The University of Iowa - Department of Intercollegiate Athletics
Job Description

Director of Operations - Track and Field/Cross Country

University Classification & Job Code: Athletics Administrative Professional PSA1 – 4A
Job Function: Athletics
Job Family: Athletics Administrative Professional
Position #: 00269237
Administrative Supervisor: Joey Woody, Director of Track and Field/Cross Country
% Time: 100
FLSA Status: Exempt
P&S Status: At-Will
Salary Range: $44,429 - $47,500

Job Family Purpose Statement
Develop a model athletics program through the provision of leadership and vision consistent with Athletics' mission, values and commitments. Must have in-depth knowledge of relevant athletics area, such as: the assigned sport; recruiting atmosphere and NCAA rules associated with assigned sport; sports camps and clinics; sport and championship event management; background in coaching or understanding of what it takes to be an effective and successful coach and to develop a championship team/program.

POSITION SPECIFIC SUMMARY

The Director of Track and Field/Cross Country Operations will serve as the primary Director of Operations responsible for providing administrative direction and assistance to the Head and Assistant Coaches. Duties to include arranging team travel and meals, assisting with the organization and execution of sports camps and clinics, overseeing student managers, organizing, assisting with on-campus recruiting and other duties as assigned for the daily operations of the men’s and women’s track and field and cross-country programs. Travel and working evenings/weekends as needed is required.

Athletics job expectations include:

- Embraces the Win. Graduate. Do It Right. philosophy of the Department of Intercollegiate Athletics, as stated in the departmental mission and its accompanying values and commitments.
- Commitment to team goals and shared accomplishments. Excellent interpersonal skills and ability to understand group dynamics and drive results.
- Adheres to the rules and regulations of the University, the Big Ten Conference and the NCAA; commits to reporting any Big Ten or NCAA violations involving the University of Iowa to departmental compliance personnel.
- Contributes to the development of an environment for student-athletes that is healthy, safe, equitable, and culturally diverse. Establishes a positive relationship with student-athletes, founded on fairness, openness, honesty, and leadership opportunity.
Manages resources and petitions for change in a way that minimizes gender bias and maximizes compliance with federal and state laws regarding gender equity. Acts as an advocate for any student-athlete, employee, or program that experiences unjustified inequity.

Contributes to the recruitment of a diverse population of student-athletes and employees. Promotes a welcoming climate that enhances the overall experience for all members of the Athletics Department.

