

University Information

Org/College:	Office of the Provost	Department:	Pomerantz Career Center
UI Job Code:	PCE2	Pay Level:	4A
Job Function:	Academic Support	Job Family:	Educational Support Services
University Classification:	Educational Support Services Specialist		

Department Information

Org/Dept/Sub-dept #: 02-2140-00000
Position #: 00162963
Working Title (if applicable): Employer Outreach and Career Coach, Specialist or Assistant Director*
 **The working job title will be determined at time of hire based on the selected candidate's qualifications and in alignment with the department titling practices.

This Position Reports to (Title/Position #): Sr. Assoc. Director, Employer Engagement/00113614

Administrative Supervision? No

Position Overview: Assist in the management of employer engagement activities including maintaining and building relationships with corporate recruiters and their organizations. Develop, implement, and manage Industry Partnership Council (cross campus and industry best practice group), specialize in consulting on recruiting for internship programs and development, start-ups, entrepreneurs, non-profits, and small organizations. Serve and lead as appropriate on the Employer Team and event work groups, Experiential Education Team, and Advising Team. Understand and use Handshake for work with students and employers. Assist in the day-to-day operation of the recruiting program as needed including interviews, career fairs, information sessions, presentations, and other campus strategies. Provide comprehensive individual and group career advising to undergraduate students in assigned majors/career communities. Help students identify and pursue career goals and appropriate educational preparation. Work with a team to promote campus-wide utilization of career information resources. Assist students in the job search process. Build relationship with faculty members in assigned departments.

Position Information

Key Areas of Responsibility

Enhance and Support Student Educational Experiences and Increase Retention. Foster a Sense of Community and Engagement for Students (PCE2)

Provide a broad range of programs and services focused on specific student populations that support the educational experience and retention of current or prospective students. Monitor the academic, career and personal goals/needs of a student and provide individual guidance and assistance. Discern students' needs and arrange for accommodations and services as appropriate. May manage a case load. Compile and prepare reports based on unit goals and make recommendations to the unit.

- Assists undergraduate students with career decision-making, experiential learning opportunities, and job/internship or graduate school search/application strategies.
- Advises, orients, and assists students, faculty, and staff in the use of occupational and job search resources.
- Reviews, updates, and expands career resources covering a wide range of careers, educational/training requirements, job outlook, employment environments, job search aids, career/lifestyle, government information, etc.
- Maintains a comprehensive knowledge of complex changes in the workplace and economic outlook as they impact students' career choices, preparation, and employment.
- Stays informed of other campus resources that support student success.
- Prepares and distributes specialized reports as requested.
- Provide support and possible supervision of student staff.

Establish and Maintain Relationships with Partners to Provide Educational Support Services. Partners Include on-campus Units and External Agencies (Local, State, National and International) (PCE2)

Plan, organize, and coordinate projects and events with partners to meet program goals. Coordinate communication with partners. Collaborate with partners to maximize resources and connections.

- Builds and maintains relationships within assigned campus departments.
- Serves as a liaison to internal and external entities related to assigned departments including university faculty in academic areas.
- Develops, plans, and facilitates professional and career development workshops, aligned with office priorities and student needs.
- Collaborates with Pomerantz Career Center colleagues on campus outreach efforts.
- Collaborates with campus colleagues and external employer partners to connect students to networks regionally and nationally as relevant to their respective career development paths.
- Stay informed on current inclusive recruitment, hiring and retention practices to educate employers on practices as part of Recruiting at Iowa consulting calls.
- Manage employer guest visitors as part of the Advising Team or similar initiative.
- Create, manage, and coordinate communication and invitation tracking for new Industry Partnership Council
- Support the day-to-day operation of the on campus/virtual recruiting program which includes 4,000-7,000 interviews including day-after fair interview days, 100+ information sessions and classroom presentations annually. Assist with 6-12 career fairs annually.
- Establish and maintain relationships with corporate recruiters and their organizations.
- Specialize in employer recruiting best practices for fulltime roles and internships with special emphasis on start-ups and entrepreneurship, non-profits, and general recruiting knowledge.
- Serve as a liaison with JPEC (John Pappajohn Entrepreneurial Center), regional Volunteer Administrators Network (VAN) and regional entrepreneurial organizations
- Conduct site visits with employers and community organizations that are working to build their recruiting relationships with the U of Iowa and employers hosting internships
- Conduct "Recruiting at Iowa" consulting calls with recruiters and provide consulting to those looking to increase their presence at The University of Iowa.
- Content specialist for the Handshake recruiting system and assist with reporting, resources, scheduling, approvals (employers, jobs, events, users)
- Actively serve on and participate in Employer Team meetings as well as office and campus teams as appropriate.
- Serves as Employer Relations liaison on the Experiential Education Team meetings providing employer-related updates, and acting as advisor from employer perspective for internship courses, intern cases, scholarships, or other initiatives.

