



University Information

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

Department: [Office of Admissions](#)

UI Job Code: PCD1

Pay Level: [3A](#)

Job Function: Academic Support

Job Family: [Admissions & Enrollment Services](#)

University Classification: Admissions & Enrollment Services Counselor/Evaluator

Department Information

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

Position #: 00187228

Working Title (if applicable): On-Campus Admissions Counselor

This Position Reports to (Title/Position #): TBD

Position Has Administrative Supervision? No Yes

Position Information

Position Overview: As the on-campus Admission Counselor you will assist prospective undergraduate students (new and transfer) by providing timely and accurate information about the college admissions process and other areas of the institution including academic programs, student life, university housing, scholarships, and financial aid. In this role you represent the University of Iowa at various on and off-campus student recruitment events and builds positive working relationships with prospective students and their families, high school counselors, community-based organization leaders, independent college counselors and others involved in the college search process. You are the primary point of contact for prospective students in designated geographic areas and will proactively seek opportunities for outreach and engagement with students in these areas. You support other admissions led initiatives including on-campus open houses, daily campus visits, and off-campus outreach programs along with providing coverage for incoming phone calls, student appointments and walk-in visitors.

Salary: \$41,000 - \$45,000 [with benefits](#)

Campus Location: C110 PC

Work Modality: Onsite, Iowa City - IA

Percent Time: 100%

What You Do: (Key Areas of Responsibility)

Recruit Students: Promote the University to the Public (PCD1):
Recruit, provide information and guidance to prospective students and their families regarding university programs, student life, and admission policies and procedures. Assist with and/or plan, coordinate, implement and manage recruitment programs. Represent the University at recruitment and public service

- In coordination with senior admission leaders. Set goals, plan, coordinate, travel, and manage designated (in state or out-of-state) recruitment territories. This includes high school visits, college fairs, or other recruitment activities.
- Build/develop relationships with high school counselors, community college advisors, educational agencies, and other individuals involved in the college selection process. This will include meetings, phone, print, and email.
- Utilize data tools to achieve positive results more efficiently and effectively.
- Present University of Iowa information sessions to large and small groups of prospective undergraduate students and their families.

<p><i>programs. Consult with and explain admission policies and procedures to secondary schools, community colleges, and other educational institutions and external organizations. AR Description.</i></p>	<ul style="list-style-type: none"> • Meet individually with prospective first-year students and transfer students/families who visit the University of Iowa. • Represent the University of Iowa at receptions and other public service programs and outreach events. • Assist in planning and implementing on- and off-campus pre-enrollment programs for prospective students and parents from diverse backgrounds. • Advise prospective students about transfer options from a two-year or four-year institution in addition to the 2 Plus 2 options at Iowa community colleges. • Communicate University policies, procedures, and credit evaluations. • Counsel and advise prospective first year and transfer students in the selection of courses that will be applicable to graduation requirements; this includes general education requirements, major requirements, and electives. • Prepare and maintain appropriate periodic and special program reports and surveys. • Represent the interests of the University and of unit leadership in the use of resources to meet service and productivity demands within unit goals and budgets; strive to promote continual process and quality improvement. • Seek opportunities to enhance professional knowledge, skills, and abilities. • Serve on university committees as assigned. • Other duties/projects as assigned, including assist in the development and implementation of special projects.
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<p>Student Transition Services (Job Family): <i>Provide information and advice to new students and parents about university life to ease their transition to the University. Assist with planning and implementing the orientation program.</i></p>	<ul style="list-style-type: none"> • Assist in the planning and execution of student transition programs, as needed. • Provide information and advice to new students and parents about university life to ease their transition to the University (advising, orientation, registration, housing, placement tests).
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Universal Competencies

