



## University Information

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

**Department:** [Pomerantz Career Center](#)

**UI Job Code:** PCE4

**Pay Level:** [6A](#)

**Job Function:** Academic Support

**Job Family:** [Educational Support Services](#)

**University Classification:** Educational Support Services Director

## Department Information

**Org/Dept/Sub-dept #:** 02-2140-00000

**Position #:** 00109538

**Working Title** (if applicable): Director, Community & Employer Engagement

**This Position Reports to** (Title/Position #): Assistant Provost and Executive Director

**Position Has Administrative Supervision?**  No  Yes

## Position Information

**Position Overview:** Oversee and support all Community and Employer Engagement services for the Pomerantz Career Center (PCC) including the Career Services Management Platform (Handshake), Career Fairs, Career Treks, Events, Postings, On-campus/virtual Interviews, Mock Interview programs, Employer Development and Employer Relations. Supervise staff responsible for these areas as appropriate. Maintain relationships with other external facing offices at the University of Iowa and with state and regional economic development and human resource groups that relate to the work of the PCC. Serve as a member of the senior leadership team for the department. Travel required.

**Salary:** \$75,000 to commensurate

**Campus Location:** C310 Pomerantz Center

**Work Modality:** Hybrid

**Percent Time:** 100%

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

**Enhance and Support Student Educational Experiences and Increase Retention. Foster a Sense of Community and Engagement for Students (PCE4):** Direct a program(s) or service(s) that supports the educational experience and retention of current or prospective students. Responsible for enhancing existing institution-wide strategic enrollment planning and management. Make decisions regarding programming to address the changing needs of a specific student population to meet strategic goals. Authorize

- Direct, oversee and manage the day-to-day operations of the Community and Employer Engagement plan for the Pomerantz Career Center including support of the on-campus interviews, mock interviews, career fairs, events, and online resources.
- Oversee and authorize the development of new programming and resources as driven by the needs of the ever-evolving student populations that utilize the career center and changing student needs.
- Review, update and expand career resources covering a wide range of careers, educational/training requirements, job outlook, employment environments, student employment, job search aids, career/lifestyle, government information, etc.
- Provide specialized reports to distribute as requested.
- Maintain a comprehensive knowledge of complex changes in the workplace and economic outlook as they impact student career choices, preparation, and employment as well as student preferences and trends.

<p><i>the creation of new outreach programs and services that support student success.</i></p>	<ul style="list-style-type: none"> <li>• Obtain commitments from organizations to post position openings; attend job fairs and recruit students.</li> <li>• Use knowledge of business and industry to support office and initiatives as appropriate.</li> <li>• Identify organizations for whom UI students and graduates would be a good match and visit these sites, developing and nurturing strong relationships and promoting the involvement of a wide range of private sector constituents with the UI.</li> </ul>
<p><b>Establish and Maintain Relationships with Partners to Provide Educational Support Services. Partners Include on-campus Units and External Agencies (Local, State, National and International) (PCE4):</b>  <i>Recommend short and long range strategic goals to unit and/or campus leadership. Author official communication and formalize relationship with partners. Consult and collaborate with senior level administration.</i></p>	<ul style="list-style-type: none"> <li>• Manage employer services and outreach with the Employer Team</li> <li>• Maintain effective working relationships with corporate recruiters and their organizations through site visits, virtual visits, email and phone.</li> <li>• Manage relationships with other UI campus career service providers including Engineering, MBA, Law, Urban and Regional Planning and the Graduate College, Public Health, Dentistry and others.</li> <li>• Manage and maintain working relationship with the UI Center for Advancement to provide career resources and network as appropriate for/with alumni, or corporate relations related information.</li> <li>• Manage and maintain working relationships with community organizations such as chambers and economic development authorities.</li> <li>• Maintain professional relationship with peer institutions to facilitate sharing of best practices and benchmarking.</li> <li>• Conduct site visits with employers and community organizations that are working to build their recruiting relationships with the University of Iowa and employers hosting internships (up to 15 to 20% of role requires travel in and out of state, some overnight travel and driving in large metro areas, sometimes providing transportation for groups of students).</li> <li>• Stay informed on current inclusive recruitment, hiring and retention practices to educate employers on practices as part of Recruiting at Iowa consulting calls.</li> <li>• Oversee the day-to-day operation of the on campus/virtual recruiting program which includes 4,000-7,000 interviews including day-after fair interview days, 100+ information sessions and classroom presentations annually. Assist with numerous career fairs and events annually.</li> <li>• Specialize in employer recruiting best-practices for full-time roles and internships with special emphasis on start-ups and entrepreneurship, non-profits, and general recruiting knowledge.</li> <li>• Conduct "Recruiting at Iowa" consulting calls with recruiters and provide consulting to those looking to increase their presence at The University of Iowa.</li> </ul>
<p><b>Administrative (HR, Budget), Supervision and Training (PCE4):</b>  <i>Review and develop budgets and make recommendations on program spending. Monitor revenue and expenditures and participate in strategic financial planning. Advocate for funding necessary to meet program goals. Authorize program expenditures. Develop and implement policies and practices of a culture that supports staff engagement in the workplace. Provide functional and/or administrative supervision.</i></p>	<ul style="list-style-type: none"> <li>• Serve on the PCC Leadership Team; assist with department-wide decision making, strategic planning and problem solving.</li> <li>• Recruit, supervise, train, and evaluate professional and student staff as appropriate and serve as back-up to roles as needed such as event assistance or career trek assistance.</li> <li>• Manage budget, review, and authorize expenses associated with community and employer engagement, online resources, career fairs and on-campus recruiting program.</li> <li>• Advocate and encourage professional development for staff and students</li> </ul>

