



## University Information

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

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

**UI Job Code:** PAD3

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

**Job Function:** Administration

**Job Family:** [Program Administration](#)

**University Classification:** Program Director

## Department Information

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

**Position #:** 00108329

**Working Title** (if applicable): Director, Operations and Strategic Initiatives

**This Position Reports to** (Title/Position #): Assistant Provost / 00103393

**Position Has Administrative Supervision?**  No  Yes

## Position Information

**Position Overview:** Provide operational oversight for comprehensive career center. Oversee staff recruitment, training and onboarding as well as staff development and retention efforts. Provide supervision for departmental stakeholder communication, brand management and media relations as well as supervision and oversight for front desk operations. Work with internal team members to determine resource planning and allocations as well as problem solving and efficiencies and sit on the office leadership team. Oversee strategic planning and implementation efforts as well as support continued campus scaling efforts, including leadership for the technology tool My Career Path.

**Salary:** \$75,000 - 85,000

**Campus Location:** Pomerantz Career Center

**Work Modality:** Hybrid

**Percent Time:** 100 %

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

**Operational and Financial Management (PAD3):** *Plan and direct the administrative and operational activities of a program or service in order to reach comprehensive goals. Advise and make recommendations on program goals and internal and external trends. Responsible for financial oversight of programs or services.*

- Develop and implement policies and practices in managing operations and administration of the Career Center by providing guidance and decision making for daily functions.
- Manage budget related to administrative/operations, marketing and student staff budgets and staff development.
- Oversee IT-related support for office. Including approval and contract management of all software, hardware, and technology purchases for the department.
- Act as liaison with ITS for all technology application and web development work such as web upgrades and new application development.
- Provide leadership for new career pathway tool My Career Path.
- Act as primary contact for facilities issues and upgrades, and departmental Emergency Action Team.

<p><b>Strategic Planning (PAD3):</b> <i>Propose, plan, and develop new initiatives. Formulate goals and strategic plans. Develop, implement, evaluate and direct the organization's strategic vision, and plan for multiple units or departments or a highly complex college or division.</i></p>	<ul style="list-style-type: none"> <li>• Provide guidance and troubleshooting to staff team leads on matters such as planning, resources, strategic thinking and forecasting demands through work with staff in the Center.</li> <li>• Lead office in strategic planning efforts (with or without external consultant) and implementation of plan for the office.</li> <li>• Assist in developing plans for the office as part of strategic plan to further campus scaling and career eco-system development.</li> <li>• Plan, manage and lead staff development, well-being and retention efforts as well as internal communications.</li> <li>• Cultivate an organizational culture that encourages and supports staff to develop new ideas, work through challenges and identify strategies to meet project and organizational goals.</li> </ul>
<p><b>Communication and Outreach (PAD3):</b> <i>Represent the University on various internal and external committees, commissions, agencies, seminars, and/or associations. Serve as liaison to establish communication for planning purposes with related organizational units in order to meet operational goals.</i></p>	<ul style="list-style-type: none"> <li>• Provide oversight, supervision for departmental branding and act as media relations point-person.</li> <li>• Interact with local, state and regional media for requests on information related to employment and career services.</li> <li>• Maintain relationships with collegiate leadership and act as liaison to areas such as Strategic Communications, Constituent Relations and campus external relations staff as needed.</li> <li>• Create written content for reports or marketing materials as needed.</li> </ul>
<p><b>Compliance (PAD3):</b> <i>Direct program activities to ensure University of Iowa's policies, procedures, practices, and programs are in compliance with federal, state, and local legal/regulatory standards.</i></p>	<ul style="list-style-type: none"> <li>• Liaison with Office of the Provost HR representative(s) to ensure Career Center is in compliance with Provost Office and UI policies and procedures.</li> </ul>
<p><b>Quality Improvement (PAD3):</b> <i>Manage program change in accordance with change management plan to control scope, cost and contracts. Audit results in order to align the program/project outcomes with stakeholder expectations and standards.</i></p>	<ul style="list-style-type: none"> <li>• Prepare and provide data and reports for Deans, Associate Deans and Directors, DEOs and Provost org on a regular basis regarding career center performance.</li> <li>• Author, prepare and create printed reports and maintain website documents and information as needed.</li> </ul>
<p><b>Leadership/Supervision (PAD3):</b> <i>Hold leaders accountable for high performance and high engagement culture by articulating expectations, monitoring performance and providing feedback consistently across areas of responsibility.</i></p>	<ul style="list-style-type: none"> <li>• Provide functional and administrative supervision for both merit and professional and scientific staff members and student staff, including providing guidance, establishing performance expectations, and conducting annual performance reviews.</li> <li>• Provide supervision and oversight for front desk/customer service area of office as well as Assistant Director, Creative Services and Marketing.</li> <li>• Coordinate internal human resources responsibilities for professional staff and student workers as well as interns including oversight of personnel issues, and departmental performance reviews.</li> <li>• Oversee staff on- and off-boarding, professional development, well-being and retention efforts.</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>Analytical Thinking</b>  <i>Knowledge of business process improvement tools and techniques and ability to understand, monitor, update, or enhance existing business or work processes.</i></p>	<p>Proficiency Level: Extensive</p> <ul style="list-style-type: none"> <li>• Demonstrates a thorough understanding of a major process flow, its components and issues.</li> <li>• Helps others learn the tools and techniques for process value analysis.</li> <li>• Makes the business case for new processes, including their cost-benefit ratios.</li> <li>• Carries out process evaluation, diagnosis, and optimization.</li> <li>• Synchronizes the efforts of, and resource requirements for, several teams within a process.</li> <li>• Possesses knowledge of tools and techniques for designing and implementing new processes.</li> </ul>
<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> <li>• Introduces technologies, policies, and programs for more effective budget management.</li> </ul>
<p><b>Effective Communications</b>  <i>Understanding of effective communication concepts, tools and techniques; ability to effectively transmit, receive, and accurately interpret ideas, information, and needs through the application of appropriate communication behaviors.</i></p>	<p>Proficiency Level: Expert/Leader</p> <ul style="list-style-type: none"> <li>• Communicates effectively with diverse audiences, using appropriate media and language.</li> <li>• Ensures important messages are clearly understood.</li> <li>• Writes reports, articles, or books for distribution to the business or professional community.</li> <li>• Works to create a climate that values and rewards good oral and written communication.</li> <li>• Coaches others on methods of improving their own communications.</li> <li>• Monitors developments in communications tools for potential use by organization.</li> </ul>
<p><b>Marketing Strategy and Positioning</b>  <i>Knowledge of and ability to use business models to develop and implement marketing strategies, objectives, and tactics as well as establishing a communications plan.</i></p>	<p>Proficiency Level: Expert/Leader</p> <ul style="list-style-type: none"> <li>• Predicts the future perspective of marketing tasks and activities.</li> <li>• Plays a leadership role in creating marketing strategies and approaches.</li> <li>• Evaluates benefits, risks and strategic business impact of all marketing activities.</li> </ul>
<p><b>Managing Organizational Change</b>  <i>Ability to manage the successful and smooth transition from current to desired culture, practices, structure, and overall organizational environment.</i></p>	<p>Proficiency Level: Expert/Leader</p> <ul style="list-style-type: none"> <li>• Plans, implements, and manages change in a variety of significant settings.</li> <li>• Translates the desired organizational traits to tactical steps and procedures.</li> <li>• Accurately anticipates impact of change, both positive and negative.</li> <li>• Works with team to identify and remove obstacles to change.</li> <li>• Monitors effectiveness of the change effort with particular attention to extent of acceptance.</li> </ul>