<p>Collaboration/Positive Impact: <i>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.</i></p>	<p>Proficiency Level: BASIC</p> <ul style="list-style-type: none"> • Grasps the inevitability and challenges of change and adapts accordingly; utilizes learning opportunities to prepare for changing work, methods and work environment. • Demonstrates civil and respectful behaviors valued within the organization. • Provides and accepts ideas and suggestions in a constructive and helpful manner. • Exhibits good teamwork: is approachable, cooperative, and contributes to an overall positive and productive work/team environment.
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<p>Service Excellence/Customer Focus: <i>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.</i></p>	<p>Proficiency Level: BASIC</p> <ul style="list-style-type: none"> • Consistently provides excellent service. • Manages customer expectations and takes responsibility to enhance service excellence. • Communicates understandably; uses appropriate words, grammar and mannerisms in all mediums. • Seeks feedback on communication style and effectiveness.
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<p>Welcoming and Respectful Environment: <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>	<p>Proficiency Level: BASIC</p> <ul style="list-style-type: none"> • Understands the University's commitment to creating a workplace environment where people of all backgrounds and perspectives feel welcomed and appreciated, and how that commitment relates to one's role at the university. • Demonstrates civil and respectful behaviors in support of the Policy on Ethics and Responsibilities for UI Staff and the UI Human Rights policy that prohibits "differences in treatment of persons because of race, creed, color, religion, national origins, age, sex, pregnancy, disability, veteran or military status, sexual orientation, gender identity, or associational preferences." • Knows where to find organizational policies, procedures, and resources related to respectful behavior and free expression.
<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 University Operations Manual</p>	
<p>How You Do Your Job: (learn about competencies and proficiency levels here)</p>	
<p>Communicating for Effective Relationships: <i>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.</i></p>	<p>Proficiency Level: WORKING</p> <ul style="list-style-type: none"> • 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.
<p>Effective Presentations: <i>Knowledge of effective presentation tools and techniques; ability to present information to groups with the appropriate degree of formality.</i></p>	<p>Proficiency Level: WORKING</p> <ul style="list-style-type: none"> • Prepares and delivers formal presentations to small and friendly audiences. • Organizes key points and supporting information for a topic as appropriate for the audience. • Provides a suitable level of detail using appropriate terminology. • Anticipates and prepares for audience questions. • Uses feedback on own presentations to improve.
<p>Planning and Organizing: <i>Mobilizes both time and resources to get things done.</i></p>	<p>Proficiency Level: WORKING</p> <ul style="list-style-type: none"> • Creates action plans that ensure the accomplishment of responsibilities. • Breaks tasks into manageable steps that can be incorporated into a personal work plan. • Surfaces potential bottlenecks or disruptions that could potentially get in the way of keeping a schedule. • Monitors progress continuously and adjusts tactics for handling situations on a case-by-case basis. • Escalates concerns over competing or conflicting priorities.

<p>Student Recruiting: <i>Knowledge of and ability to recruit students and promote the University to the public.</i></p>	<p>Proficiency Level: WORKING</p> <ul style="list-style-type: none"> • Researches the prospective student market for a specific geographical or student profile. • Initiates relationships with prospective students, high school guidance counselors and other appropriate constituency groups. • Plans and organizes various campus recruiting events. • Maintains systems for tracking and recording prospective student information. • Assesses students' academic qualifications.
<p>Position Qualifications: <i>(for recruiting purposes only, fill when replacing position)</i></p>	
<p>Education (or equivalency) Required</p>	<ul style="list-style-type: none"> • Bachelor's degree or an equivalent combination of education and experience is required.
<p>Competencies Required</p>	<p>Demonstrates a basic proficiency level in:</p> <ul style="list-style-type: none"> • The ability to establish and build healthy working relationships and partnerships with people from various backgrounds within and external to own unit. • The ability to manage multiple concurrent objectives, projects, groups, or activities, making effective judgments as to prioritizing and time allocation. Knowledge of and the ability to analyze data fully and accurately and reach productive decisions. • Sound business ethics and consistently adheres to and promotes the values and principles in all business and personal transactions. <p>Demonstrates a working proficiency level in:</p> <ul style="list-style-type: none"> • Oral and written communications skills, including the ability to present information to large groups. Effectively and efficiently transmits, receives, interprets ideas, information, and needs through appropriate communication methods and behaviors. • The knowledge and proficiency of commonly used office support software including Microsoft Outlook, Excel, and Word.
<p>Special Qualifications Required</p>	<ul style="list-style-type: none"> • Must live in the Iowa City, IA area and be available to travel (up to 25%). • Some overnight travel, evening, and weekend work. • The ability to move boxes and materials up to 40 lbs. • A valid driver's license and the ability to meet the University Driving Policy requirements.
<p>Desirable Qualifications</p>	<ul style="list-style-type: none"> • Master's degree • Reasonable (typically 6 months - 1 year) experience working in an administrative or program role. • Experience within the past 5 years in admissions work, educational agency serving college bound populations, or student service programs (financial aid, student life, residence hall services, student organizations). • Knowledge of the nature, goals and objectives, and operational aspects of a college or university.