



University Information

Org/College: Office of the Provost

Department: Provost Administration

UI Job Code: PAA3

Pay Level: [4B](#)

Job Function: Administration

Job Family: [Administrative Services](#)

University Classification: Administrative Services Manager

Department Information

Org/Dept/Sub-dept #:

Position #: TBD

Working Title (if applicable): Administrative Services Manager

This Position Reports to (Title/Position #): Kathryn Andrews

Position Has Administrative Supervision? ☒ No ☐ Yes

Position Information

Position Overview: The Administrative Services Manager provides executive-level operational and administrative support to senior leaders within the Office of the Provost. This role involves advanced management and coordination of projects, processes, and events, requiring independent decision-making and excellent verbal and written communication skills. The position will support short- and long-term academic initiatives, including special student recruitment programs and scholarships; developing and implementing the strategic plan; and assisting special task forces and committees. The person in this role must be skilled at fostering collaboration with internal stakeholders and external partners, while coordinating and managing various operational, administrative, and financial activities to ensure efficient and effective operations.

Salary:

Campus Location: 111 Jessup Hall

Work Modality: Hybrid – 1 day of remote work per week if requested

Percent Time: 100%

What You Do: (Key Areas of Responsibility)

Operational Support and Management (PAA3): *Coordinate and manage work processes/ administrative procedures and policies to increase efficient and effective operations for a project, program, unit, department, or college/division. Make high-level independent decisions regarding operational, administrative, and financial activities. Assist with assuring compliance with various policies or procedures (e.g., Safety, Human Resources, and Purchasing).*

- Manage committees, task forces, and special projects as needed. This involves participation in small and large group meetings; providing data and information from various sources; drafting reports, presentations, and other documents; and managing tasks to meet deadlines.
- Lead and coordinate highly visible institutional level small- and large-scale events.
- Support short- and long-term academic strategic initiatives within the Office of the Provost.
- Provide high-level support to administrators within the Office of the Provost as needed.

Financial Responsibility (PAA3): <i>Assist in budget development and provide projections and recommendations. Manage financial data and information for the unit or department. May approve daily fiscal transactions.</i>	<ul style="list-style-type: none"> Assist with budget development, projections, and recommendations for special programming and events, and in coordination with financial staff, oversee financial data and fiscal transactions for assigned initiatives and events.
Strategic Planning (PAA3): <i>Develop, implement and evaluate strategic plans for a project, program, unit department, or college/division.</i>	<ul style="list-style-type: none"> Actively participate on teams to develop, implement, and evaluate plans to create and execute college readiness, recruitment, transition, and scholarship programs aimed at increasing access to higher education for students in Iowa and beyond. Manage activities within the University of Iowa's strategic plan, which involves working as a team with faculty, staff, and administrators to develop, implement, and assess tactics that support the goals of the strategic plan. This consists of tasks such as drafting, editing, and finalizing written reports and presentations; coordinating and participating in team meetings; coordinating focus groups with internal and external stakeholders; and gathering data from a variety of sources to incorporate into reports and presentations.
Information Management (PAA3): <i>Review, resolve and respond to requests for information, data, services, complaints, etc. Manage information disseminated to faculty and staff regarding operational activities including the appropriateness of expenditures, contract or grant requirements, and changes in policies and procedures.</i>	<ul style="list-style-type: none"> Utilize a high level of independent interpretation and discretion to respond to internal and external requests for information, data, services, and complaints. Gather and manage information from various sources to support operational activities, including expenditures, changes in policies and procedures, and supporting initiatives, committees, and task forces. Monitor program deliverables, providing updates to ensure alignment with strategic goals to achieve deadlines and stakeholder expectations. Identify and propose process improvements to enhance overall efficiency and effectiveness.
Communications Management (PAA3): <i>May review, approve and implement the communication strategy/plan.</i>	<ul style="list-style-type: none"> Draft, edit, and finalize communications on behalf of senior administrators in the Office of the Provost to internal and external audiences on a variety of topics. This includes information for internal newsletters, correspondence, website content, faculty and student communications, and external stakeholder communications including to alumni and patrons supporting the university and its programs. Actively engage with internal and external stakeholders to coordinate support for strategic initiatives and ensure they are informed of project goals, progress, and activities through clear and timely communication.
Universal Competencies	
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>Proficiency Level: Extensive</p> <ul style="list-style-type: none"> 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. Promotes a safe, fair, respectful environment in which concerns can be addressed effectively. Recommends changes to work practices and policies to achieve desired outcomes.

