



University Information

Org/College: [University College](#)

Department: [TRIO Student Support Services](#)

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 #: 35-0195-11000

Position #: 00233882

Working Title (if applicable): Success Coach, TRIO SSS

This Position Reports to (Title/Position #): Assistant Director, TRIO SSS // #00008433

Position Has Administrative Supervision? ☒ No ☐ Yes

Position Information

Position Overview: This position will be responsible for the coordination of student support services to promote the educational development, success, and retention of the students served by the TRIO Student Support Services; coordinate programs within SSS; counsel, advise, and advocate for students; design, coordinate, and present informational and educational outreach programs and workshops for TRIO SSS students; teach multiple sections of the Steps to Success for TRIO courses designed as a series of holistic college transition and student success seminars specifically for TRIO SSS students; educate campus and community on the needs of students; serve on appropriate University, community, and state committees and task force groups representing the interests and needs of students as assigned; act as the liaison for students to other university offices and community resources; and maintain an effective working relationship with all colleagues within the University of Iowa campus community.

This position will require occasional evening and weekend travel and events. This position reports to the Assistant Director, TRIO Student Support Services

This is a one-year specified term position.

Salary: \$47,000 - commensurate

Campus Location: 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

- Manage and oversee front desk staff in the office
- Coordinate TRIO SSS programs and events as assigned (e.g. Tutoring, Peer Mentoring, Welcome Week, Orientation, additional programming)
- Design, implement, and evaluate a broad range of programs and services that support the educational experience and retention of current or prospective students and meet the objectives and goals of the SSS project
- Serve as an Instructor for Steps to Success for TRIO courses

<p><i>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.</i></p>	<ul style="list-style-type: none"> • Coordinate outreach to TRIO SSS students with information regarding registration, important deadlines, etc. • Monitor the academic, career and personal goals/needs of assigned students and provide individual guidance, assistance, and individual success plans • Discern students' needs and arrange for accommodations and services as appropriate • Manage a student case load • Compile and prepare reports based on unit goals and make recommendations to the unit
<p>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): <i>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.</i></p>	<ul style="list-style-type: none"> • 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
<p>Administrative (HR, Budget), Supervision and Training (PCE2): <i>May develop and manage a budget within specified guidelines. May provide direction, assignments, feedback, coaching and counseling to assure outcomes are achieved.</i></p>	<ul style="list-style-type: none"> • Maintain timely and accurate records of student meetings • Participate in training that meets the objectives and goals of the department and enhance the quality of services • May develop and manage a budget for assigned programs within specified guidelines • May provide direction, assignments, feedback, coaching and counseling to student employees to assure outcomes are achieved

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: WORKING</p> <ul style="list-style-type: none"> • Shares appropriate information/feedback openly, professionally, and respectfully. • Models open, respectful, accepting, and supportive behaviors with team members. • Maintains productive work relationships while considering multiple perspectives and using effective conflict resolution practices. • Aligns expectations for self and team to achieve work objectives and overcome obstacles.
<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</i></p>	<p>Proficiency Level: WORKING</p> <ul style="list-style-type: none"> • Enhances service by seeking ways to add value to customer interactions/services. • Demonstrates sincere concern and takes responsibility when a customer complains, even if the cause of the problem lies elsewhere. • Listens to feedback without defensiveness and uses it to enhance communication effectiveness. • Communicates in alternative ways to accommodate different listeners.

communication with internal and external customers.	
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: WORKING <ul style="list-style-type: none"> • Maintains productive work relationships while considering multiple perspectives. • Understands and describes the unit's commitment to creating a workplace where all staff and students are welcome. • Contributes to a welcoming and respectful workplace environment as described above.
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 Policy Manual	
How You Do Your Job: (learn about competencies and proficiency levels here)	
Decision Making and Critical Thinking: <i>Understanding of the issues related to the decision-making process; ability to analyze situations fully and accurately and reach productive decisions.</i>	Proficiency Level: WORKING <ul style="list-style-type: none"> • 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: <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>	Proficiency Level: WORKING <ul style="list-style-type: none"> • 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: <i>Plans, mobilizes, and distributes resources to fulfill business objectives and plans.</i>	Proficiency Level: WORKING <ul style="list-style-type: none"> • 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: <i>Knowledge of the major responsibilities, accountabilities, and organization of a specific business function or area of specialization.</i>	Proficiency Level: WORKING <ul style="list-style-type: none"> • 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).
Position Qualifications: <i>(for recruiting purposes only, fill when replacing position)</i>	
Education (or equivalency) Required	<ul style="list-style-type: none"> • A Bachelor's degree is required in Higher Education, Student Affairs, Counseling, Psychology, Curriculum & Teaching, or equivalent combination of education and related experience is required.
Experience Required	<ul style="list-style-type: none"> • 1-3 years' experience in counseling or advising, college/university students in a higher education student support setting • 1-3 years' experience developing and implementing college-student programming aimed at supporting academic and personal growth
Competencies Required	<ul style="list-style-type: none"> • Demonstrates a working proficiency level in the following competencies: <ul style="list-style-type: none"> ○ communication (verbal and written) techniques and relationship building skills that enable one to establish and build healthy working relationships and partnerships with a variety of individuals and groups in a constructive, civil, respectful, and collaborative manner; ○ developing, coordinating, and implementing educational and/or instructional programs; ○ counseling students to help their emotional, physical, occupational, and social development; ○ communicating with students regarding their academic performance objectives and providing feedback to improve performance; ○ understanding issues related to the decision-making process in order to analyze situations fully and accurately and reach productive decisions; ○ maintaining confidential records and information.
Special Required Qualifications	<ul style="list-style-type: none"> • This position will require occasional evening and weekend travel and events. • A valid driver's license and the ability to meet the University's Driving policy requirements
Desirable Qualifications	<ul style="list-style-type: none"> • Master's Degree • Experience in curriculum design; • Experience in assessment and evaluation methods to improve educational goals;

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| | <ul style="list-style-type: none">• Knowledge of policies, procedures, regulations, and programming pertaining to college/university admissions, scholarships, financial aid, student services, alumni affairs, university relations and media, campus facilities, university community, or advising and academic/collegiate degree programs.• Experience with both verbal and written communications with Spanish speaking constituents. |
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