohibits any differences in treatment that deprives the person of consideration as an individual.
- Demonstrates a willingness to examine one's own biases, assumptions, and attitudes.
- Knows where to find diversity-related organizational policies, procedures, and resources.

Collaboration/Positive Impact

Proficiency Level: BASIC

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.

- Grasps the inevitability and challenges of change and adapts accordingly; utilizes learning opportunities to prepare for changing work, methods and work environment.
- Demonstrates civil and respectful behaviors valued within the organization.
- Provides and accepts ideas and suggestions in a constructive and helpful manner.
- Exhibits good teamwork: is approachable, cooperative, and contributes to an overall positive and productive work/team environment.

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

<p>Desktop Tools <i>Knowledge of and ability to use office support tools available on the desktop (e.g., word processing, e-mail, presentation software and spreadsheets).</i></p> <ul style="list-style-type: none"> • 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. 	<p>Proficiency Level: WORKING</p>
<p>Effective Communications <i>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.</i></p> <ul style="list-style-type: none"> • Makes oral presentations and writes reports needed for own work. • Avoids technical jargon when inappropriate. • Looks for and considers non-verbal cues from individuals and groups. • Listens to feedback without defensiveness and uses it for own communication effectiveness. • Delivers helpful feedback that focuses on behaviors without offending the recipient. 	<p>Proficiency Level: WORKING</p>
<p>Facilities Management <i>Facilities Management: Knowledge of the full spectrum of facilities management activities; ability to maintain, care for and develop commercial and physical facilities.</i></p> <ul style="list-style-type: none"> • Documents the facilities management function in basic terms. • Identifies the roles and responsibilities of facilities management staff. • Describes common types of security breaches, property damage, and other potential or actual threats. • Locates contact lists for fire, police, utility companies and executive management. 	<p>Proficiency Level: BASIC</p>
<p>Office Administration <i>Ability to carry out ongoing office administration tasks effectively and efficiently in support of individuals, teams, and/or units.</i></p> <ul style="list-style-type: none"> • Performs all aspects of administrative support for a location or a department. • Manages current equipment service agreements and support services. • Processes and documents requirements for equipment or staff requisitions. • Develops and maintains physical and electronic filing systems. • Coordinate's preparation and distribution of standard reports (e.g. status or activity). • Documents administrative process flow to and from other functions and departments. 	<p>Proficiency Level: EXTENSIVE</p>
<p>Operational Functions <i>Knowledge of major functional processes and associated operating requirements; ability to apply this knowledge appropriately to diverse situations.</i></p> <ul style="list-style-type: none"> • Carries out assigned responsibilities that contribute to dept's function within the organization. • Seeks guidance when assigned goals seem in conflict with other departments or overall strategy. • Works with awareness of own department key operating issues and its key players. • Is open to guidance regarding impact of own department work on other units in organization. • Seeks advice regarding relevant regulatory and reporting environments. 	<p>Proficiency Level: WORKING</p>
<p>Relationship Management <i>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.</i></p> <ul style="list-style-type: none"> • Describes the roles and responsibilities in a collaborative working relationship. 	<p>Proficiency Level: WORKING</p>

- Monitor's 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.

Position Qualifications (for recruiting only)

Education or Equivalency Required

- Bachelor's degree or an equivalent combination of education and experience.

Experience Required

- Some experience (typically 6 months to 1 year) in an office or other administrative setting serving as front desk reception, being primary point of contact and/or providing office oversight.

Competencies Required

Demonstrates a [Working proficiency level](#) in:

- 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.
- Knowledge of and ability to use office support tools available on the desktop (e.g., word processing, e-mail, presentation software and spreadsheets).
- Ability to effectively manage multiple concurrent objectives, projects or activities with a high-level of attention to detail and a focus on providing accurate and timely information to customers.

Demonstrates an [Extensive proficiency level](#) in:

- Ability to carry out ongoing office administration tasks effectively and efficiently in support of individuals, teams, and/or units.

Desirable Qualifications

- Experience serving as administrative support in distance/online education or a higher education setting.
- Basic knowledge of university policies and procedures.
- Familiarity with university-level student records and course management systems.

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Commented [DH7]: From tech comp "effective communication and relationship management": can also separate into 2 separate qualifications

Commented [DH8]: From tech comp "Desktop Tools": this would keep it general, or we can get more specific and say something like "office support tools and applications including Microsoft Office Suite, specifically Outlook, Word and _____"

Commented [DH9]: From tech comp: "operational functions"

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