



University Information

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

Department: [International Programs](#)

UI Job Code: PCE2

Pay Level: [4A](#)

Job Function: Academic Support

Job Family: [Educational Support Services](#)

University Classification: Educational Support Services Specialist

Department Information

Org/Dept/Sub-dept #: 02-0110

Position #: 00110550

Working Title (if applicable): **Study Abroad Advisor/Program Coordinator**

This Position Reports to (Title/Position #): **Elizabeth Wildenberg De Hernandez**

Position Has Administrative Supervision? ☒ No ☐ Yes

Position Information

Position Overview: International Programs (IP) is seeking a motivated individual to join its Study Abroad unit as an Advisor & Program Coordinator. The ideal candidate will be collaborative, service oriented, and student focused, with the ability to think critically and problem solve. This position demands excellent written, oral, and interpersonal communication skills, intercultural competency, attention to detail, strong organizational and time management skills, adaptability and independence, and a commitment to student success. This Advisor & Program Coordinator position works primarily with undergraduate students interested in studying abroad. This role helps students identify and apply for study abroad programs that best align with their academic, career, and personal goals. The Advisor & Program Coordinator position provides guidance on the application process, course selection, credit transfer, housing, and other considerations related to study abroad. This position works with students from the point of first contact until a student returns from abroad and grades are processed. This position assists with outreach to the general campus community about study abroad and internship abroad opportunities and may serve on internal and external committees as well as serve in a variety of liaison roles to different stakeholder offices/units. Outreach efforts may include giving presentations, hosting information meetings and webinars, promoting study abroad at fairs and tabling efforts, attending meetings, and relationship-building efforts. This position also evaluates syllabi from coursework done abroad for applicability to UI College of Liberal Arts & Sciences Core general education requirements.

The Study Abroad unit provides advising, program development and administration, and services to support University of Iowa (UI) students before, during, and following a study or internship experience abroad. Study Abroad at the UI offers 200+ study and internship abroad programs in over 45 countries. This role offers an exciting opportunity to work with a dynamic, team-oriented group of colleagues dedicated to helping students embark on a learning experience like no other. Study abroad challenges students to adapt to new environments, to assume greater personal responsibility, and to gain a lifelong appreciation of cultures different from their own.

Salary: \$50,000-\$60,000, based on previous experience

Campus Location: University Capitol Center (UCC)

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 (PCE2): *Provide a broad-range of programs and services focused on specific student populations that support the educational experience and retention of current or prospective students. Monitor the academic, career and personal goals/needs of a student and provide individual guidance and assistance. Discern students' needs and arrange for accommodations and services as appropriate. May manage a case load. Compile and prepare reports based on unit goals and make recommendations to the unit.*

- Advise undergraduate students on study abroad programs that align with their academic, personal, and professional goals. Serve as designated advisor for a portfolio of majors.
- Guide students through program applications and predeparture planning, utilizing in-person and virtual appointments and effective email communication to explain procedures and disseminate information.
- Monitor student progress regarding necessary steps and requirements related to study abroad.
- Design and lead predeparture orientation events for outgoing study abroad students each semester, presenting on program billing, course registration, health and safety planning, and cultural norms and adjustment.
- Respond to communication from students currently abroad regarding issues with housing, courses, health, and cultural adjustment and escalate concerns as appropriate.
- Utilize FileMaker Pro and/or forthcoming Study Abroad software to maintain detailed, confidential student records and track task workflow.
- Evaluate all foreign syllabi that students request to fulfill for CLAS Core general education requirements.
- Understand FERPA policies and how to protect student privacy.
- Other duties as assigned.

Establish and Maintain Relationships with Partners to Provide Educational Support Services. Partners Include on-campus Units and External Agencies (Local, State, National and International) (PCE2): *Plan, organize and coordinate projects and events with partners to meet program goals. Coordinate communication with partners. Collaborate with partners to maximize resources and connections.*

- Collaborate with International Programs colleagues, UI academic advisors, and study abroad providers to solve issues related to program applications, passports, visas, and course approvals.
- Serve as liaison to third-party providers facilitating communication between provider staff and UI study abroad advisors regarding students' applications, onsite participation, and transcripts.
- Act as the administrative liaison for some exchange programs maintaining exchange agreements, facilitating communication between the host university staff and UI study abroad advisors regarding students' applications, onsite participation, and transcripts.
- Participate in outreach activities, such as presenting in classrooms, at student organizations, residence halls, and participating in various fairs on campus.
- May serve as liaison to one or more: International Programs units and/or UI colleges/departments/units.
- Other duties as assigned.

