University Information

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

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<tr>
<th>Org/Dept/Sub-dept #:</th>
<th>02-4620-00000</th>
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<tbody>
<tr>
<td>Position #:</td>
<td>00127887</td>
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<tr>
<td>Working Title (if applicable):</td>
<td>Reservation Coordinator</td>
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<tr>
<th>This Position Reports to (Title/Position #):</th>
<th>Admissions Coordinator/ 00016106</th>
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<tr>
<td>Position Has Administrative Supervision?</td>
<td>No</td>
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Position Overview: The Reservation Coordinator serves as the first contact for prospective students interested in the University of Iowa. This position coordinates involvement of UI colleges, academic departments, and other units as part of campus visit recruitment efforts including answering the phone, greeting visitors, and coordinating details for individual student visits. This person ensures all details are executed correctly while working in a fast-paced environment with multiple interruptions; Provides operational support for the MAUI event management system; Coordinates and manages email inquiries, assists in the coordination of a variety of functions for the front office of admissions.

Position Information

Key Areas of Responsibility

Operational Support and Management
Support the daily operations of an office, project, or program, including coordination of specialized events and activities. 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.

- Coordinate individualized recruitment efforts for campus visits with UI faculty, staff, and current students.
- Review and adjust itineraries for campus visitors, as necessary. Resolves scheduling conflicts or other issues independently in a professional and timely manner.
- Provide operational support and expertise for the MAUI event management system, a sophisticated online web-based system that manages numerous admission visitors per year.
- Locate and secure appropriate presentation/event venues.
- Answers phone calls from interested students and/or their family members. Provides friendly greeting, gives accurate information, and makes referrals to additional campus contacts for follow-up as needed.
- Greet prospective students and their families as their initial point of contact while they are on campus.
- Works collaboratively with the admission staff to ensure a positive, seamless, and memorable experience for campus visitors.
- Prepares materials such as VIP tags, agendas, and information packets for campus visitors.
- Assists in executing large open houses and on-campus visit events.
- Supports the Manager - Admission Coordinator for Campus Visits.

Human Resources (HR)
May provide functional and/or administrative supervision for students and temporary staff. Initiate HR transactions at the request of others at the department/unit level. May work with organizational Human Resources to ensure guidelines and rules are followed and to disseminate information.

- Train and supervise student staff who support UI college, academic department and other university program visits.
- Supervises student staff, provide them work direction, training (including outlook), and support.

Information Management
Typically, is a primary contact for the Office of Admissions. Provide information and responds to inquiries. Gather and provide information using available resources.

- Develop and prepare reports and data quality controls.
• Review daily reports and troubleshoot discrepancies.

Communications Management
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.
• Create confirmations, itineraries, follow-up surveys, etc.
• Serve as liaison to UI colleges, academic departments, and other university programs for daily campus visits.
• Coordinate and manage response to email inquiries directed to the Admission Visitors Center.
• Serve as a liaison to faculty, staff, students, alumni and the public concerning inquiries and feedback regarding Admission campus visits and outreach programs.
• Assist the public, students, parents, faculty, and staff with questions and appropriate referrals to other University departments and offices.

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: BASIC
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

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<tr>
<th><strong>Office Administration</strong></th>
<th><strong>Proficiency Level:</strong> EXTENSIVE</th>
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<tbody>
<tr>
<td>Ability to carry out ongoing office administration tasks effectively and efficiently in support of individuals, teams and or units.</td>
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<td>- Performs all aspects of administrative support for a location or a department.</td>
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<td>- Develops and maintains physical and electronic filing systems.</td>
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<td>- Coordinates preparation and distribution of standard reports (e.g. status or activity).</td>
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**Operational Functions**

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

- 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.

**Planning: Tactical, Strategic**

Ability to contribute to operations (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.

**Communicating for Effective Relationships**

Knowledge and application of the communication techniques and relationship building skills that develop the ability to work with individual and groups in a constructive and collaborative manner.

- Demonstrates an understanding of alternative points of view.
- Explains issues in alternative ways to accommodate different listeners.
- Demonstrates both empathy and assertiveness when communicating a need or defending a position.
- Employs appropriate methods of facilitating collaborative communication.
- Works with others to address critical issues, resolves problems, and persuade or influence toward appropriate resolutions.

**Desktop Tools**

Knowledge of and the ability to use office support tools available on the desktop (e.g. word processing, email, 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.

**Decision Making and Critical Thinking**

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.

**Knowledge of Organization**

Awareness and knowledge of and insight into the organization’s vision, structure, culture, philosophy, operating principles, values, and code of ethics; ability to apply this understanding appropriately to diverse situations.
• Can explain mission, vision, and objectives of own department or unit.
• Discusses the roles and responsibilities of own business unit.
• Applies organization's operating principles and practices within own business unit.
• Identifies and discusses key players, key issues, and key strategies in own unit.
• Cites local and industry examples of acceptable and unacceptable business practices

Relationship Management

Proficiency Level: WORKING

Ability to establish and building healthy working relationships and partnerships with colleagues with and external to own unit, those to whom services are provided, vendors, the public, regulator/governmental agencies, etc. all of who may be seen as "customers" or receivers of services provided by the University.

• 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

Position Qualifications (for recruiting only)

Education or Equivalency Required

• Bachelor's degree or an equivalent combination of training and experience providing a comparable level of expertise.

Experience Required

• Experience (typically 6mo to one year) in office administration and/or operational support.
• Some experience with meeting/event planning and activities; ability to plan, organize, fiscally manage, and execute small to medium-scale events, and coordinating resources.

Required Qualifications

• Demonstrates a working ability to meet or exceed service needs and expectations.
• Demonstrates a 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.
• Demonstrates a working knowledge and proficiency in the use of Microsoft Office software applications (i.e. Word, Excel, PowerPoint, Outlook).
• Demonstrates working proficiency in interacting with a variety of individuals in a constructive and civil manner while appreciating the unique contribution of individuals from varied cultures, race, creed, color, national origin, age, sex, disability, sexual orientation, and gender identity.
• Demonstrates an extensive proficiency in the ability to carry out ongoing office administration tasks effectively and contributes to office administration improvements and best practices.

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