## Universal Competencies

<p><b>Collaboration/Positive Impact:</b>  <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: EXPERT/LEADER</p> <ul style="list-style-type: none"> <li>• Creates and champions initiatives that foster respectful communication, learning and a spirit of cooperation.</li> <li>• Regularly shares information and effectively influences to gain common commitment in achieving objectives.</li> <li>• Shapes unit/department, college/division, or university governance so as to reinforce collaboration, accountability, and responsibility.</li> <li>• Promotes a climate that recognizes, celebrates, and rewards collaboration.</li> <li>• Works to create a climate that values and rewards initiative, excellence, continual learning, and achievement of results.</li> <li>• Deals effectively with ambiguity and change; coaches others in behaviors and prepares others through development for ongoing effectiveness.</li> </ul>
<p><b>Service Excellence/Customer Focus:</b>  <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: EXPERT/LEADER</p> <ul style="list-style-type: none"> <li>• Effectively uses a broad range of methods in communicating complex ideas to diverse populations.</li> <li>• Monitors profession/field/discipline for trends and implements innovative solutions to enhance service.</li> <li>• Builds successful track record of superior personal and organizational service delivery in diverse environments.</li> <li>• Promotes excellence achieved through reports or other media for distribution to internal and/or external constituents and the professional community.</li> </ul>
<p><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>	<p>Proficiency Level: EXPERT/LEADER</p> <ul style="list-style-type: none"> <li>• Communicates to multiple internal and external constituencies the importance of a welcoming and respectful workplace environment where people of all backgrounds and perspectives feel welcomed and appreciated, and where every individual is empowered to make a positive impact, to advance the UI's mission.</li> <li>• Uses data to evaluate outcomes of policies and practices in their unit and implements continuous improvement strategies to enhance a welcoming and respectful workplace environment.</li> <li>• Coaches and teaches others to develop a welcoming and respectful workplace environment where people of all backgrounds and perspectives feel welcomed and appreciated, and where every individual is empowered to make a positive impact.</li> <li>• Considers the importance of a welcoming and respectful workplace environment in unit strategic planning.</li> <li>• Promotes a welcoming and respectful workplace environment that recognizes, celebrates, and rewards behaviors that support the university's core values.</li> <li>• Recognizes and addresses disrespectful or non-welcoming behavior, including one's own; holds people accountable for such behavior.</li> </ul>

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](#)

## How You Do Your Job: (learn about competencies and proficiency levels [here](#))

<p><b>Budgeting:</b> <i>Knowledge of, and ability to apply, policies and practices for planning and administering a budget.</i></p>	<p>Proficiency Level: EXPERT/LEADER</p> <ul style="list-style-type: none"> <li>• Ensures organizational budgeting practices meet regulatory requirements.</li> <li>• Discusses alternative budgeting strategies versus business situations.</li> <li>• Champions importance of rigor in budget managing, reporting, and explaining.</li> <li>• Monitors and ensures adherence to organization's financial practices and standards.</li> <li>• Reviews and approves all major budget adjustments; negotiates and reconciles line-item variances.</li> </ul>
<p><b>Decision Making and Critical Thinking:</b> <i>Understanding of the issues related to the decision-making process; ability to analyze situations fully and accurately and reach productive decisions.</i></p>	<p>Proficiency Level: EXPERT/LEADER</p> <ul style="list-style-type: none"> <li>• Analyzes and discusses alternatives with multiple stakeholders.</li> <li>• Discusses optimal timing and circumstances for either refraining from or making a decision.</li> <li>• Coaches others in decision-making models, processes, and practices.</li> <li>• Differentiates between content and context of a decision.</li> <li>• Focuses on special issues and considerations for effective decision-making during a crisis.</li> <li>• Monitors industry for examples/models of critical thinking or decision-making.</li> </ul>
<p><b>Leadership:</b> <i>Knowledge of, and ability to use strategies and skills to enlist others in setting, embracing and achieving objectives.</i></p>	<p>Proficiency Level: EXPERT/LEADER</p> <ul style="list-style-type: none"> <li>• Leverages diverse leadership styles: autocratic for speed, democratic for co-operation, etc.</li> <li>• Coaches others in leadership concepts and techniques, such as contingency &amp; transactional.</li> <li>• Uses modeling &amp; role-playing to improve the ability of leaders to manage own behaviors.</li> <li>• Evaluates leader performance based on efficacy, advancement and emergence.</li> <li>• Champions behaviors that inspire cohesiveness and move the organization to reach a vision.</li> <li>• Monitors industry for leadership programs; implements programs within organization.</li> </ul>
<p><b>Relationship Management:</b> <i>Ability to establish and build healthy working relationships and partnerships with colleagues within and external to own unit, those to whom services are provided, vendors, the public, regulatory/governmental agencies, etc., all of whom may be seen as "customers" or receivers of services provided by the University.</i></p>	<p>Proficiency Level: EXPERT/LEADER</p> <ul style="list-style-type: none"> <li>• Oversees "customer" reviews to clarify expectations and discuss actual service delivery.</li> <li>• Coaches others in the value, issues, and methods of collaborative partnerships.</li> <li>• Helps team, colleagues and others discern trends and their implications for service delivery, strategic direction, operational improvement, etc..</li> <li>• Maintains status information on major developments in "customer" environment.</li> <li>• Collaborates with clients in the pursuit of common work objectives.</li> <li>• Fosters a climate conducive to establishing positive working relationships with outsiders.</li> </ul>

