

**Academic Advising Center Position Notice  
OFFICE COORDINATOR I**

**POSITION:** Full-time Office Coordinator I in the Academic Advising Center. Anticipated start date October 26, 2009.

**SALARY:** \$32,698.08 annual salary.

**BASIC FUNCTION AND RESPONSIBILITY:**

Under general supervision, this position organizes, directs, reviews, and coordinates the Academic Advising Center reception area.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

- Oversees daily operations of the Academic Advising Center reception area. Ensures an efficient, welcoming, and professional first impression for Center advisees, visitors, and members of the general public.
- Provides information to students, public, faculty, and staff regarding Center policies, rules, and regulations. Enforces Center policies as appropriate.
- Provides information and referrals in response to inquiries from students and from other University departments and offices. Uses independent judgment in responding to issues of concern for students and parents, consulting with administrative staff as needed.
- Reviews reception procedures and routines; recommends revisions or initiates new procedures. Constructively brings forward workplace concerns to co-workers and/or supervisor.
- Monitors advisor calendars and problem-solves with advisors on availability issues. Coordinates substitution for advisors who are absent.
- Hires, trains, evaluates and supervises work-study students. Provides ongoing mentoring regarding their knowledge base and customer service skills. Completes bi-weekly payroll records.
- Supervises Clerk III with respect to reception responsibilities. Collaborates with Senior Associate Director in hiring, training, and evaluation. Serves as back-up as needed during absences.
- Supervises the secure opening and closing of the Center; ensures security precautions are followed in the reception area. Serves as a member of the Center's Emergency Procedures Committee; makes recommendations. Monitors security system as needed.
- Oversees the electronic appointment sign-in system, the e-calendar system, and Outlook calendars. Problem-solves as issues arise, communicates with STEAD, Center administrators, and advisors. Orients new advisors to the appointment sign-in system, reception area flow, etc.
- Coordinates reception area-based collection of data for learning outcomes, student satisfaction surveys, etc.
- Oversees traffic studies using data from electronic appointment sign-in system.

- Coordinates with the administrative staff on all intra-unit operations and procedures; participates in Center staff meetings as needed to discuss and consider operational matters and problems and maintain consistency and coordination of office procedures.
- Maintains effective working relationships with staff, students, faculty, and the public.
- Seeks opportunities to enhance professional knowledge, skills, and abilities with regard to both supervisory and non-supervisory responsibilities.
- Represents the interests of the University and of the Center leadership in the use of resources; strives to promote continual improvement of process and quality. Inspires and motivates others to high performance by exercising strong stewardship of University resources, setting expectations, and measuring success through individual performance evaluations.
- Welcomes diversity among colleagues and students. Works to assure that all employees are respected and treated consistent with University policies in regard to equal employment opportunity and diversity.
- Demonstrates respect for all individuals. Establishes and models collaborative interaction among peers and employees that is characterized by respect, honesty, and service; encourages similar standards and ethics for all unit members; constructively manages conflict.
- Performs other duties as assigned.

**SUPERVISION RECEIVED:** General supervision is received from a Senior Associate Director of the Academic Advising Center or from other designated officials.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Excellent public contact and customer service skills.
- Ability to communicate effectively with staff, students, and the public.
- Ability to organize and prioritize multiple tasks.
- Ability to follow oral and written instructions and interpret institutional and other policies accurately.
- Knowledge of institutional and unit policies, processes, and forms.
- Ability to make decisions requiring interpretation and judgment.
- Ability to organize work flow and to supervise the work of others.
- Knowledge of and ability to apply the principles of supervision.
- Experience providing functional supervision of clerical employees.
- Skill in operating office equipment.
- Skill in utilizing computer software packages and online systems to develop unit-specific applications.
- Knowledge of grammar, spelling, punctuation, and capitalization.
- Word processing skills.
- Ability to type at least 30 words per minute.
- Ability to gather, analyze, and display data in appropriate format and keep accurate records.

**MINIMUM ELIGIBILITY REQUIREMENTS:** Any combination of progressively responsible related clerical office experience, related undergraduate education, and/or post high school clerical training that is the equivalent to four years of full-time employment and includes one year of supervising clerical office staff.

**TO APPLY:** See requisition #009400 at <http://jobs.uiowa.edu>. Application deadline is October 2, 2009.

The University of Iowa is an Equal Opportunity /Affirmative Action employer. Women and minorities are encouraged to apply.

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