**KEY AREAS OF RESPONSIBILITIES AND SPECIFIC JOB DUTIES AND TASKS**

**Administration**

| Responsible for the administration of area/unit. Develop unit goals and direct efforts to achieve desired outcomes. Conduct and/or delegate administrative duties, as assigned (e.g., manage budget, scheduling, outreach, travel, camps, public relations). Collaborate with the other Director of Operations. | Coordinate and assist in daily operations, including telephone calls and correspondence for departmental business, fans and boosters, and alumni. In coordination with Anthony Travel, manage travel arrangements for all non-XC team events. This will entail research and negotiation of team hotels, charter aircraft and buses, group meals, and other travel-related services needed by the Track and Field program. May assist with XC as needed. Serve as travel coordinator for away trips (excluding XC) managing budget/expense reports, travel binder, pre-travel estimates and itineraries as well as per diem for student-athletes. Coordinate equipment and apparel orders with equipment staff. Develop PO/purchases for supplies and equipment; Maintain inventory; Coordinate gear/shoe distributions with Equipment manager; Oversee Team/Individual Ring processes and Nike Apparel. Collaborate with event and equipment staff on requirements and expectations for practices and competition. In partnership with event management staff, coordinate logistics for visiting teams and officials. Serve as liaison with Facility staff and assist with facility and equipment management. Coordinate the catering and team meal arrangements for both home and away events (excluding XC). Develop and coordinate public service activities, arranging dates, times, and transportation through collaboration with the other Assistant Coach/Operations Assistant. Assist in scheduling home and away competitions (excluding XC). Assist with preparation of team handbooks each season. Assist with the on-campus recruitment of prospects including but not limited to: Official/Unofficial Visit Coordination |
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<th>Responsibilities</th>
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<tr>
<td>• Recruiting/Front Rush database</td>
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<tr>
<td>• All recruiting correspondence</td>
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<td>• Book w/ Anthony Travel</td>
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<tr>
<td>• Hotel reservations</td>
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<td>• Plan meals or reservations</td>
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<td>• Student Host money</td>
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<td>• Plan Entertainment</td>
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<td>• Plan Junior Day event including invitations/reserving rooms/buses/speakers/etc.</td>
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<td>• Assist in the editing and distribution of instructional video.</td>
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<td>• Coordinate all logistics concerning camps and clinics including but not limited to:</td>
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<td>• Direct &amp; organize camps/clinics</td>
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<td>• Submitting camp worker lists to Athletics HR and Camp Dir.</td>
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<td>• Meals/Rental/Housing</td>
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<td>• Expense reports</td>
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<td>• Background checks</td>
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<tr>
<td>• Insurance</td>
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<td>• Contracts &amp; facility rental</td>
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<td>• Camp T-shirts/Merchandise</td>
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<tr>
<td>• Serve as liaison with Event Management on all home Track and Field event activities (excluding XC):</td>
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<td>a. Assist staff with the preparation of visiting team information packets;</td>
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<td>b. Serve as the primary contact for visiting teams.</td>
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<td>• Oversee (with Head Coach and Operations Assistant) the development of an annual sports team community service program; seek pre-approval per NCAA rules and departmental policy; provide leadership and oversight in the implementation.</td>
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<tr>
<td>• Assist with maintaining internal displays and/or trophy cases and upkeep of locker room. Assist the Director of the Hall of Fame in maintaining the University’s women’s track and field/cross country memorabilia.</td>
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</table>
### Operate within NCAA, Big Ten and University policies and procedures.
Monitor unit/sport compliance with rules and regulations.
Develop policies and procedures as necessary.
Collaborate with the other Director of Operations.

### Work closely with Athletics Compliance Office on issues related to:
- Eligibility; Incoming Freshmen Communication;
- CARA logs; Managers; Teamworks; Time Management Plans;
- Student Athlete event planner; Occasional meals, etc.

### Promote an atmosphere of compliance; provide leadership to assure desired outcomes are achieved in a compliant way.

### Direct program activities so Athletics policies, procedures, practices and programs are in compliance with federal, state and local legal/regulatory standards, including Big Ten and NCAA.

### As necessary, develop protocols for respective responsibility areas.

### Comply with all NCAA on-campus recruitment rules.

### Off-campus evaluations/contacts are not permitted.

### May not participate in any actions considered to be “coaching” in nature, including conducting sport skill or team practice, game coaching, or feedback situations (e.g., time-out huddles, film analysis). May chart/track statistics or perform other managerial functions.

## Leadership

### Provide input for organizational strategic plan, as needed.

Implement and execute organizational vision and strategic plan within unit(s).

Support and implement the head coach or administrator's vision.

Identify unit/function desired outcomes and ideal structure; determine current and future staffing needs.

Provide direction, assignments, feedback, coaching and counseling to assure outcomes are achieved.

Pursue and promote professional leadership opportunities.

Collaborate with the other Director of Operations.

### Assist the Director/Head Coach in the development of a comprehensive strategic plan to improve the UI Track and Field Program that includes:
- Desired outcomes;
- Specific goals and objectives;
- Strategies/action items; and
- Metrics.

### Develop and execute an annual marketing plan, in collaboration with Sports Marketing.

### Develop and execute a public relations plan, including newsletters, alumni functions, and outreach efforts.

### Actively promote the sport of track and field/cross country.

## Human Resources
May hire, develop and manage the performance of staff; assure staff are compliant with UI policies and procedures. Initiate training opportunities for staff. Liaison/coordinate with third parties for special event staffing. Collaborate with the other Director of Operations.

