University Information

<table>
<thead>
<tr>
<th>Org/College:</th>
<th>University College</th>
<th>Department:</th>
<th>Honors Program</th>
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<tbody>
<tr>
<td>Ul 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>
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Department Information

<table>
<thead>
<tr>
<th>Org/Dept/Sub-dept #:</th>
<th>35-1620-00000</th>
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<tbody>
<tr>
<td>Position #:</td>
<td>00156879</td>
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<tr>
<td>Working Title (if applicable):</td>
<td>Administration &amp; Communication Coordinator</td>
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<tr>
<td>This Position Reports to (Title/Position #):</td>
<td>Associate Director, Honors Program / 00003089</td>
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<tr>
<td>Position Has Administrative Supervision?</td>
<td>No – students/temps only</td>
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<tr>
<td>Position Overview:</td>
<td>This position provides administrative and operational support and directs communications for the Honors Program at the University of Iowa. Serve as key liaison for the department regarding programs and outreach (including social media). Serve as inter-office communications coordinator and supervise all administrative student staff.</td>
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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.

- Lead the planning of all major program events including Honors Primetime.
- Provide administrative support for program initiatives at the discretion of the director and associate director.
- Coordinate Honors Steering Committee and Advisory Board meetings. Maintain records including meeting minutes and member directories.
- Review and approve student staff time records to ensure budget compliance.
- Organize student travel logistics with University Shared Services.
- Manage after-hours building access.
- Plan and maintain honors course offerings and schedules.
- Facilitate student honors travel award payments.
- Initiate purchasing requests for supplies and equipment. Monitor accounts/expenditures; reconcile statements.

**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.

- Direct internal and external communications by establishing and maintaining relationships with stakeholders, developing, and enforcing procedures, and organizing and disseminating information.
- Produce and interpret various reports for planning and decision-making.
- Serve as primary contact for the program by providing information and responding to inquiries from students, parents, campus partners and various stakeholders.
- Gather and provide information using available resources.
- May serve as primary contact for building maintenance and facilities management.
- Makes oral presentations and writes reports needed for own work.
- Avoids technical jargon when appropriate.
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.
• Produce and share newsworthy content with various media outlets such as Iowa Now and The Daily Iowan.
• Support alumni outreach and engagement initiatives at the discretion of the director and associate director.
• Manage social media accounts and website.

Administrative (HR, Budget), Supervision and Training (PCE1)
May develop and manage a budget within specified guidelines. May provide direction, assignments, feedback, coaching and counseling to assure outcomes are achieved.
• Initiate purchasing requests for supplies and equipment.
• Recruit and train student staff to manage the daily operations of the program.
• Share supervisor responsibilities with other staff to provide training and other professional development opportunities to honors student employees.

Universal Competencies

Diversity, Equity and Inclusion
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
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
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

Communicating for Effective Relationships
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 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 
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.

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.
- Documents administrative process flow to and from other functions and departments.
- Defines concepts of short-term and long-term planning.
- Describes the planning process and planning cycle used in own area.

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 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.

Organizational Savvy and Politics 
Proficiency Level: WORKING
Knowledge of organizational politics and political tactics; ability to effectively navigate formal and informal communication and decision-making channels.
- Identifies key players, decision makers, and stakeholders relevant to own team or function.
- Builds network of contacts in relevant other functions and departments.
- Explains what, when and how sensitive information should be communicated.

Position Qualifications

Education or Equivalency Required
- A Bachelor’s degree or equivalent combination of expertise, experience, and education.

Experience Required
- Reasonable experience (typically 6mo-1 year) working in office or program administration and program coordination or other related fields.

Competencies Required
Demonstrates a Working proficiency level in:
- ability to communicate effectively to transmit, receive, and accurately interpret ideas, information, and needs through the application of appropriate communication behaviors.
- ability to establish and build healthy working relationships and partnerships with colleagues within and external to own unit.
- success in organizing and planning tasks, event planning, processing detailed information with good accuracy and in meeting deadlines.
- knowledge of office support software and applications, including email, word processing, spreadsheets and database management and the interconnectivity of these tools.

Desirable Qualifications
- One to three years of office, program administration and/or coordination experience.
- Supervisory experience of undergraduate students
Demonstrates a Working proficiency level in:

- social media management and strategy in a professional capacity. This includes: creativity (in format/design), organization and efficiency (task and goal oriented), adaptive (try new features, change posts with timeline etc.), writing short copy to garner attention, and analysis for improvements/success.
- knowledge of and experience with website/content management.