THE UNIVERSITY OF IOWA

University Information

Org/College:	Office of the Provost	**Department:**	UI Stanley Museum of Art
UI Job Code:	PAA1	**Pay Level:**	2B
Job Function:	Administration	**Job Family:**	Administrative Services
University Classification:	Admin Services Specialist		

Department Information

Org/Dept/Sub-dept #: 02-0150-00000 –Office of the Provost, Museum of Art

Position #: **TBD**

Working Title (if applicable)**:** **Administrative Services Coordinator**

This Position Reports to (Title/Position #)**:** Director, UI Stanley Museum of Art

Position Has Administrative Supervision? No

Position Overview: The University of Iowa Stanley Museum of Art seeks an experienced Administrative Services Specialist to provide administrative support to the Museum director and staff, including clerical, office administration, and communications support and information management.

Primary responsibilities include: providing logistical support to ensure effective administrative operation; providing front-line communication for visitors, callers, and correspondents; scheduling meetings; coordinating communication between Museum staff, advisory board members, and other constituents on- and off-campus; managing the calendar, schedule and activities for the Museum's director, and for Museum department heads as-needed; reviewing office procedures and practices and suggesting revisions as appropriate.

Success in this position requires initiative, organizational skills, the ability to manage time effectively and perform detailed work accurately and efficiently, and strong verbal and written communication skills as well as an ability to work effectively with diverse stakeholders. The ideal candidate will possess a demonstrated commitment to public service.

Position Information

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, 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.*

- Work directly in support of the Museum's director and department heads
  - Filing, communication, and scheduling
  - Travel accommodations
  - Records organization
  - Answer and screen Director's phone calls
- Work to support the Museum's Advisory Board
  - Communications and record-keeping
  - Scheduling and organizing Advisory Board meetings, including committee meetings
  - Board and committee meeting attendance and minutes
- Provide reception and general administrative support in the Museum office
  - Greet and guide visitors to the Museum offices
  - Answer phone calls and emails
  - Maintain schedules and calendars
  - Arrange purchasing/repairs/maintenance of office equipment

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

- Liaise with vendors and UI purchasing department to order and maintain supplies and inventory.
- Liaise with University Shared Services to reconcile charges for dept. director or dept. expenses.
- Set up reservations and liaise for travel arrangements, as needed.

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.*

- Gather and maintain information lists such as mailing distributions, vendor contact info and procedures, standards of communication, and templates.
- Assist Museum director and dept. heads on research and support needs.
- Organize and maintain files and records

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.*

- Liaise with appropriate faculty, staff and departments regarding meetings, events and museum news.
- Assist the Visitor Services Manager to set up events.
- Provide copy/edit for outgoing office correspondence.
- Assist Manager of Communications and Marketing by maintaining mailing lists and coordinating mass mailings

Universal Competencies

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.

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.

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

Budgeting | Proficiency Level: Basic

Knowledge of, and ability to apply, policies and practices for planning and administering a budget.

- Explains the various purposes and uses of budgets.
- Summarizes the budgeting process cycle, necessary inputs and reporting requirements.
- Lists essential elements of a budget.
- Describes major budget items in own organization in general terms.

Human Resources Policies, Strategies, and Environment | Proficiency Level: Basic

Knowledge of major responsibilities, accountabilities, and organization of the Human Resources (HR) function or department; ability to use and effectively administrate the organization's HR policies, strategies, and environment.

- Identifies the features of HR policies, strategies and environment.
- Clarifies which HR component would address a given employee issue.
- Explains typical examples of proper and improper behavior in HR policy compliance.
- Gathers information for HR management and development from various sources.

Office Administration | Proficiency Level: Extensive

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

- 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.
- Coordinates preparation and distribution of standard reports (e.g. status or activity).
- Documents administrative process flow to and from other functions and departments.

Operational Functions | Proficiency Level: Working

Knowledge of major functional processes and associated operating requirements; ability to apply this knowledge appropriately to diverse situations.

- Carries out assigned responsibilities that contribute to department's function within the organization.
- Seeks guidance when assigned goals that seem in conflict with other departments or overall strategy.
- Works with awareness of own department's 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.

Planning: Tactical, Strategic | Proficiency Level: Basic

Ability to contribute to operational (short term), tactical (1–2 years) and strategic (3–5 years) planning in support of the overall business plan.

- Defines concepts of short-term and long-term planning.
- Compares tactical to strategic planning.
- Explains tactical plan for own area.
- Describes the planning process and planning cycle used in own area.

Position Qualifications (for recruiting only)

Education or Equivalency Required

- Bachelor's degree in management, communications, museum studies, or related field

Experience Required

- 2-3 years of office support experience coordinating or working on a variety of complex clerical assignments related to the duties listed above
- Knowledge of office systems and procedures.

Competencies Required

- Demonstrates a working proficiency in the following:
  - Working collaboratively as part of a team
  - Written and oral communication skills
  - Computer software applications
- Demonstrates the ability to multi-task and work well under pressure to ensure efficient prioritization and key tasks are completed

- Time management skills, including the ability to manage multiple and competing priorities
- Ability to organize and maintain files, records, and schedules as well as coordinate activities and operations.
- Ability to perform detailed work accurately and efficiently.

Desirable Qualifications

- Copyediting experience
- Experience streamlining processes to improve effectiveness and efficiency

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