## Orientation Services Opportunity at the University of Iowa

### POSITION OVERVIEW

| Department: | Orientation Services, University College |
| University Classification: | Educ Support Svcs Assoc |
| UI Job Code: | PCE1 |
| Pay Level: | 3A |
| Working Title: | Program Coordinator, Orientation Services |
| Percent Time: | 100% (40hrs/wk.) |
| Position Type: | Regular P&S, Ongoing |
| Administrative Supervisor: | ☐ Yes ☒ No |
| Reports to: | Associate Director, Orientation Svcs |
| Compensation: | $42,000-$46,000 hiring range |

### POSITION SUMMARY

Assist in the preparation and implementation of orientation programs for new first-year and transfer students and their families. Provide training and supervision of orientation and On Iowa! leaders. Collaborate with campus partners to implement initiatives and outreach that supports new students.

### WHAT YOU DO

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

- Assist in the planning, implementation, and assessment of orientation and transition programs and activities (Success at Iowa, Orientation, and On Iowa!)
- Assist with the planning, implementation, and assessment for the spring transition welcome event.
- Lead the planning, implementation, instruction, and assessment of the spring Orientation Leader Training Courses (LS:1017:0001 and 0002) and Squad Leader and On Iowa! leader trainings.
- Serve as a liaison to On Iowa! committees as necessary
- Recruit, hire, train, and serve as the primary supervisor for student leaders employed by Orientation Services
- Supervise 2 graduate fellows
- Functionally supervise additional student leaders during programs as necessary
- Serve on campus committees around issues of student success and supporting student transition as necessary
- Other duties as assigned

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

- Collaborate with colleagues and campus partners to train orientation leaders and implement initiatives that integrate and support new student
- Respond to questions from students, parents, staff, and faculty as needed
- Promote program initiatives across campus and at various campus events
- Other duties as assigned

Administrative (HR, Budget), Supervision and Training

- Assist in developing, planning, and implementation of the recruitment, hiring, and training processes for orientation leaders and On Iowa! leaders
- Supervise undergraduate orientation leaders (Orientation and On Iowa!)
- Provide supervision for graduate level interns or practicum student(s) as assigned
- Assist in developing and managing a budget for student leader training and program needs
- Other duties as assigned
**Decision Making and Critical Thinking** – Proficiency: *Basic*
Understanding of the issues related to the decision-making process; ability to analyze situations fully and accurately and reach productive decisions.

*What this looks like:*
- Identifies issues and communicates with others when a decision needs to be made.
- Identifies decision makers in own environment.
- Explains steps in an effective decision-making process.
- Describes types of decisions for incumbent in own job or function.

**Relationship Management** – Proficiency: *Basic*
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.

*What this looks like:*
- Describes the nature of a productive working relationship.
- Explains some of the benefits of building collaborative partnerships.
- Identifies key working relationships in own area.
- Provides examples of the characteristics of effective collaborative work relationships.

**Student Orientation** - Proficiency: *Working*
Knowledge of and the ability to provide new incoming students with a welcoming environment and to help familiarize them with school facilities, policies and services.

*What this looks like:*
- Introduces university facilities, services and resources to newly registered students.
- Provides students with detailed information on course enrollment and registration.
- Provides counseling for students to reduce their concerns about school life and studies.
- Explains university policies and standards to students, e.g. completion of degree requirements.
- Helps students acclimate to life at university through various methods.

**Team Management and Team Building** – Proficiency: *Working*
Ability to form and manage effective teams.

*What this looks like:*
- Leads a team of people assembled to complete a specific project or task.
- Facilitates discussion of team goals, roles, needs, and responsibilities.
- Leads team meetings to review progress and performance, ensuring follow-up on previous decisions.
- Recognizes the contribution of each and every team member publicly.
- Participates in defining the ground rules for individual and team responsibilities.

**UNIVERSITY EXPECTATIONS** (see definitions and proficiency levels [here](#))

**Collaboration/Positive Impact** - Proficiency: *Basic*

*What this looks like:*
- 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: Basic**

*What this looks like:*

- Promotes a respectful, diverse, equitable and inclusive work environment in which concerns are addressed effectively.
- Can identify unit policies and practices that have a disparate impact on specific populations.
- Recommends policies and practices to advance an equitable, inclusive work environment and counter racism, sexism, and other forms of institutional bias.
- Forms respectful relationships with those representing diverse constituencies, and seeks regular input to better understand diversity, equity & inclusion issues and enhance recruitment efforts.
- Engages in on-going self-reflection and continues to advance their knowledge and skills related to diversity, equity and inclusion.

**Service Excellence/Customer Service – Proficiency: Basic**

*What this looks like:*

- 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.

**QUALIFICATIONS YOU BRING**

**Required**

- A bachelor's degree or an equivalent combination of education and related experience or expertise.
- Reasonable (Minimum 6mo, preferably 1–2years) experience working in orientation or event planning specific to undergraduate students in a post-secondary academic setting.
- Demonstrates a basic proficiency level in:
  - Understanding of the issues related to the decision-making process; ability to analyze.
  - Establishing and building 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.
  - Working with a variety of individuals and groups 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 a working proficiency level in:
  - Knowledge of and the ability to provide new incoming students with a welcoming environment and to help familiarize them with school facilities, policies and services.
  - 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.
  - The ability to form and manage effective teams.

**Desired**
A Master’s degree in higher education, student development, student affairs, or a related field is highly desired.

Demonstrates a basic proficiency level in:

- Ability to contribute to operational (short term), tactical (1-2 years), and strategic (3-5 years) planning support of the overall business plan.
- Knowledge of, and ability to use strategies and skills to enlist others in setting, embracing and achieving objectives.

ABOUT UNIVERSITY COLLEGE

University College is committed to the success of all University of Iowa students. This commitment is demonstrated in the programs and services that we offer through Orientation Services, On Iowa!, New Student Services, Academic Support and Retention, and the Academic Resource Center. University College serves an important role at the University of Iowa, and is an academic home for numerous courses or programs that span across multiple units.