**Opportunity:** Office of the Provost/University College at the University of Iowa

### POSITION OVERVIEW

**Department:** Office of the Provost Administration  
**University Classification:** Human Resources Coordinator  
**UI Job Code:** PGA2  
**Pay Level:** 3B

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<tr>
<th>Working Title: Recruitment and Retention Coordinator</th>
<th>Position Type: Regular P&amp;S, Ongoing</th>
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<td>Percent Time: 100% (40hrs/wk.)</td>
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**Administrative Supervisor:** ☐ Yes ☒ No  
**Reports to:** HR Manager

**Compensation:** $44,922-$50,000 anticipated hiring annual salary range; **Competitive benefits**

**Schedule:** Hybrid option, subject to training, policy, and performance. To be discussed upon hire.

### POSITION SUMMARY

As a member of the Office of the Provost/University College (OP/UC) HR team, in the Recruitment & Retention Coordinator role you will partner with leadership, providing support on human resources (HR) areas. You will be responsible for executing a range of HR responsibilities from a collaborative, customer-service-oriented perspective; work collaboratively with all departments to provide recruitment services for openings within the OP/UC organization. You will have primary responsibility for full recruitment lifecycle, including but not limited to reviewing job descriptions to create job postings, executing job advertising, screening applicant submissions, conducting phone screens, participating in interviews, processing job offers, and facilitating background checks. You will maintain focus on excellent customer service and excellent candidate experience throughout execution of recruitment and pre-onboarding process. You will also provide guidance, support, and direction for early retention efforts for staff in the OP/UC organization.

### WHAT YOU DO

#### Talent Management & Engagement

- Creates, publishes, advertises, and maintains search requisition information in the applicant tracking system.
- Provides an efficient and high-touch experience for every candidate from the application stage to offer, evaluating skill level, driving the interview and offer process, including background checks and dispositioning of candidates.
- Communicates effectively with the interview team to ensure preparedness during the interview process. Shares and exchanges information with all levels of management.
- Assists with scheduling interviews. This involves coordinating schedules with applicants and search committee members, creating calendar invitations, and sending interview confirmations.
- Screens applicants before moving their applications forward by reviewing application materials and cover letters against advertised qualifications. May contact applicants and hiring supervisors as needed for clarification.
- Manages various stages of dispositioning in the applicant tracking system throughout the recruitment process; upholds confidentiality when handling applicant information.
- Reviews pre-interview and search and selection process and ensures notes accurately reflect the screening and interview process.
- Processes offer letters within University policy and pay practices and completes pre-onboarding for new hires.
- Assists hiring supervisors and interview teams with access and navigation of applicant tracking system.
- Supports and provides guidance to hiring managers through onboarding process.

#### HR Program Administration & Operations

- Manages the scheduling and candidate arrangements for all searches in the OP/UCollege including calendaring, travel, dining arrangements, expense processing, etc.
- Assists with transactional and other human resources processes including onboarding of new staff.
**Assists in the processing of criminal background checks by entering, reviewing reports, and coordinating with Senior HR Director.**
- Gathers and evaluates retention data, including stay and exit interviews and surveys.
- Manages first year retention check-ins for all hires and supervisors.

**Advising/ Communication**
- Develops and maintains internal/external relationships related to the recruitment process, which may include hiring managers, human resource professionals, industry contacts, candidates, etc.
- Partners with HR Unit Representatives and hiring managers to assess talent requirements and advise on hiring strategies.
- Acts as a subject matter expert for hiring departments throughout the recruitment cycle providing consultative support, coaching, and influence on final candidate selection.

**Compliance with Policies, Laws & Regulations**
- Recommends sourcing strategies to comply with Affirmative Action guidelines, Section 503, VEVRA, and achieve a diverse and qualified talent pool meeting university and organization priorities.
- Assures compliance with all federal and state regulations throughout the recruitment and hiring process.

**Strategic Planning**
- Assists with recommendations on new and enhanced policies and practices.
- Assists in preparing and delivering needed metrics on recruitment performance and activity for stakeholders.
- Works on strategic projects to contribute to OP/UC strategic priorities and goals.

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

**Staffing, Hiring, Selection – Proficiency: Working**

*What this looks like:*
- Represents the organization in a professional manner.
- Plans, conducts, and documents screening interviews.
- Employs competency-based, behavioral selection processes.
- Participates in defining unit staffing requirements.
- Participates in collaborative evaluation of candidates when appropriate.

**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.

**HR Planning and Development - Proficiency: Working**

*What this looks like:*
- Investigates basic HR operational challenges and issues within the organization.
- Aligns the organization's mission, vision, objectives and strategic plans with the operational development of the HR department.
- Plans the operational process for a specific human resources function (e.g. recruiting).
- Adapts the operational process in accordance to new rules and regulations.
- Researches techniques for a sufficient and superior workforce within the organization.
UNIVERSITY EXPECTATIONS 

Collaboration/Positive Impact - Proficiency: Extensive

What this looks like:

- Ensures time, resources, energy, learning opportunities, and actions are focused on priorities important to the changing workplace.
- Identifies and resolves disagreements/conflicts in early stages.
- Promotes a safe, fair, respectful environment in which concerns can be addressed effectively.
- Recommends changes to work practices and policies to achieve desired outcomes.

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.

Service Excellence/Customer Service – Proficiency: Extensive

What this looks like:

- Participates in developing a variety of effective ways to deal with service challenges.
- Models service delivery and coaches others to deliver excellent service in a variety of settings.
- Communicates well with direct reports, peers, leadership and external constituents.
- Utilizes various methods for information sharing and information gathering. Modifies processes to enhance service.

QUALIFICATIONS YOU BRING

Required

- Bachelor’s degree in Human Resources, Business Administration or related field, or an equivalent combination of education and experience.
- Some experience (1-3 years) of human resources or operations coordination, implementing HR related tasks, processes, and projects to ensure that day-to-day operations run smoothly. Preferably working with an electronic HR system/database and reports. (May include undergraduate internships and employment.)
- Demonstrates a **extensive proficiency** in:
  - Providing exceptional customer service.
- Demonstrates a **working proficiency** in:
  - **Microsoft Office Suite** (Word, Excel, Teams, OneDrive)
  - Knowledge of and ability to **apply various communications techniques to accommodate a variety of audiences** and balance multiple perspectives.
  - Ability to **contribute as a member of multiple teams while respecting the unique contributions of individuals** from varied identities and backgrounds.
  - **Organization and project management.**
  - **Building positive, productive, and collaborative working relationships** with a variety of constituents, partners and stakeholders.
Desired

- 6 months - 1 year experience in talent acquisition.
- Knowledge of successful recruiting strategies.
- Demonstrates working knowledge of and ability to utilize tools, techniques, and processes for gathering and reporting data.
- Human Resources Certification (i.e., PHR, SHRM-CP) and/or commitment to the HR field through training and development.

ABOUT THE DEPARTMENT

The Office of the Executive Vice President and Provost provides academic leadership to the University of Iowa. Its fundamental mission is to champion innovation and excellence in teaching, research, creative production, and service. The Provost HR Team supports the overall University HR mission to provide leadership in shaping an inclusive culture that drives excellence and innovation by supporting talent, engagement, and the employee work experience.

Email Hannah-dobrowski@uiowa.edu with questions.