**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>
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<tbody>
<tr>
<td>University Class:</td>
<td>Registrar Services Coordinator</td>
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<tr>
<td>UI Job Code:</td>
<td>PCR2</td>
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<tr>
<td>Pay Level:</td>
<td>4A</td>
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<tr>
<td>Working Title:</td>
<td>Course Offering and Scheduling Coordinator</td>
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<tr>
<td>Percent Time:</td>
<td>100% (40hrs/wk.)</td>
</tr>
<tr>
<td>Position Type:</td>
<td>Regular P&amp;S, Ongoing</td>
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<tr>
<td>Administrative Supervisor:</td>
<td>☐ Yes ☒ No</td>
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<td>Reports to:</td>
<td>Associate Registrar</td>
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<tr>
<td>Compensation:</td>
<td>Anticipated salary is $49,000-$55,000 depending on qualifications. Salary will be discussed at time of hire; <a href="#">Competitive benefits</a>.</td>
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<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>
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### POSITION SUMMARY:

The Course Offering and Scheduling Coordinator works with colleges, departmental representatives, faculty, and service staff to schedule classrooms for courses offerings and supplemental academic special events including student group requests in university classrooms via AdAstra Schedule. The Course Offering and Scheduling Coordinator provides oversite of course and event scheduling by monitoring contact hours for accuracy in submitted course offerings; reviews for course/event policy adherence; verify, approve, and schedule course offering sections submitted via MAUI Workflow and MAUI Status e-mail notifications; daily operations and general upkeep of the university classrooms to include session start up and wrap up and provide assistance with University commencement ceremonies.

### WHAT YOU DO:

#### Registration and Enrollment Services
- Monitor contact hours for accuracy in submitted course offerings.
- Monitor submitted course offerings for policy adherence.
- Cooperate with related parties to improve student registration services through workflow process.
- Process status notifications to validate systems accuracy.
- Review, verify, approve, and schedule course offering sections submitted via MAUI workflow.

#### Degree Progression
- Provide assistance at University Commencement ceremonies which may include pre-ceremony setup and tasks.

#### Records Management
- Maintain, interpret, and assist students, faculty, and staff with questions or problems.

#### Systems Support and Development; Data Collection, Analysis, and Reporting
- Evaluate business and information systems’ functionality to assist with development, design, and testing of system solutions.
- Analyze user feedback and identify recurring, standard revisions, and enhancements.
- Monitor issues escalated to MAUI technical support to ensure proper resolution has been implemented.
- Provide moderately complex user support for all facets of MAUI and AdAstra. Provide individual training and go-live support for departments and college staff.
- Represent the Office of the Registrar providing expertise in creation and use of reports, instructions, and policies.
- Use logic to make inference about MAUI, classroom findings regarding enrollment, classroom upgrade needs, purchase of classroom furnishings, etc.
- Assist Director & Associate Director with other classroom or scheduling related projects.

### Scheduling Classroom Assignments
- Coordinate and consult with academic units to schedule classrooms for schedule of courses and supplemental academic special events in Ad Astra Schedule.
- Analyze courses for contact hour and offerings policy adherence; verify, approve and schedule sections submitted via MAUI workflow and monitor MAUI workflow status notifications.
- Prepare and coordinate classroom validation reports for session start up.
- Organize and examine data for daily event operations coordination and collaboration with campus partners
- Assist with backup coordination and scheduling of midterm and final examinations. Work with academic units to understand policies and processes of exams to achieve the best student outcome.

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

- **Accuracy and Attention to Detail – Proficiency: Extensive**
  - **What this looks like:**
    - Processes detailed information with high levels of accuracy.
    - Productively balances speed and accuracy.
    - Implements a variety of cross-checking approaches and mechanisms.
    - Evaluates and makes contributions to best practices.
    - Demonstrates expertise in quality assurance tools, techniques, and standards.
    - Employs techniques for motivating personnel to meet or exceed accuracy goals.

- **Academic Support System Administration - Proficiency: Extensive**
  - **What this looks like:**
    - Administrates an academic support system to coordinate and support academic activities.
    - Applies appropriate computer-based technologies to address, advise on and resolve students’ academic problems.
    - Monitors the operational conditions of an academic support system to ensure the implementation of academic support activities.
    - Analyzes factors that influence the success or failure of computer-assisted academic support.
    - Assesses the usability and acceptability of an academic support system according to the institution’s academic requirements.

- **Analytical Thinking – Proficiency: Extensive**
  - **What this looks like:**
    - Processes detailed information with high levels of accuracy.
    - Productively balances speed and accuracy.
    - Implements a variety of cross-checking approaches and mechanisms.
    - Evaluates and makes contributions to best practices.
    - Demonstrates expertise in quality assurance tools, techniques, and standards.
    - Employs techniques for motivating personnel to meet or exceed accuracy goals.

- **Effective Communications – Proficiency: Extensive**
  - **What this looks like:**
    - Communicates well downward, upward, and outward.
    - Employs appropriate methods of persuasion when soliciting agreement.
    - Maintains focus on the topic at hand.
• Adapts documents and presentations for the intended audience.
• Reviews others' writing or presentations and provides feedback and coaching.
• Demonstrates both empathy and assertiveness when communicating a need or defending a position.

Flexibility and Adaptability – Proficiency: Extensive
What this looks like:
• Makes progress in an atmosphere of ambiguity and uncertainty.
• Recovers from disappointments and setbacks.
• Works effectively with unstructured teams, situations, or environments.
• Creates processes with provisions to accommodate change.
• Helps others adapt to changing environments and accept new situations.
• Leverages prior experience as a help towards handling changing situations.

Problem Solving – Proficiency: Extensive
What this looks like:
• Processes detailed information with high levels of accuracy.
• Productively balances speed and accuracy.
• Implements a variety of cross-checking approaches and mechanisms.
• Evaluates and makes contributions to best practices.
• Demonstrates expertise in quality assurance tools, techniques, and standards.
• Employs techniques for motivating personnel to meet or exceed accuracy goals.

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.

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.
Welcoming and Respectful Environment – 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

- A bachelor’s degree or an equivalent combination of education and experience.
- Experience (typically 1-3 years) working in a postsecondary academic setting.
- Demonstrates an extensive proficiency in:
  - Knowledge of and experience with techniques and tools that promote effective analysis, including the ability to determine the root cause of organizational problems and create alternative solutions that resolve the problems.
  - Ability to effectively manage multiple concurrent objectives, projects, or activities with a high-level of attention to detail.
  - Operation and application of computer-based academic support systems or computer software applications related to a student information system (i.e., MAUI, PeopleSoft, Banner, etc.) and Microsoft Office Suite.
  - Knowledge and application of diverse communication techniques and relationship building skills, including listening skills and the ability to work with a variety of individuals and groups in a constructive and collaborative manner.
  - Ability to work both as part of a team/work group environment and as a self-motivated individual.

Desired

- Experience (preferable 2 or more years) working directly with MAUI
- Demonstrates a working proficiency in:
  - Knowledge of Ad Astra or similar programs.
  - Knowledge of University of Iowa policies and procedures.
  - Knowledge of regulations, familiarity with the operations of a registrar’s office, and/or familiarity with classroom operations and campus facilities.
  - Knowledge of FERPA.
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.