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>	Proficiency Level: Extensive <ul style="list-style-type: none"> • 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.
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>	Proficiency Level: Extensive <ul style="list-style-type: none"> • Promotes a workplace environment where people of all backgrounds and perspectives feel welcomed and appreciated, where every individual is empowered to make a positive impact, and in which workplace concerns are addressed effectively. • Identifies unit policies and practices that could have a disparate impact based on protected classifications as defined by federal and/or state law. • Recommends policies and practices to advance a welcoming and respectful workplace environment as described above. • Forms respectful relationships with individuals and organizations representing various constituencies, and seeks regular input to better understand potential issues and to enhance recruitment and retention efforts. • Supports implementation of unit strategic plans related to a welcoming and respectful workplace environment. • Engages in on-going self-reflection and continues to advance one's own knowledge and skills related to fostering a welcoming and respectful workplace environment. • Recognizes and addresses disrespectful or non-welcoming behavior in one's unit/department.
<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>	
How You Do Your Job: (learn about competencies and proficiency levels here)	
Budgeting: <i>Knowledge of, and ability to apply, policies and practices for planning and administering a budget.</i>	Proficiency Level: Extensive <ul style="list-style-type: none"> • Applies established organizational practices in budgeting. • Uses budgeting and charge-back practices within own area. • Supplies supporting information and justification for major line items. • Under guidance, produces budget reports of planned vs. actual expenses with variances explained. • Documents capital appropriations and project authorizations.
Office Administration: <i>Ability to carry out ongoing office administration tasks effectively and efficiently in support of individuals, teams, and/or units.</i>	Proficiency Level: Expert/Leader <ul style="list-style-type: none"> • Demonstrates in-depth knowledge of full spectrum of enterprise office administration activities. • Organizes and coordinates large meetings and conferences. • Discusses industry and marketplace trends and directions for office administration. • Participates in designing office administration function and workflow. • Contributes to office administration improvements and best practices. • Monitors effectiveness of support staff; recommends improvements.

