



## University Information

**Org/College:** [Office of the Provost](#)

**Department:** [Office of Admissions](#)

**UI Job Code:** PAA1

**Pay Level:** [2B](#)

**Job Function:** Administration

**Job Family:** [Admin Services Coordinator](#)

**University Classification:** Administrative Services Coordinator

## Department Information

**Org/Dept/Sub-dept #:** 02-4620-00000

**Position #:** 00269191

**Working Title** (if applicable): Customer Service Coordinator

**This Position Reports to** (Title/Position #): Director of Operations

**Position Has Administrative Supervision?** ☐ No ☒ Yes (Student Staff)

## Position Information

**Position Overview:** The customer service coordinator will be responsible for a team of student staff (5-10) who will offer excellent customer service via telephone, chat, and email. You will ensure that the team is compliant with the policies and procedures of Enrollment Management and offer consistency in customer service delivery. You will oversee the work of every student in your team and assist them in resolving customer complaints, improving customer service, and maintaining satisfied internal and external stakeholders.

To be successful as a customer service coordinator, one should possess excellent communication skills and the ability to lead and promote the vision of the university. The customer service coordinator will be trained on university admissions counseling, campus events, and operations, instilling this knowledge in the team of student staff through constant and continuous training.

**Salary:** \$41,000

**Campus Location:** University Capitol Centre

**Work Modality:** Onsite

**Percent Time:** 100%

## What You Do: (Key Areas of Responsibility)

**Communications Management (PAA1):** Prepare and administer correspondence. Serve as liaison to faculty, staff, students, alumni and public concerning inquiries or complaints requiring interpretation of policies, procedures and programs. May serve as primary contact for building maintenance and facilities management.

- Reply to emails in a timely, accurate, professional manner
- Reply to phone calls in a timely, accurate, professional manner
- Reply to online chat in a timely, accurate, professional manner
- Manage a team of student staff members who correspond with external constituents
- Resolve customer complaints and handle escalated calls/emails/chat
- When a customer service interaction cannot be resolved, triage the stakeholder to an appropriate staff member who *can* resolve the issue
- Constantly be in communication with Director of Operations on important items, trends, staffing issues, etc.

<b>Information Management (PAA1):</b> Typically, is the primary contact for the project, program, unit, department, or college/division by providing information and responding to inquiries. Gather and provide information using available resources.	<ul style="list-style-type: none"> <li>• Update the Notes section of the MAUI system to accurately reflect customer interactions so any staff reviewing the account can see what was discussed</li> <li>• Assist High School counselors with Iowa Report, an online portal for high school counselors to track his/her students through the admission process at Iowa.</li> <li>• Create basic productivity reports to ensure all student staff members are working up to his potential and meeting goals. Keep current with course and curriculum changes from the UI and transfer institutions and revise transfer course equivalencies and rules accordingly.</li> </ul>
<b>Operational Support and Management (PAA1):</b> Support the daily operations of an office, project or program, including coordination of specialized events and activities, monitoring appropriateness of expenditures, contract or grant requirements, and changes in policies and procedures. May require advanced knowledge and expertise in specific office, project, or program to provide administrative/ operational support and management. Make decisions and exercise a moderate level of autonomy while typically performing administrative support/ management responsibilities for executives of an organization (e.g., Deans, Directors, DEOs, VPs), including managing schedules, correspondence, and travel arrangements.	<ul style="list-style-type: none"> <li>• Perform Major-Changes in the MAUI system when requested by applicant</li> <li>• Perform admission-cancellation when requested by an admitted applicant</li> <li>• Maintain compliance with office policies and procedures</li> <li>• Stay up to date on office policies and procedures</li> <li>• Conduct regular training sessions with team</li> <li>• Attend all pertinent meetings where policies/procedure/timelines are being discussed</li> <li>• Collaborate with the Communications/Marketing department to ensure our messaging is clear and doesn't prompt unnecessary communications</li> </ul>
<b>Financial Responsibility (PAA1):</b> Initiate purchasing requests for supplies and equipment. Monitor accounts/expenditures; reconcile statements.	<ul style="list-style-type: none"> <li>• May initiate routine purchases to support operations customer service, student staff training, admissions visitor center, etc.</li> </ul>
<b>Universal Competencies</b>	
<b>Collaboration/Positive Impact:</b> Ability to work with a variety of individuals and groups in a constructive and civil manner and utilize existing resources and learning to achieve or exceed desired outcomes of current and future organizational goals/needs.	Proficiency Level: BASIC <ul style="list-style-type: none"> <li>• Grasps the inevitability and challenges of change and adapts accordingly; utilizes learning opportunities to prepare for changing work, methods and work environment.</li> <li>• Demonstrates civil and respectful behaviors valued within the organization.</li> <li>• Provides and accepts ideas and suggestions in a constructive and helpful manner.</li> </ul> Exhibits good teamwork. Is approachable, cooperative, and contributes to an overall positive and productive work/team environment.
<b>Service Excellence/Customer Focus:</b> Ability to meet or exceed customer service needs and expectations and provide excellent service in a direct or indirect manner. Ability to effectively transmit and interpret information through appropriate communication with internal and external customers.	Proficiency Level: WORKING <ul style="list-style-type: none"> <li>• Enhances service by seeking ways to add value to customer interactions/services.</li> <li>• Demonstrates sincere concern and takes responsibility when a customer complains, even if the cause of the problem lies elsewhere.</li> <li>• Listens to feedback without defensiveness and uses it to enhance communication effectiveness.</li> </ul>

