Opportunity: Office of the Registrar at the University of Iowa

POSITION OVERVIEW:

<table>
<thead>
<tr>
<th>Department:</th>
<th>Office of the Registrar, Office of the Provost</th>
</tr>
</thead>
<tbody>
<tr>
<td>University Classification:</td>
<td>Registrar Services Coordinator</td>
</tr>
<tr>
<td>UI Job Code:</td>
<td>PAB2</td>
</tr>
<tr>
<td>Pay Level:</td>
<td>4A</td>
</tr>
<tr>
<td>Working Title:</td>
<td>Athletic Academic Eligibility &amp; Compliance Coordinator</td>
</tr>
<tr>
<td>Percent Time:</td>
<td>100% (40hrs/wk.)</td>
</tr>
<tr>
<td>Position Type:</td>
<td>Regular P&amp;S, Ongoing</td>
</tr>
<tr>
<td>Administrative Supervisor:</td>
<td>☐ Yes ☒ No</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Associate Registrar</td>
</tr>
<tr>
<td>Compensation:</td>
<td>Anticipated salary is $49,000-$55,000 depending on qualifications. Salary will be discussed at time of hire; Competitive benefits</td>
</tr>
<tr>
<td>Work Modality:</td>
<td>This position has the option for a remote or hybrid schedule. All remote work is required to be performed within the state of Iowa and incumbents must be able to commute for required on site functions. Specifics to be discussed during interviews.</td>
</tr>
</tbody>
</table>

POSITION SUMMARY:

This position will be responsible for reviewing student athlete academic records to determine academic eligibility in accordance with the National Collegiate Athletic Association (NCAA) eligibility rules, the Big 10 Conference and the University of Iowa's academic progress policies. Responsibilities include the evaluation and compliance determination of the initial eligibility of incoming freshmen, transfer, and international student-athletes and ensuring their continued academic eligibility. Assist in academically certifying approximately 650 student athletes at least twice a year for practice and competition in Division 1 intercollegiate athletics. The Athletic Academic Eligibility & Compliance Coordinator will also assist in preparing the yearly NCAA Academic Progress Rate Report and the NCAA Graduation Rate Report.

WHAT YOU DO:

Existing Process/System Monitoring, Evaluation, & Reengineering
- Review academic and admission records of all student athletes to ascertain if they have met Big 10 and NCAA qualitative, quantitative, registration and residency requirements.
- Determine progress towards a degree in five years for all student athletes. Evaluate progress with advisors and/or deans.
- Manages and maintains all student-athlete eligibility certification documentation. Develop process to create individual certifications for student athletes.
- Evaluate new and amended NCAA and Big 10 regulations; interpret and administer those regulations.
- Compile, create, analyze, and submit the NCAA Academic Progress Rate Report and the NCAA Graduation Rate Report.

New Process/System Design and Testing
- Coordinate, maintain, and amend MAUI Student Athlete Reports.
- Evaluate academic credentials for each student-athlete to determine eligibility status and files appropriate documentation to support certification.
- Compose and maintain information related to Registrar policies and procedures for the Athletics Department.
- Collaborate with representatives from the Athletics Department to ensure eligibility.
- Develop procedures and reports to comply with new legislation.
- Evaluate the effectiveness and efficiency of the student athlete certification process and make recommendations for improvements in technology solutions.
- Maintain institutional confidentiality.
**Support, Training, and Implementation**
- Utilize MAUI reports and degree audit data to produce results.
- Continue to develop processes to increase the efficiency of this position.

**Process/Project Management**
- Consult and partner with ITS and Registrar staff to define functional/technical specifications for desired solutions.
- Develop, refine, and maintain degree audit batch functionality to report compliance information by sport.
- Interpret and apply complex rules and procedures and have the ability to use independent judgement to manage and protect sensitive confidential information.
- Consult and partner with Athletics and Registrar data Management staff to determine appropriate access to athletic data for campus users.

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

**Business Process Design** – Proficiency: Extensive

*What this looks like:*
- Has led multiple business process design or re-engineering initiatives.
- Trains others to identify and implement required infrastructure to support specific processes.
- Assesses potential implications of re-engineering for multiple functions or departments.
- Demonstrates mastery of re-engineering concepts, methods, and tools.
- Redesigns or enhances business processes to meet regulatory requirements.
- Participates in design and implementation of a supporting organizational structure.

**Process Management** - Proficiency: Working

*What this looks like:*
- Walks through steps, decisions, measurements, dependencies and hand-offs for a specific process.
- Creates process flow or work flow diagrams.
- Identifies and monitors common process bottlenecks.
- Employs process flows, cycle time, process time and waste concepts as appropriate.
- Documents types of process decisions and potential impact of each decision.

**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.
- Produces standard project status reports.

**Training and Development** – Proficiency: Working

*What this looks like:*
- Follows appropriate processes used in assessing the learning needs of a target population.
- Develops live and media-based instructional programs using proper training methods.
- Implements training processes for discovering the learning needs of employees.
- Provides guidance and support to ensure that participants using self-study methods meet their learning goals.
- Explains the methods used in the evaluation of learning outcomes.
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.

Effective Communications – Proficiency: Working
What this looks like:
- Makes oral presentations and writes reports needed for own work.
- Avoids technical jargon when inappropriate.
- Looks for and considers non-verbal cues from individuals and groups.
- Listens to feedback without defensiveness and uses it for own communication effectiveness.
- Delivers helpful feedback that focuses on behaviors without offending the recipient.

Problem Solving? – Proficiency: Extensive
What this looks like:
- Uses varying problem-solving approaches and techniques as appropriate.
- Develops successful resolutions to critical or wide-impact problems.
- Organizes potential problem solvers and leads problem resolution efforts.
- Analyzes and synthesizes information and devises alternative resolution strategies.
- Contributes to standard practices for problem-solving approaches, tools, and processes.
- Ensures capture of lessons to be learned from a problem-solving effort.

UNIVERSITY EXPECTATIONS (see definitions and proficiency levels here)

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: 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: 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 or an equivalent combination of education and experience in a related field.
- Experience (typically 1 - 3 years) working in a postsecondary academic setting.
- Experience (typically 1 – 3 years) working directly with UI MAUI or another student information system.
- Must be proficient in computer software applications related to a student information system and Microsoft Suite.
- Experience reviewing and working with student academic records in a FERPA compliant setting.
- The successful candidate must be a self-motivated individual with the ability to work with and communicate with users at all levels of experience

Desired
- Experience (typically 1 – 3 years) working with the interpretations and application of NCAA and Big 10 academic regulations.
- Six months to one-year public speaking experience.
- Experience determining student athlete academic eligibility.
- Some knowledge of university policies, procedures, and regulations as well as familiarity with the operations of a Registrar’s Office

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.