	<ul style="list-style-type: none"> <li>• Makes sure to consider impact of changes outside own unit or organization.</li> </ul>
<p><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>	<p>Proficiency Level: Expert/Leader</p> <ul style="list-style-type: none"> <li>• Consults with and advises all major functions.</li> <li>• Compares organization's operating functions versus those of the industry.</li> <li>• Coaches others to consider all major operational functions and cross-functional issues.</li> <li>• Educates others in operational strategies and the support needed for them.</li> <li>• Monitors industry trends, key players, and major competitors.</li> <li>• Draws attention to the evolution and impact of technology, present and future.</li> </ul>
<p><b>Performance Management</b> <i>Understanding of the necessity and value of accuracy and attention to detail; ability to process information with high levels of accuracy.</i></p>	<p>Proficiency Level: Expert/Leader</p> <ul style="list-style-type: none"> <li>• Takes part in developing and implementing enterprise-wide performance management systems.</li> <li>• Identifies key issues in integrating selection, development, recognition, and reward systems.</li> <li>• Coaches less experienced managers in the processes of performance management.</li> <li>• Plays a leading role in designing individual and team reward and recognition systems.</li> <li>• Champions a climate that supports and rewards excellent group and individual performance.</li> <li>• Monitors industry for new approaches or ideas regarding performance management.</li> </ul>
<p><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>	<p>Proficiency Level: Expert/Leader</p> <ul style="list-style-type: none"> <li>• Contributes to the overall strategic business goals and plans of the organization.</li> <li>• Creates and implements a strategy for supporting current and future business needs.</li> <li>• Directs the development, maintenance, and communication of own function's strategic plan.</li> <li>• Reviews and consults on the final strategic plan in collaboration with the business units.</li> <li>• Develops long-term strategies to deliver services that keep pace with technology trends.</li> <li>• Monitors industry for innovations in planning processes.</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 those outside the University.</li> </ul>

<p><b>Team Management and Team Building</b> Ability to form and manage effective teams.</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> (for recruiting purposes only, fill when replacing position)</p>	
<p><b>Education (or equivalency) Required</b></p>	<ul style="list-style-type: none"> <li>• Master's degree in Higher Education, Business, Organizational Development/Leadership or a related field, or an equivalent combination of training and experience providing a comparable level of expertise.</li> </ul>
<p><b>Experience Required</b></p>	<ul style="list-style-type: none"> <li>• Reasonable experience (5 years) of business or program operations management. This includes expert proficiency in project and resource management and leadership.</li> </ul>
<p><b>Competencies Required</b></p>	<p>Demonstrates an <a href="#">extensive proficiency level</a> in:</p> <ul style="list-style-type: none"> <li>• Creating action plans that ensure responsibilities are accomplished on time and per expectations; ability to identify potential disruptions and adjust plans accordingly on a case-by-case basis.</li> <li>• Marketing planning, implementation and assessment including use multiple promotional channels.</li> <li>• Team building, supervision and staff/professional development.</li> <li>• Excellent and effective communication skills (written and oral) including the ability to build and maintain relationships with individuals, teams and groups.</li> <li>• The ability to foster a welcoming and respectful workplace environment while recognizing personal differences.</li> </ul>
<p><b>Special Qualifications Required</b></p>	<ul style="list-style-type: none"> <li>• Occasional in-state and out-of-state travel required. This may include overnight travel, evening or weekend work as well as driving students in large metro areas.</li> <li>• A valid driver's license and the ability to meet the <a href="#">University Driving Policy</a> requirements.</li> </ul>
<p><b>Desirable Qualifications</b></p>	<ul style="list-style-type: none"> <li>• Knowledge of, and ability to apply, policies and practices for planning and administering a budget at an <a href="#">extensive to expert proficiency</a>.</li> <li>• Experience working in a large and complex organization, particularly with a combination of central and decentralized models.</li> </ul>