Opportunity: Office of Admissions at the University of Iowa

POSITION OVERVIEW

Department: Office of Admissions, Office of the Provost

University Classification: Adm & Enroll Svcs Specialist

UI Job Code: PCD2

Pay Level: 4A

Working Title: Senior Admission Counselor OR Assistant Director, Diversity Recruitment and Outreach (Working title is based on candidate years of experience and desired qualifications)

Percent Time: 100% (40hrs/wk.)

Position Type: Regular P&S, Ongoing

Administrative Supervisor: ☐ Yes ☒ No

( supervises students)

Reports to: Senior Assistant Director, High Ability Recruitment

Compensation: $43,558-$46,000 – Sr. Counselor OR $45,500-$48,000 for Asst. Director title, anticipated hiring annual salary range; Competitive benefits

Work Type: Primarily on-campus/on-site work; Remote work when travel is required.

POSITION SUMMARY

The Senior Admission Counselor OR Assistant Director, Diversity Recruitment and Outreach will lead the development and implementation of a comprehensive recruitment plan focused on creating a diverse undergraduate student body with particular attention to underrepresented racial/ethnic minorities, first-generation students, low-income students, and members of the LGBTQ+ community.

WHAT YOU DO

Recruit Students: Promote the University to the Public

- Plan, implement and assess recruitment, outreach and public service programs aimed at creating a diverse undergraduate student body.
- Identify, equip and mobilize a community of University of Iowa students, faculty, staff and alumni eager to assist with college readiness, college access and other outreach initiatives designed to serve underrepresented students.
- Cultivate, strengthen, and maintain relationships with high school counselors, independent counselors, community college advisors, state and federal agencies such as and Upward Bound, community-based organizations and other key stakeholders who work with underrepresented populations.
- Work closely with the Admissions Events Team to plan innovative, high-impact outreach events and campus visit opportunities.
- Work collaboratively with campus partners, committees and other groups involved in implementing the institution's Diversity, Equity and Inclusion Action Plan.
- Identify needs and assist in the development of printed materials, digital media and other information that can assist underrepresented students and their families in the college search process.
- Represent the University of Iowa at outreach events, public service programs and community events.
- Counsel and advise prospective students (first year and transfer) through the college search process by providing timely and accurate information and promptly responding to large volumes of inquiries.
- Regularly present University of Iowa information sessions to groups of prospective undergraduate students and their guests.
- Manage an assigned geographic recruitment territory in order to meet enrollment goals. This includes planning, executing and evaluating recruitment activities and events (high school visits, college fairs, on- and off-campus events, direct outreach and communication).
- Actively support day-to-day operations in the Office of Admissions.
- Serve as the institutional liaison to the Big Ten Diversity and Inclusion Admissions Group.
- Seek opportunities to enhance professional knowledge, skills, and abilities.

Student Transition Services

- Participate in regular coordination meetings with Office of Admissions and Center for Inclusive Academic Excellence staff; serve as a member of UI’s Student Success Team and other university committees as assigned.
- Work with the Center for Inclusive Academic Excellence to help plan, coordinate, and implement the Iowa Edge transition program for minority, FG students and transgender students, and assist with Iowa Edge Peer Leader training.

**Systems Support and Development; Data Analysis, Research and Reporting**
- Utilize data tools to achieve positive results more efficiently and effectively.
- Prepare and maintain appropriate periodic reports and surveys.

**Leadership and Supervision**
- Hire, train, supervise, mentor, and/or evaluate student staff, student volunteers, interns, and/or practicum students with the long-range goal of involving them after graduation in the outreach, recruitment, and/or retention activities of underrepresented student populations.

**HOW YOU DO YOUR JOB**
(learn more about competencies and proficiency levels [here](#))

**Communicating for Effective Relationships** – Proficiency: *Working*
*What this looks like:*
- 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.

**Decision Making and Critical Thinking** – Proficiency: *Extensive*
*What this looks like:*
- Uses effective decision-making approaches such as consultative, command, or consensus.
- Differentiates assumptions, perspectives, and historical frameworks.
- Leverages experience in analyzing relevant data and assessing implications of alternatives.
- Identifies decision options and points and predicts their potential impact.
- Evaluates past decisions for insights to improve decision-making process.
- Makes sure assumptions and data are objectively analyzed in decisions.

**Facilitating Student Transitions** - Proficiency: *Working*
*What this looks like:*
- Introduces university facilities, services, policies and resources to transitioning students.
- Provides students with detailed information on course enrollment and registration.
- Provides guidance and assists students in developing skills to address 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.

**Relationship Management** Proficiency: *Extensive*
*What this looks like:*
- Maintains productive, long-term relationships with "customers."
- Conducts periodic reviews of work effort, progress, issues, and successes.
- Creates opportunities to educate teams on "customer" priorities.
- Participates in defining the terms of the services provided in a collaborative relationship.
- Communicates to "customers" regarding expectations of all parties.
- Empowers others to establish collaborative, healthy relationships.
UNIVERSITY EXPECTATIONS (see definitions and proficiency levels here)

Collaboration/Positive Impact - Proficiency: Working

What this looks like:
- 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.

Diversity, Equity and Inclusion – Proficiency: Extensive

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.


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
- Bachelor’s degree or an equivalent combination of education and experience is required.
- Program and administrative experience (1-3 years for a Senior Admission Counselor OR 3-5 years for an Assistant Director) in a post-secondary academic setting that support student/staff engagement for diversity initiatives, preferably in college admissions or programs.
- Basic knowledge or understanding of both benefits of and challenges to recruiting underrepresented student populations.
- Demonstrates a working proficiency level in:
  - Collaborating across multiple departments or units to engage students or staff in programs or initiatives, preferably with a diversity, equity and inclusion focus.
  - The use of Microsoft Office software applications (i.e. Word, Excel, PowerPoint, Outlook).
- Demonstrates an Extensive proficiency level in:
  - The ability to operate a program by developing, promoting, and implementing the specific goals and objectives of the program.
  - Decision making and critical thinking; ability to analyze situations fully and accurately and reach productive decisions.
- 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.
- 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.

Other
- Must be available to **travel** extensively (~25%); could include overnight, evening, and weekend travel and work.
- A **valid driver’s license** and the ability to meet the **Fleet Safety Program guidelines**.

Desired
- **Master’s** degree in Student Affairs or related field.
- **Experience in admissions work**, educational agency serving college bound populations, student service programs (financial aid, student life, residence hall services, student organizations, etc.), especially serving underrepresented student populations.
- Demonstrates a **working proficiency** level in:
  - The knowledge of University of Iowa policies, procedures, and regulations.
  - Direct experience with **recruiting underrepresented student populations**.

**ABOUT THE DEPARTMENT**
The **Office of Admissions** is a gateway to supporting the academic mission of the University of Iowa. At Iowa, you can mix-and-match majors, minors, and certificates to earn a degree that reflects your unique interests and career goals. Whether you're learning how to tell stories in the nation's top writing program, treating patients at the hospital on campus, or changing the world through art, business, or science, the University of Iowa can help you achieve your academic goals.