Opportunity: International Program at the University of Iowa

POSITION OVERVIEW

Department: International Programs/Study Abroad, Office of the Provost
University Classification: Educ Supp Scvs Specialist
UI Job Code: PCE2
Pay Level: 4A

Working Title: Study Abroad Advisor/Program Coordinator

Percent Time: 100% (40hrs/wk.)
Administrative Supervisor: ☐ Yes ☒ No
Reports to: Senior Associate Director, Study Abroad (Elizabeth Wildenberg De Hernandez)
Compensation: $44,500-$52,000 anticipated hiring annual salary range; Competitive benefits

POSITION SUMMARY

This Advisor & Program Coordinator position works primarily with undergraduate students interested in Studying Abroad. Study Abroad advisors do outreach to the general campus community about study abroad opportunities in addition to meeting individually with students actively pursuing study abroad. The Advisor works with students from the point of first contact until a student returns from abroad and grades are processed. Additionally this position leads Outreach Initiatives for Study Abroad creating an implementing a plan for the recruitment of students for Study Abroad. This position also evaluates syllabi from work done abroad for applicability to CLAS Core general education requirements.

WHAT YOU DO

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

- Advise undergraduate students on study abroad programs that align with their academic, personal, and professional goals. Serve as designated advisor for a portfolio of majors.
- Guide students through program applications and predeparture planning, utilizing in-person and virtual appointments and effective email communication to explain procedures and disseminate information.
- Design and lead predeparture orientation events for outgoing study abroad students each semester, presenting on program billing, course registration, health and safety planning, and cultural norms and adjustment.
- Respond to communication from students currently abroad regarding issues with housing, courses, health, and cultural adjustment and escalate concerns as appropriate.
- Utilize FileMaker Pro and Excel to maintain detailed, confidential student records and track task workflow.
- Evaluate all foreign syllabi that students request to fulfill for CLAS Core general education requirements.

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 International Programs colleagues, UI academic advisors, and study abroad providers to solve issues related to program applications, passports, visas, and course approvals.
- Serve as liaison to third-party providers facilitating communication between provider staff and UI study abroad advisors regarding students’ applications, onsite participation, and transcripts.
- Act as the administrative liaison for some exchange programs maintaining exchange agreements, facilitating communication between the host university staff and UI study abroad advisors regarding students’ applications, onsite participation, and transcripts.
- Direct Outreach activities arranging opportunities to present in classrooms, at student organizations, resident halls, and participating in various fairs on campus.
- Liaison to UI Orientation Services.
- Collaborate with the IP Communication and Relations team to facilitate all promotional activities for Study Abroad including coordinating events for International Education Week, Study Abroad Day,
Study Abroad Fall Fair, program information sessions, reviewing monthly Study Abroad Newsletter, Diversity Ambassador open letters, student stories, and International Accent stories along with managing the collection of content for all printed materials.

### Administrative (HR, Budget), Supervision and Training

- Supervise student employees, advertise positions, interview, and hire and train student employees.
- Provide administrative support for a portfolio of faculty-led study abroad programs.

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

#### Decision Making and Critical Thinking – Proficiency: Working

*What this looks like:*
- Assists in assessing risks, benefits and consideration of alternatives.
- Participates in documenting data, ideas, players, stakeholders, and processes.
- Applies an assigned technique for critical thinking in a decision-making process.
- Recognizes, clarifies, and prioritizes concerns.
- Identifies, obtains, and organizes relevant data and ideas.

#### Relationship Management – Proficiency: Working

*What this looks like:*
- Describes the roles and responsibilities in a collaborative working relationship.
- Monitors satisfaction levels on a regular basis.
- Alerts own team to problems in satisfaction.
- Ensures prompt and effective response to requests and interactions from "customers".
- Works with "customers" to address critical issues and resolve major problems.

#### Resource Management – Proficiency: Working

*What this looks like:*
- Specifies the critical resources required to accomplish the team's objectives.
- Initiates requests for required resources.
- Allocates team resources responsibly and equitably.
- Calculates resource usage to set a baseline for comparison.
- Surfaces opportunities to improve resource utilization.

#### Specific Function – Proficiency: Working

- Describes the mission, vision and objectives of the function.
- Discusses major programs, initiatives and issues.
- Identifies the major units or sub-functions.
- Identifies relevant internal and external procedures and regulatory agencies.
- Discusses the steps and requirements of the business process(es).

### 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:

- 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 in liberal arts or a related field, or an equivalent combination of education and experience is required.
- Reasonable (1-3 years) office or administration experience.
- Experience promoting a diverse workforce/academic environment.
- Demonstrates a working proficiency level in:
  - Carrying out ongoing office administration tasks effectively and efficiently in support of individuals, teams, and/or units including proficient organizational, clerical and computer skills (Microsoft Office software).
  - Ability to work with students in an advisor and/or instructor role including knowledge of course arrangement and academic planning; ability to provide academic counseling to assist students.
  - Interpersonal, oral and written communications skills; ability to effectively transmit, receive, and accurately interpret ideas, information, and needs through appropriate and diplomatic communication methods and behaviors.
  - Demonstrates interest in intercultural and international education (i.e. related course attendance, clubs or committees membership.)

Desired:

- A Master’s degree in International Education, Communication, Student Affairs, Higher Education, Business, Counseling or a similar discipline is highly desired.
- Reasonable (1 – 3 years) experience working in a university study abroad office.
- International experience studying and/or working abroad.
- Experience working with underrepresented students to foster inclusion and access to international programs, or similar experience serving minority populations preparing to travel outside the United States.
- Experience at a large public or private university, especially related to student administration.
- Demonstrates a working proficiency level in:
  - Filemaker Pro and/or web management software.

ABOUT THE DEPARTMENT

International Programs (IP) shapes and guides the University of Iowa’s role as a leading international institution serving Iowa and the world.
We provide guidance and support for international students in the University of Iowa community, as well as scholarships and assistance for UI students who wish to study, intern, or do research abroad. We also provide funding opportunities and grant and fellowship assistance for UI faculty engaged in international research. We amplify the globally oriented accomplishments of UI students, faculty, and staff by promoting such work through various media and public engagement activities.