Student Growth, Development and Success (PCA2)

Develop tools and strategies to meet unit goals and learning outcomes with respect to student growth, development, and success. Coordinate and/or implement advising strategies and programming that facilitate student growth, development, and success. May sit on department committees or represent unit on various campus committees, task forces, or initiatives. May teach courses focused on student success. May collaborate or coordinate student success programming with other offices or external constituencies. May advise student organizations in area of responsibility.

- Serves as a primary contact for assigned departments/colleges to assess career development needs of undergraduate students; creates, implements, and assesses workshops/initiatives that meet those needs; and provides feedback that contributes to students' career development and success.
- Assists with developing learning outcomes for workshops/initiatives related to student success with multiple departments across campus; plans, executes and assesses a broad range of career development workshops/initiatives aimed at achieving those outcomes.

Administrative (HR, Budget), Supervision and Training (PCE2)

May develop and manage a budget within specified guidelines. May provide direction, assignments, feedback, coaching and counseling to assure outcomes are achieved.

- Research, develop and assist in managing a budget for the new Industry Partnership Council
- Plan corporate and community outreach within budget constraints.
- Hire and supervise students and professional staff as needed
- Assist with evaluation of the on-campus/virtual recruiting program
- Assist with annual reporting, tiered employer tracking, and data dashboards as needed.

Universal Competencies and Proficiency Levels

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 for resolving issues raised by stakeholders, 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

Relationship Management

Proficiency Level: Working

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.

- Demonstrates a collaborative style when working with students, colleagues, and employers.
- Monitors satisfaction levels on a regular basis.
- Alerts own team to problems in satisfaction.
- Ensures prompt and effective response to requests and interactions from career center stakeholders including but not limited to students, faculty, staff, and employers.
- Works with stakeholders to address critical issues and resolve problems.

Career Counseling

Proficiency Level: Working

Knowledge of career development counseling and the ability to provide career advice and coaching to students.

- Provides general career advice and coaching for various topics like resume writing, interview skills, etc.
- Organizes students' ideas for their career and occupation; assists in planning career paths.
- Matches students' career requirements with their current situation and suggests alternative career paths.
- Administers and interprets career assessments to evaluate students' present occupational interests and individual strengths.
- Assists students with employer interactions, e.g., career fair support, networking, and professionalism.

Facilitating Student Development, Success, and Outcomes

Proficiency Level: Working

Ability to work developmentally with students; to apply varied advising approaches and student performance management strategies to diverse individual student situations that promote student learning, growth, and success.

- Reviews students' career knowledge and progress and assesses the developmental or learning issues that impact growth.
- Provides feedback to students and recommends specific activities and resources that aid/guide development.
- Applies appropriate skills to students' interactions based upon stage of development, situation, etc.
- Records the results of student appointments and corresponding follow-up measures.
- Plans, organizes, and manages student appointments to enhance development and learning outcomes.

Accuracy and Attention to Detail

Proficiency Level: Extensive

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 high levels of accuracy.
- Productively balances speed and accuracy.
- Implements a variety of cross-checking approaches and mechanisms.
- Evaluates and makes contributions to best practices.
- Demonstrates expertise in quality assurance tools, techniques, and standards.

Effective Communications

Proficiency Level: Working

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.

- Communicates effectively with diverse audiences, using appropriate media and language.
- Ensures important messages are clearly understood.
- Writes reports, articles, for distribution to the business or professional community.
- Works to create a climate that values and rewards good oral and written communication.
- Coaches others on methods of improving their own communications.
- Monitors developments in communications tools for potential use by organization.

Position Qualifications

Education or Equivalency Required

- Master's degree in Student Development, Counseling, Higher Education, Business Administration or a related field, or an equivalent combination of training and experience providing a comparable level of expertise.

Experience Required

- Reasonable experience (one-three years) in advising, coaching, teaching, training, counseling, recruiting, human resources, talent development, career services or other in a related academic or helping profession.

Competencies Required

Demonstrates a [Working](#) proficiency in:

- Educational program coordination, content development and facilitation.
- Knowledge and ability to provide career advice, coaching, and assistance with career decision-making and internship/job search preparation, search and strategy.
- Effective communication and the ability to build and maintain relationships with individuals and groups including excellent written and oral skills.
- The 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.

Desirable Qualifications

- Extended experience (over three years) in advising, coaching, teaching, training, counseling, recruiting, human resources, talent development, career services or other in a related academic or helping profession.
- Experience working 1:1 and/or in groups with college students, preferably demonstrating a working proficiency in advising, training and/or supervising a student group.
- Demonstrates working ability to think creatively and develop/pilot new methods of meeting the changing career needs/expectations of a diverse student population.
- Demonstrates professional awareness and applied behaviors of emotional intelligence, fostering an inclusive work environment and commitment to diversity, equity, and cultural competence.