



Opportunity: Office of Admissions at the University of Iowa

POSITION OVERVIEW

Department: Office of Admissions, Office of the Provost		
University Classification: Admissions & Enrollment Svcs Counselor/Evaluator	UI Job Code: PCD1	Pay Level: 3A
Working Title: Admission Counselor, Des Moines/Western Iowa Regional Representative		
Percent Time: 100% (40hrs/wk.)	Position Type: Regular P&S, Ongoing	
Administrative Supervisor: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (supervises students)	Reports to: Associate Director, Outreach and Recruitment	
Compensation: \$42,000-\$48,000 anticipated hiring annual salary range; Competitive benefits		
Work Type: Remote – on-site in Des Moines, Iowa area.		

POSITION SUMMARY

As the Des Moines and Western Iowa Regional Representative, based in the Des Moines area, you are responsible for managing admissions, recruitment, and outreach activities. You assist prospective undergraduate students (new and transfer) by providing timely and accurate information about the college admissions process and other areas of the institution including academic programs, student life, university housing, scholarships and financial aid; are responsible for managing a recruitment territory that includes the greater Des Moines area as well as southwestern Iowa. Working closely with senior admission leaders, you plan and execute strategies to meet enrollment goals while serving prospective students through the college search process. You are the representative for the University of Iowa at various student recruitment events and builds relationships with prospective students and families, high school counselors, community-based organization leaders, and others involved in the college search process while also cultivating an active network of local alumni to leverage in recruitment activities.

The **required location** for the incumbent home office is **the Des Moines, Iowa area.**

WHAT YOU DO

Recruit Students: Promote the University to the Public

- Manage assigned recruitment territory to meet enrollment goals. This includes planning, goal setting, and executing recruitment activities and events (high school visits, college fairs, on- and off-campus events, direct outreach and communication).
- Develop and cultivate relationships with prospective and admitted students and families, high school counselors, community college advisors, educational agencies, and other individuals involved in the college search process.
- Work collaboratively to support other University of Iowa initiatives in the Des Moines area including but not limited to programs offered at the John and Mary Pappajohn Educational Center (JMPEC).
- Review data as it relates to student recruitment in your territory, provide reports and activity updates, and recommend appropriate strategies and tactics to achieve enrollment goals.
- Cultivate a network of University of Iowa alumni and incorporate alumni engagement into student recruitment efforts in your territory.
- Counsel and advise prospective students through the college search process.
- Utilize data tools to achieve positive results more efficiently and effectively.
- Present University of Iowa information sessions to large and small groups of prospective undergraduate students and their families.
- Meet individually with prospective first-year student and transfer students/families.
- Represent the University of Iowa at receptions and other public service programs and outreach events.

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- Assist in planning and implementing on- and off-campus pre-enrollment programs from prospective students and parents from diverse backgrounds.
- Advise prospective students about transfer options from a two-year or four-year institution in addition to the 2 Plus 2 options at Iowa community colleges.
- Communicate University policies, procedures, and credit evaluations.
- Counsel and advise prospective first year and transfer students in the selection of courses that will be applicable to graduation requirements; this includes general education requirements, major requirements, and electives.
- Prepare and maintain appropriate periodic and special program reports.
- Represent the interests of the University and of unit leadership in the use of resources to meet service and productivity demands within unit goals and budgets; strive to promote continual process and quality improvement.
- Seek opportunities to enhance professional knowledge, skills, and abilities.
- Serve on university committees as assigned.
- Other duties/projects as assigned, including assist in the development and implementation of special projects.

Student Transition Services

- Assist in the planning and execution of student transition programs, as needed.
- Provide information and advice to new students and parents about University life to ease their transition to the University (advising, orientation, registration, housing, placement tests).

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.

Effective Presentations - Proficiency: *Working*

What this looks like:

- Prepares and delivers formal presentations to small and friendly audiences.
- Organizes key points and supporting information for a topic as appropriate for the audience.
- Provides a suitable level of detail using appropriate terminology.
- Anticipates and prepares for audience questions.
- Uses feedback on own presentations to improve.

Planning and Organizing - Proficiency: *Working*

What this looks like:

- Creates action plans that ensure the accomplishment of responsibilities.
- Breaks tasks into manageable steps that can be incorporated into a personal work plan.
- Surfaces potential bottlenecks or disruptions that could potentially get in the way of keeping a schedule.
- Monitors progress continuously and adjusts tactics for handling situations on a case-by-case basis.
- Escalates concerns over competing or conflicting priorities.

Student Recruiting - Proficiency: *Working*

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What this looks like:

- Researches the prospective student market for a specific geographical or student profile.
- Initiates relationships with prospective students, high school counselors and other appropriate constituency groups.
- Plans and organizes various campus recruiting events.
- Maintains systems for tracking and recording prospective student information.
- Assesses students' academic qualifications.

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:

- 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.

Service Excellence/Customer Service – Proficiency: *Basic*

What this looks like:

- Consistently provides excellent service.
- Manages customer expectations and takes responsibility to enhance service excellence.
- Communicates understandably; uses appropriate words, grammar and mannerisms in all mediums.
- Seeks feedback on communication style and effectiveness.

QUALIFICATIONS YOU BRING

Required Qualifications

- Bachelor's degree or an equivalent combination of education and experience is required.

Demonstrates a **BASIC proficiency level** in:

- The ability to establish and build healthy working relationships and partnerships with people from diverse backgrounds within and external to own unit.

Demonstrates an **WORKING proficiency level** in:

- Effective communication concepts, using varied tools and techniques to transmit, receive and interpret information both written and verbally.
- Preparing and delivering presentations, both informal and formal, using organization, detail, question anticipation and utilizing feedback for improvement.
- Managing multiple tasks, resource and project management, including a high level of autonomy, decision making, and time organization.

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Also Required:

- Must live in the Des Moines, IA area and be available to travel (estimate 25%). Some overnight travel, evening, and weekend work.
- The ability to move boxes and materials up to 40 lbs.
- A valid driver's license and the ability to meet the [University Driving Policy](#) requirements.

Desired

- Master's degree.
- Reasonable (typically 1-3 years) experience working in an admissions or related field highly desired.
- Demonstrates a working proficiency in managing a recruitment territory and achieving enrollment goals.
- Experience working as a regional admissions representative highly desired.
- Knowledge of the nature, goals and objectives, and operational aspects of a college or university.

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.