<p>Operational Functions: <i>Knowledge of major functional processes and associated operating requirements; ability to apply this knowledge appropriately to diverse situations.</i></p>	<p>Proficiency Level: Extensive</p> <ul style="list-style-type: none"> • Operates with understanding of key responsibilities of organization's major functions. • Seeks efficiencies in operational functions wherever possible. • Evaluates relevant industry practices from an operations perspective and works accordingly. • Maintains awareness of multi- and cross-functional issues of the regulatory environment. • Takes into consideration the interrelationships between major functions and sub-functions. • Uses knowledge of organization's functions to achieve goals, meet commitments.
<p>Planning: Tactical, Strategic: <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: Extensive</p> <ul style="list-style-type: none"> • Develops, refines, and communicates tactical plans for own responsibilities. • Plans for allocation of resources in line with unit goals, technical and business objectives. • Provides the right level of detail as input for strategic plan development. • Demonstrates the value and necessity of linking tactical plans to overall strategic plan. • Ensures the planning process is integrated with the overall business plan. • Ensures attention to the detail and dependencies of existing departmental-level plans.
<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: Extensive</p> <ul style="list-style-type: none"> • Communicates effectively with diverse audiences, using appropriate media and language; ensures important messages are clearly understood. • Coaches others on methods to improve their own communication. • Establishes and maintains productive working relationships within and outside of own area. • Seeks out what's common in conflicting points of view to address and resolve issues. • Resolves potentially harmful differences between individuals and groups of people. • Establishes and maintains credibility and is able to influence individuals inside and outside own group and earns their respect.
<p>Desktop Tools: <i>Knowledge of and ability to use office support tools available on the desktop (e.g. word processing, email, presentation software and spreadsheets).</i></p>	<p>Proficiency Level: Extensive</p> <ul style="list-style-type: none"> • Demonstrates proficiency with using all basic office support software. • Explains advanced features and functions of all key products. • Determines which office products can interact and how to share data. • Diagnoses common software problems and works on the resolution. • Consults others on the use and interconnectivity of the tools. • Participates in evaluation of new office support tools.
<p>Data Gathering and Reporting: <i>Knowledge of and the ability to utilize tools, techniques and processes for gathering and reporting data in a particular department.</i></p>	<p>Proficiency Level: Extensive</p> <ul style="list-style-type: none"> • Oversees multiple data-gathering and analysis initiatives. • Analyzes complex reports as revealed by the data. • Teaches others the calculations necessary to capture data and develop more complex reports. • Prepares cost-benefit analyses of alternative approaches. • Develops criteria for selecting data gathering and reporting tools and techniques for various projects. • Reviews and verifies data and reports for accuracy.

Effective Communications: <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>Proficiency Level: Extensive</p> <ul style="list-style-type: none"> • 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.
Organizational Savvy and Politics: <i>Knowledge of organizational politics and political tactics; ability to effectively navigate formal and informal communication and decision-making channels.</i>	<p>Proficiency Level: Extensive</p> <ul style="list-style-type: none"> • Builds win-win alliances and maintains a wide network of colleagues within the organization. • Discusses objectives, key issues and priorities of related functions or departments. • Accurately analyzes issues and determines who needs to be consulted or kept informed. • Appropriately communicates short and long-term activities within own and other functions. • Differentiates acceptable and unacceptable formats for communicating across functions. • Recognizes and effectively addresses politically challenging situations.
Relationship Management: <i>Ability to establish and build health working relationships and partnerships with colleagues within and external to own unit, those to who 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>Proficiency Level: Extensive</p> <ul style="list-style-type: none"> • Maintains productive, long-term relationships with "customers." • Conducts periodic reviews of work effort, progress, issues, and successes. • Creates opportunities to educate teams on "customer" priorities. • Participates in defining the terms of the services provided in a collaborative relationship. • Communicates to "customers" regarding expectations of all parties. • Empowers others to establish collaborative, healthy relationships.
Position Qualifications: <i>(for recruiting purposes only, fill when replacing position)</i>	
Education (or equivalency) Required	<ul style="list-style-type: none"> • Bachelor's degree or an equivalent combination of education and experience.
Experience Required	<ul style="list-style-type: none"> • 3 years of experience in administrative or program management.
Competencies Required	<p>Demonstrates an extensive proficiency level in:</p> <ul style="list-style-type: none"> • Knowledge of and ability to utilize tools, techniques, and processes for gathering and reporting data, including both qualitative and quantitative techniques. • Understanding of effective verbal and written communication concepts, tools, and techniques; ability to effectively transmit, receive, and accurately interpret ideas, information, and needs. • Knowledge of effective presentation tools and techniques; ability to present information to groups with the appropriate formality. • Knowledge of effective strategies and the ability to work with a variety of individuals and groups in a constructive and collaborative manner. • Knowledge of and experience with tools and techniques for planning, organizing and controlling projects and work independently as well as cooperatively with others.

Desirable Qualifications	<ul style="list-style-type: none">• Familiarity with higher education systems and processes.• Attention to detail, strong organizational skills, and ability to handle multiple tasks quickly and effectively, proactively establish priorities and meet deadlines, and solve problems independently and creatively.
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