Administrative (HR, Budget), Supervision and Training (PCE2): *May develop and manage a budget within specified guidelines. May provide direction, assignments, feedback, coaching and counseling to assure outcomes are achieved.*

- May serve as an internal training resource for FileMaker Pro and/or a forthcoming Study Abroad software system. Duties may include the creation of "job aid" documentation, facilitation of training sessions, and the provision of feedback and coaching to end-users of the system.
- May supervise student employees, advertise positions, interview, and hire and train student employees.
- Other duties as assigned.

Universal Competencies

Universal Competencies are those that apply to all university jobs, support our mission, and are consistent with our core values. For detailed descriptions and proficiency levels, visit the Universal Competencies <https://hr.uiowa.edu/careers/competencies/universal-competencies> page.

Collaboration/Positive Impact

Proficiency Level: Working

Service Excellence/Customer Focus

Proficiency Level: Working

Welcoming and Respectful Environment

Proficiency Level: Working

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

Decision Making and Critical Thinking:

Understanding of the issues related to the decision-making process; ability to analyze situations fully and accurately and reach productive decisions.

Proficiency Level: WORKING

- Assists in assessing risks, benefits, and consideration of alternatives.
- Participates in documenting data, ideas, players, stakeholders, and processes.
- Applies an assigned technique for critical thinking in a decision-making process.
- Recognizes, clarifies, and prioritizes concerns.
- Identifies, obtains, and organizes relevant data and ideas.

Relationship Management:

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.

Proficiency Level: WORKING

- Describes the roles and responsibilities in a collaborative working relationship.
- Monitors satisfaction levels on a regular basis.
- Alerts own team to problems in satisfaction.
- Ensures prompt and effective response to requests and interactions from "customers".
- Works with "customers" to address critical issues and resolve major problems.

Resource Management:

Plans, mobilizes, and distributes resources to fulfill business objectives and plans.

Proficiency Level: WORKING

- Specifies the critical resources required to accomplish the team's objectives.
- Initiates requests for required resources.
- Allocates team resources responsibly and equitably.
- Calculates resource usage to set a baseline for comparison.
- Surfaces opportunities to improve resource utilization.

Specific Function:

Knowledge of the major responsibilities, accountabilities, and organization of a specific business function or area of specialization.

Proficiency Level: WORKING

- Describes the mission, vision, and objectives of the function.
- Discusses major programs, initiatives, and issues.
- Identifies the major units or sub-functions.
- Identifies relevant internal and external procedures and regulatory agencies.
- Discusses the steps and requirements of the business process(es).

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 of Iowa Policy Manual](#).

Position Qualifications: *(for recruiting purposes only, fill when replacing position)*

Education (or equivalency) Required	<ul style="list-style-type: none"> A bachelor's degree in liberal arts or a related field, or an equivalent combination of education and experience is required.
Experience Required	<ul style="list-style-type: none"> Reasonable (minimum of 1 year) office or administration experience.
Competencies Required	<ul style="list-style-type: none"> Demonstrates a WORKING proficiency level in: <ul style="list-style-type: none"> Ability to work with students in an advisor and/or instructor role including knowledge of course arrangement and academic planning. Ability to provide academic counseling to assist students. Interpersonal, oral, and written communications skills; ability to effectively transmit, receive, and accurately interpret ideas, information, and needs through appropriate and diplomatic communication methods and behaviors. Managing multiple concurrent objectives, meetings, projects, groups, or activities, demonstrating the ability to prioritize and allocate time effectively. Carrying out ongoing office administration tasks effectively and efficiently in support of individuals, teams, and/or units including proficient organizational, clerical, and time management skills. Experience using Microsoft Office software applications, including Word, Excel, PowerPoint, Outlook, and Teams. Demonstrates an understanding of the role of study abroad advising in higher education. Shows an understanding of the undergraduate student experience at either a 2 or 4-year institution. Experience and engagement in intercultural and international education settings, including academic, extracurricular, or professional contexts.
Special Qualifications Required	<ul style="list-style-type: none"> Occasional evening and weekend work Possibility for domestic and international travel
Desirable Qualifications	<ul style="list-style-type: none"> 1 – 3 years' experience working in a university study abroad office. International experience studying and/or working abroad. Experience in student or academic advising. Familiarity with the Standards of Good Practice set forth by The Forum on Education Abroad. Familiarity of international travel regulations, health, safety, and visa processes and considerations. Experience at a large public or private university, especially related to student administration. Demonstrates a WORKING proficiency level in: <ul style="list-style-type: none"> Filemaker Pro and/or study abroad management software.