	<ul style="list-style-type: none"> <li>Communicates in alternative ways to accommodate different listeners.</li> </ul>
<b>Welcoming and Respectful Environment:</b> <i>Ability to foster a welcoming and respectful workplace environment while recognizing personal differences. Ability to work with a variety of individuals and groups in a constructive and respectful manner while appreciating the importance of a workforce that benefits from the talents of all people across multiple characteristics, including: race, creed, color, religion, national origin, age, sex, pregnancy (including childbirth and related conditions), disability, genetic information, status as a U.S. veteran, service in the U.S. military, sexual orientation, gender identity, or associational preferences.</i>	<p>Proficiency Level: BASIC</p> <ul style="list-style-type: none"> <li>Articulates the University's commitment to diversity, equity and inclusion as it relates to their role at the university.</li> <li>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.</li> <li>Demonstrates a willingness to examine one's own biases, assumptions, and attitudes.</li> <li>Knows where to find diversity-related organizational policies, procedures, and resources</li> </ul>
<p>Staff members are expected to meet reasonable standards of work quality and quantity, as well as expectations for attendance established by their supervisor. Staff members are also expected to comply with policies governing employee responsibilities and conduct, including those contained in the <a href="#">University Operations Manual</a></p>	
<b>How You Do Your Job:</b> (learn about competencies and proficiency levels <a href="#">here</a> )	
<b>Budgeting:</b> <i>Knowledge of, and ability to apply, policies and practices for planning and administering a budget.</i>	<p>Proficiency Level: BASIC</p> <ul style="list-style-type: none"> <li>Explains the various purposes and uses of budgets.</li> <li>Summarizes the budgeting process cycle, necessary inputs and reporting requirements.</li> <li>Lists essential elements of a budget.</li> <li>Describes major budget items in own organization in general terms.</li> </ul>
<b>Human Resources Policies, Strategies and Environment:</b> <i>Knowledge of major responsibilities, accountabilities, and organization of the Human Resources (HR) function or department; ability to use and effectively administrate the organization's HR policies, strategies and environment.</i>	<p>Proficiency Level: BASIC</p> <ul style="list-style-type: none"> <li>Identifies the features of HR policies, strategies, and environment.</li> <li>Clarifies which HR component would address a given employee issue.</li> <li>Explains typical examples of proper and improper behavior in HR policy compliance.</li> <li>Gathers information for HR management and development from various sources.</li> </ul>
<b>Office Administration:</b> <i>Ability to carry out ongoing office administration tasks effectively and efficiently in support of individuals, teams, and/or units.</i>	<p>Proficiency Level: EXTENSIVE</p> <ul style="list-style-type: none"> <li>Performs all aspects of administrative support for a location or a department.</li> <li>Manages current equipment service agreements and support services.</li> <li>Processes and documents requirements for equipment or staff requisitions.</li> <li>Develops and maintains physical and electronic filing systems.</li> <li>Coordinates preparation and distribution of standard reports (e.g., status or activity).</li> <li>Documents administrative process flow to and from other functions and departments.</li> </ul>

