



Opportunity: Registrar's Office at the University of Iowa

POSITION OVERVIEW

Department: Registrar's Office , Office of the Provost			
University <u>Classification</u>: Constituent Relations Specialist		UI Job Code: PMP4	<u>Pay Level</u>: 4A
Working Title: N/A			
Percent Time: 100% (40hrs/wk.)		Position Type: Regular P&S, Ongoing	
Administrative Supervisor: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (may supervise students as needed)		Reports to: Communications Manager	
Compensation: \$45,000-\$54,000 anticipated hiring annual salary range; Competitive benefits			
Schedule: Up to 40% regular remote schedule option, subject to training, peak periods, dept policy, and performance. Remote work must be performed at a location within the state of Iowa and comply with the remote work program and related policies.			

POSITION SUMMARY

As the constituent relations specialist with the Office of the Registrar you will provide overall support for the planning and execution of commencement ceremonies at the University of Iowa.

Working with the commencement team, you will manage the process of working with a third-party vendor to generate name cards and digital recognition for students during commencement ceremonies. You collaborate with the academic and alumni data management team to request data to fulfill a variety of needs for commencement. In addition, you work to build and maintain relationships with the collegiate commencement coordinators through consistent and timely communication. Additional support may be provided for email campaigns, website maintenance, the RSVP process, volunteer coordination, and for other duties performed by members of the commencement team. Participation on the day of Carver-Hawkeye Arena ceremonies is required.

You will provide administrative and systematic support to other areas and will collaborate on the compilation, maintenance, and production of the university's academic calendar. In this position we anticipate a natural evolution of role as we analyze the needs of the office.

Success in this position will come from your experience working in team-based environments, excellent writing skills, strong time-management skills, accuracy and attention to detail, knowledge of or ability to learn new technologies, and the ability to maintain confidentiality of sensitive or restricted information.

WHAT YOU DO

Message Development and Implementation

- Compose and send commencement coordinator newsletter with meeting notes, important updates, deadlines, and other relevant information.
- Collaborate with the commencement team to update email communications to students and individuals who have subscribed to the commencement email distribution list.
- Serve as a resource for answering questions that come into the shared commencement team email inbox.

Public Relations

- Develop and maintain relationships with collegiate commencement coordinators.
- Work closely with third-party vendors to establish deadlines to ensure that commencement team needs are met in a timely manner for our ceremonies.
- Manage the commencement guest experience by assisting with communications, website content, signage, maps, and other needs on the day of ceremonies.

- May collaborate with the Iowa Hawk Shop and University Bookstore, the Office of Strategic Communication, University of Iowa Printing and Mailing Services, commencement ceremony venues, and other campus partners for commencement needs.

Information Management

- Manage the MarchingOrder process for commencement name cards including the compilation of student information from all colleges, formatting of information for submission to MarchingOrder, name card organization upon card receipt, and distribution of cards to the colleges upon delivery to the university.
- Create and maintain documentation for the commencement team, including maintaining inventory of commencement materials.
- Monitor and update the commencement timeline which includes tasks for each of the key pieces of the commencement planning process.
- Record meeting minutes while maintaining confidentiality of sensitive information that may be discussed.

Strategic Planning

- Assist in the planning and execution of eight fall commencement ceremonies and sixteen spring ceremonies (the number of ceremonies is subject to change).
- Collaborate with the Office of Strategic Communication and the Office of the Provost to find ways to bring consistency to ceremonies across sessions and venues, while being mindful of varying budgets across colleges.
- Assist with the recruiting of volunteers by strategically identifying areas of campus looking to provide volunteer opportunities for their teams.
- Schedule commencement team meetings, commencement meetings with the collegiate coordinators, and all-staff meetings for the registrar's office.
- Research, analyze, and evaluate the commencement practices of other institutions to help generate ideas to improve the student experience leading up to commencement, as well as the student and guest experience at the ceremonies.

Systems Support and Development; Data Collection, Analysis, and Reporting

- Review and analyze data from email campaigns to help inform the communications plan for the next session.
- Research and make recommendations regarding event logistics and best practices.
- May assist with the RSVP process and implementation of extensions or other initiatives to improve the process for the students and commencement team.
- Perform administrative support responsibilities for the office, including documentation of policies and procedures.

Records Management

- Collaborate with the academic and alumni data management team to develop reports needed for commencement card services, photography services, and other commencement data needs.
- Utilize MAUI to run commencement reports and submit those reports as needed.
- Assist with answering questions related to the commencement programs and missing names, missing honors or distinction designations, or other information that may need to be updated.
- Collaborate on the compilation, maintenance, and production of the university's academic calendar.

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

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.

Organizational Communications – Proficiency: *Extensive*

What this looks like:

- Works with various types of organizational communications functions.
- Designs and develops communications events and campaigns.
- Interfaces with a variety of public and trade media.
- Organizes executive briefings and arranges for proper media coverage.
- Discusses the major benefits and drawbacks of different types of communications.
- Aligns appropriate media and communication tools to the intended audience.

Event Management - Proficiency: *Working*

What this looks like:

- Provides clients with event plans detailing themes, agendas, venues, etc.
- Coordinates and arranges event resources including labor, equipment, sponsors, etc.
- Provides a specific scope of service for a given event, including technical and logistics factors.
- Schedules activities before and during events and communicates any changes in timelines.
- Meets with sponsors and facility providers to communicate event plans and budgets.

Project Management – Proficiency: *Working*

What this looks like:

- Plans, estimates, and executes relatively simple projects.
- Assists in detailed project plans including cost, schedule, and resource requirements.
- Asks key questions of stakeholders during the planning stage.
- Provides input to track project progress and status.
- Surfaces opportunities to improve resource utilization.

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.

Service Excellence/Customer Service – 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.

QUALIFICATIONS YOU BRING

Required

- A Bachelor's degree in **communications, marketing**, or a related field or an equivalent combination of education, experience, and expertise.
- **Experience** (typically 1-3 years) working in **communications, marketing**, or in a role requiring regular use and dissemination of data, deadlines, relationship, and project management.
- Demonstrates a **working proficiency** level in:
 - Knowledge of and ability to utilize the means, tools, techniques and media to **communicate information about the organization internally and externally**; uses sound judgment to modify messaging and format, both oral and written, for varied audiences and constituent groups.
 - Ability to **plan, organize**, monitor, and ensure efficient use of resources to achieve project objectives.
 - Ability to work with 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.
 - Using tools and techniques to **gather and report data** in a particular area and group.
 - **Information management** including knowledge of issues and requirements for managing information resources and making recommendations to enhance centralized and distributed databases.
 - Familiarity with **student information systems or relational database concepts** and processes and how to utilize them for communications and reporting needs.

Desired

- Demonstrates a **basic to working proficiency** level in:
 - **Systems thinking** - identifies the critical interdependencies among system elements that help and hinder performance.
 - Knowledge of **event management** processes and activities; ability to plan, organize and execute events and to coordinate resources before, during and after an event.
 - Ability to contribute to operational, tactical and strategic planning including **anticipation and adaptability to plan changes**.

ABOUT THE DEPARTMENT

The **Office of the Registrar** serves as the institutional guardian for official academic information and records in supporting the faculty, staff and students at the University of Iowa. We work with every faculty, staff, student, department, and dean's office on campus coordinating and providing services related to the student records: course catalog, registration, fees, records, transcripts, data warehouse, institutional research, reporting, maintenance, and security for student records data, grading process, graduation and diploma services. We are committed to providing high quality learning environments to our faculty and students in coordination, scheduling assignment and management of our University Classroom inventory. Our services provide support for all departments in the Provost's responsibilities.