Opportunity: Pomerantz Career Center at the University of Iowa

POSITION OVERVIEW

<table>
<thead>
<tr>
<th>Department</th>
<th>Pomerantz Career Center, Office of the Provost</th>
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<tbody>
<tr>
<td>University Classification</td>
<td>Educ Support Svcs Specialist</td>
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<tr>
<td>UI Job Code</td>
<td>PCE2</td>
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<tr>
<td>Pay Level</td>
<td>4A</td>
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<tr>
<td>Working Title</td>
<td>Employer Outreach Specialist &amp; Career Coach</td>
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<tr>
<td>Percent Time</td>
<td>100% (40hrs/wk.)</td>
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<tr>
<td>Administrator Supervisor</td>
<td>☐ Yes ☒ No (may supervise students as needed)</td>
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<tr>
<td>Compensation</td>
<td>$46,000-$52,000 anticipated hiring annual salary range; Competitive benefits</td>
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<tr>
<td>Schedule</td>
<td>Up to 40% regular remote schedule option, subject to training, peak periods, dept policy, and performance.</td>
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POSITION SUMMARY

Assist in the management of employer engagement activities including maintaining and building relationships with corporate recruiters and their organizations. Revise, maintain, 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. Develop and plan employer recognition process. Serve and lead as appropriate on the Employer Team and event work groups, Experiential Education Team, and Coaching 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 coaching 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.

*Role is split 50% Employer Engagement activities/50% Career Coaching responsibilities approximately.

WHAT YOU DO

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

- Assists undergraduate students with career decision-making, experiential learning opportunities, and job/internship or graduate school search/application strategies.
- Coaches, 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)

- 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 coaching team or similar initiative.
- Create, manage, facilitate and coordinate communication for Industry Partnership Council and Employer Recognition Process
- 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 full-time 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) area economic development organizations, 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 (up to 10-15% of role requires travel in and out of state).
- Conduct "Recruiting at Iowa" consulting calls with recruiters and provide consulting to those looking to increase their presence at The University of Iowa.
- Act as 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**
- 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**
- Research, develop and assist in managing a budget for the Industry Partnership Council and Employer Recognition process.
- Plan corporate and community outreach within budget constraints.
- Hire and supervise students and 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.

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

**Relationship Management – Proficiency: Working**

What this looks like:
- 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: Working**

*What this looks like:*
- 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: Extensive**

*What this looks like:*
- 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.

**Effective Communications** – **Proficiency: Working**

*What this looks like:*
- 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.

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**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: Working**

*What this looks like:*
- 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.


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.

QUALIFICATIONS YOU BRING

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.
• Reasonable (typically 1-3 years minimum) experience advising, coaching, teaching, training, counseling, recruiting, human resources, talent development, career services or other in a related academic or helping profession.
• Demonstrates a working proficiency level in:
  • Providing career advice, coaching, and assistance with career decision-making and internship/job search preparation, search, and strategy.
  • Program coordination, content development and facilitation.
  • Effective communication (written and oral skills) and the ability to build and maintain relationships with individuals and groups.
  • Ability to work with individuals from diverse backgrounds and cultures including understanding the needs of low income, first generation, and historically marginalized students within a higher education setting.

Desired
• 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 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.
• Demonstrated experience in business to business or comparable outreach for new and existing services or business using both virtual and in person methods of development.

ABOUT THE DEPARTMENT

The Pomerantz Career Center is a world-class facility with a national reputation for excellence. The Center directly serves more than 20,000 undergraduate students from the Henry B. Tippie College of Business, College of Engineering, College of Education, College of Nursing, College of Public Health, and the College of Liberal Arts and Sciences. The centralized and comprehensive services we provide are focused on the areas of Career Coaching, Leadership and Career-related Academic Courses, Experiential Education, and Campus Recruiting. From their first semester in college through the year after they graduate, students can take advantage of extensive services, both in person and online.