<p><b>Resource Management:</b> <i>Plans, mobilizes, and distributes resources to fulfill business objectives and plans.</i></p>	<p>Proficiency Level: EXPERT/LEADER</p> <ul style="list-style-type: none"> <li>• Designs a supply chain management program tailored to the organization's structure and competitive capability.</li> <li>• Predicts resource requirements for the organization by modeling key metrics and ratios under multiple scenarios.</li> <li>• Leads initiatives to identify developments likely to shape future resource requirements.</li> <li>• Champions resource management policies that support strategy and stewardship.</li> <li>• Constructs alternative sourcing scenarios in concert with business continuity plans.</li> <li>• Promotes knowledge transfer of best practices in resource management and a culture of resource-consciousness.</li> </ul>
<p><b>Specific Function:</b> <i>Knowledge of the major responsibilities, accountabilities, and organization of a specific business function or area of specialization.</i></p>	<p>Proficiency Level: EXPERT/LEADER</p> <ul style="list-style-type: none"> <li>• Describes experience with leading a major functional organization.</li> <li>• Takes responsibility for defining mission, vision, and objectives of the function.</li> <li>• Takes responsibility for defining strategies, directions, and business planning process.</li> <li>• Provides insights into function's strategies, organizational structure, and services.</li> <li>• Elaborates on functional industry trends and marketplace experiences.</li> <li>• Describes the key relationships and dependencies with other business functions.</li> </ul>
<p><b>Team Management and Team Building:</b> <i>Ability to form and manage effective teams.</i></p>	<p>Proficiency Level: EXPERT/LEADER</p> <ul style="list-style-type: none"> <li>• Coaches team leaders on issues, problems, and solution methods.</li> <li>• Fosters a collaborative work spirit across the organization.</li> <li>• Creates an environment where cross-functional teams flourish.</li> <li>• Manages conflict and competition between teams and across organizational lines.</li> <li>• Serves as a leader in organization-wide initiatives that require cross-functional teams.</li> <li>• Monitors industry for fresh approaches to team management.</li> </ul>
<p><b>Position Qualifications:</b> <i>(for recruiting purposes only, fill when replacing position)</i></p>	
<p><b>Education (or equivalency) Required</b></p>	<p>Master's degree in Student Development, Counseling, Higher Education, Human Resources or a related field, or an equivalent combination of education, training and experience providing a comparable level of expertise.</p>
<p><b>Experience Required</b></p>	<ul style="list-style-type: none"> <li>• Significant (3-5 years) experience in business or program development, outreach, training, employer relations or related role and/or experience in talent acquisition (preferably campus or corporate recruiting).</li> <li>• Experience supervising and leading mid-sized teams.</li> <li>• Experience developing and maintaining strategic relationships with internal and external constituents.</li> </ul>
<p><b>Competencies Required</b></p>	<p>Demonstrates an expert proficiency level in:</p> <ul style="list-style-type: none"> <li>• Ability to establish and build positive working relationships with campus partners, colleagues, and external constituents.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to plan, organize, monitor, and manage departmental-wide projects.</li> <li>• Understanding and application of business development practices.</li> <li>• Demonstrated knowledge and use of technology platforms and/or data analysis to support work productivity.</li> <li>• Ability to establish and build healthy working relationships and partnerships with colleagues within and external to institution.</li> <li>• Knowledge of and ability to apply policies and practices for planning and administering a budget.</li> </ul>
<b>Special Qualifications Required</b>	<ul style="list-style-type: none"> <li>• Up to 20% of role requires travel in and out of state, some overnight travel and driving in large metro areas, sometimes providing transportation for groups of students.</li> <li>• Some evening work may be required to meet programming needs.</li> </ul>
<b>Desirable Qualifications</b>	<ul style="list-style-type: none"> <li>• Minimum 5 years of experience in talent acquisition, business or program development, outreach, training, employer relations or related role is highly desired.</li> <li>• Prior experience working in a large and complex organization, particularly with a combination of central and decentralized models.</li> </ul>