<b>Operational Functions:</b> <i>Knowledge of major functional processes and associated operating requirements; ability to apply this knowledge appropriately to diverse situations.</i>	<p>Proficiency Level: WORKING</p> <ul style="list-style-type: none"> <li>• Carries out assigned responsibilities that contribute to dept's function within the organization.</li> <li>• Seeks guidance when assigned goals seem in conflict with other departments or overall strategy.</li> <li>• Works with awareness of own department key operating issues and its key players.</li> <li>• Is open to guidance regarding impact of own department work on other units in organization.</li> <li>• Seeks advice regarding relevant regulatory and reporting environments.</li> </ul>
<b>Planning: Tactical, Strategic:</b> <i>Ability to contribute to operational (short term), tactical (1-2 years) and strategic (3-5 years) planning in support of the overall business plan.</i>	<p>Proficiency Level: BASIC</p> <ul style="list-style-type: none"> <li>• Defines concepts of short-term and long-term planning.</li> <li>• Compares tactical to strategic planning.</li> <li>• Explains tactical plan for own area.</li> <li>• Describes the planning process and planning cycle used in own area.</li> </ul>
<b>Desktop Tools:</b> <i>Knowledge of and ability to use office support tools available on the desktop (e.g., word processing, e-mail, presentation software and spreadsheets).</i>	<p>Proficiency Level: BASIC</p> <ul style="list-style-type: none"> <li>• Knowledge of and ability to use office support tools available on the desktop (e.g., word processing, e-mail, presentation software and spreadsheets).</li> <li>• Works with all basic office support products.</li> <li>• Reviews existing standards and procedures.</li> <li>• Examines the benefits and relative strengths of tools for a specific application.</li> <li>• Participates in some advanced functions of at least one product.</li> <li>• Performs first-level problem resolution tasks.</li> </ul>
<b>Position Qualifications:</b> <i>(for recruiting purposes only, fill when replacing position)</i>	
<b>Education (or equivalency) Required</b>	<ul style="list-style-type: none"> <li>• A <b>bachelor's degree</b> or an equivalent combination of education and related experience or expertise.</li> </ul>
<b>Experience Required</b>	<ul style="list-style-type: none"> <li>• Some (typically 6 months – 1 year) administrative or program experience, or multiple related internships for a recent college graduate.</li> </ul>
<b>Competencies Required</b>	<ul style="list-style-type: none"> <li>• Demonstrates a BASIC proficiency level in:             <ul style="list-style-type: none"> <li>◦ Advising/counseling students and parents (or similar customer service-related communications)</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrates a WORKING proficiency level IN: <ul style="list-style-type: none"> <li>○ Sound business ethics and consistently adheres to and promotes the values and principles in all business and personal transactions.</li> <li>○ Knowledge and application of the communication techniques and relationship building skills that develop the ability to work with a variety of individuals and groups in a constructive and collaborative manner.</li> <li>○ The knowledge and proficiency of commonly used office support software including Microsoft Outlook, Excel, and Word.</li> <li>○ Understanding and adhering to operations policies and procedures as part of the decision-making process.</li> </ul> </li> </ul>
<b>Desirable Qualifications</b>	<ul style="list-style-type: none"> <li>• Some experience in a supervision role</li> <li>• Demonstrates a BASIC familiarity with admission applications and materials needed to make an admission decision.</li> <li>• Demonstrates a WORKING knowledge of higher education institutional policies and procedures.</li> </ul>