- Hire, supervise and coordinate student manager program and assign duties as needed. Develop and implement policies, procedures, and/or work rules for select staff. Maximize engagement and productivity. Manages appropriate employment time records.
- Manages personnel in a manner compliant with University and Athletics policies and procedures.

**Financial Management**

Analyze, monitor and report financial data, information and reports. Assist with or develop, submit, and manage the unit's budget. May oversee and authorize unit/area expenditures. Monitor condition of facilities and equipment associated with unit. Collaborate with the other Director of Operations.

- Monitor sport expenditures and monthly fiscal reports, manage select expenditures.
- Assist with the development of the annual budget.
- Schedule and arrange for payment of officials for home competitions.
- Reconcile travel upon return, including receipts, expense vouchers, and procurement cards.
- Coordinate the submission of recruiting expense reports.
- Work with Director of Facilities, coordinating the use and upkeep of sport-related facilities and visiting team needs.

**Universal Competencies**

**Collaboration/Positive Impact (Proficiency level: Working)**

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.

- 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.
# Diversity, Equity and Inclusion (Proficiency level: Working)

| Ability to work with a variety of individuals and groups in a constructive and respectful manner while appreciating the unique contribution of an inclusive workforce that brings together the talents of people across multiple identities, including: race, creed, color, religion, national origins, age, sex, pregnancy, disability, veteran or military status, sexual orientation, gender identity, or associational preferences. | • Maintains productive work relationships while considering multiple perspectives.  
• Demonstrates awareness of one’s own and others’ social identities (e.g. race, gender, disability status, religion, etc.) and their relevance in the workplace.  
• Resolves cross-cultural conflicts effectively.  
• Articulates the unit’s commitment to diversity, equity and inclusion and the reasons for its importance.  
• Engages in personal and professional development on issues related to diversity, equity and inclusion. |

# Service Excellence/Customer Focus (Proficiency level: Working)

| 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. | • 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. |

# Technical Competencies

## Operational Functions (Proficiency level: Working)

| Knowledge of major functional processes and associated operating requirements; ability to apply this knowledge appropriately to diverse situations. | • Carries out assigned responsibilities that contribute to dept's function within the organization.  
• Seeks guidance when assigned goals seem in conflict with other departments or overall strategy.  
• Works with awareness of own department key operating issues and its key players.  
• Is open to guidance regarding impact of own department work on other units in organization.  
• Seeks advice regarding relevant regulatory and reporting environments. |
Performance Management (Proficiency level: Working)

| Ability to apply organization’s performance management system, practices, and tools to developing and improving individual, team, and organizational performance. | • Makes sure performance goals, checkpoints, and feedback focus on behaviors.  
• Uses formal and informal rewards and recognition programs for employees.  
• Identifies opportunities to enhance performance, e.g., practice assignments, training, shadowing.  
• Provides documented input to formal performance review conducted by manager.  
• Observes individual performance and provides fair and objective feedback. |

Planning: Tactical, Strategic (Proficiency level: Extensive)

| Ability to contribute to operational (short term), tactical (1-2 years) and strategic (3-5 years) planning in support of the overall business plan. | • 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. |

Standard Operating Procedures (SOP) (Proficiency level: Working)

| Knowledge of and ability to design, implement and evaluate standard operating procedures affecting daily and strategic business operations in order to increase operational efficiency. | • Assists in establishing a standard operating procedure based on workflow and environment review.  
• Tracks deviations from and modifications to existing SOPs in business operations.  
• Reviews the efficiency of standard operating procedures in terms of performance improvement.  
• Adjusts SOPs according to changes in organizational and industry procedures.  
• Ensures compliance with industry standards, regulations and policies. |

Relationship Management (Optional) (Proficiency level: Extensive)

| Ability to establish and build health 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 | • 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 |
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be seen as “customers” or receivers of services provided by the University.

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<tr>
<th>Collaborative relationship.</th>
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<td>• Communicates to &quot;customers&quot; regarding expectations of all parties.</td>
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<td>• Empowers others to establish collaborative, healthy relationships.</td>
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Scheduling Work and Activities (Optional) (Proficiency level: Extensive)

Knowledge of the schedule creation process; ability to develop and maintain a workable schedule to accomplish the overall goals of day-to-day operations.

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<thead>
<tr>
<th>Schedules work and activities.</th>
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<tr>
<td>• Coordinates workloads, within allocated timeframes, for different operations departments.</td>
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<td>• Teaches others how to use scheduling tools and technologies to organize work activities.</td>
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<td>• Evaluates established scheduling policies and processes and updates them.</td>
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<tr>
<td>• Anticipates obstacles, barriers or gaps that would impact the efficiency of work and activities.</td>
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<tr>
<td>• Develops clear, thorough schedules that deal with a variety of situations.</td>
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<td>• Interacts with stakeholders to achieve mutual commitment to deadlines.</td>
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NCAA Ethics and Compliance (Optional) (Proficiency level: Extensive)

Knowledge of practices, behaviors, applicable laws, rules, and regulations governing proper conduct of collegiate sports; ability to demonstrate ethical behavior in diverse situations.

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<thead>
<tr>
<th>NCAA Ethics and Compliance (Optional)</th>
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<tr>
<td>• Deals with a variety of potential ethical conflicts in various sports situations.</td>
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<td>• Participates in investigating, documenting, and addressing allegedly unethical behavior.</td>
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<td>• Monitors and controls specific ethical issues such as appropriate recruiting, gifts, equipment and apparel use, etc.</td>
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<tr>
<td>• Resolves legal and operational consequences of a breach of ethics.</td>
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<tr>
<td>• Uses local, state, and federal legislation and guidelines for managing conduct.</td>
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<td>• Applies policies and procedures designed to ensure compliance with ethical code.</td>
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Proficiency Levels are defined as:

**Basic Knowledge**: Uses basic understanding of the field to perform job duties; may need some guidance on job duties; applies learning to recommend options to address unusual situations.

**Working Experience**: Successfully completes diverse tasks of the job; applies and enhances knowledge and skill in both usual and unusual issues; needs minimal guidance in addressing unusual situations.

**Extensive Experience**: Performs without assistance; recognized as a resource to others; able to translate complex nuances to others; able to improve processes; focus on broad issues.
Expert/Leader: Seen as an expert and/or leader; guides, troubleshoots; has strategic focus; applies knowledge and skill across or in leading multiple projects/orgs; demonstrates knowledge of trends in field; leads in developing new processes.

POLICY EXPECTATIONS

As part of performing the key areas of responsibility and competencies 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 Operations Manual and UI Work Rules.

POSITION QUALIFICATIONS

Required Qualifications:

• Bachelor’s degree (or international equivalent) or equivalent combination of education and experience;
• Minimum of one year of related administrative work experience in an intercollegiate athletics program, organizing and managing complex functions;
• Excellent administrative and organizational skills with ability to prioritize time-sensitive tasks and projects according to deadlines;
• Working knowledge and ability to:
  o Utilize basic office productivity software and online database systems (please specify);
  o Demonstrate excellent written and verbal communication skills interacting with vendors, travel agencies, event managers, and customers/donors/fans;
  o Work constructively and collaboratively in a diverse environment, demonstrating strong interpersonal skills and ability to build trusting relationships;
  o Work effectively in a highly regulated team environment.
• A valid U.S. driving license and the ability to meet and maintain University of Iowa Driving Policy standards.

Desired Qualifications:

• Collegiate experience as a Track and Field Coach and/or Athlete and/or basic knowledge of Track and Field Programs;
• Basic knowledge and understanding of the professionalism and intensity necessary to successfully contribute to a Division I athletics program;
• Experience with event management and/or coordination;
• Working knowledge and ability to:
  o Serve as the liaison to external relations, social media terms and other Athletics units;
  o Utilize web and mobile team communication application such as Teamworks (please specify).