The University of Iowa - Department of Intercollegiate Athletics
Job Description

Director of Soccer Operations
Vacant

University Classification & Job Code: Athletics Administrative Professional – PSA1 4A
Job Function: Athletics
Job Family: Athletics Administrative Professional
Position #: 00248165
Administrative Supervisor: David Dianni, Head Soccer Coach
% Time: 100%
FLSA Status: Exempt
Salary Range: $44,429-$45,000

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 Operations for Soccer is responsible for providing administrative direction and assistance to the University of Iowa soccer program, as well as assisting in the daily operations of the program.

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.
The University of Iowa Department of Intercollegiate Athletics  
Job Description: Director of Soccer Operations

KEY AREAS OF RESPONSIBILITIES AND SPECIFIC JOB DUTIES & TASKS

<table>
<thead>
<tr>
<th>Administration</th>
<th>Regulations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsible for the administration of area/unit.</td>
<td>Operate within NCAA, Big Ten and University policies and procedures.</td>
</tr>
<tr>
<td>Develop unit goals and direct efforts to achieve desired outcomes.</td>
<td>Monitor unit/sport compliance with rules and regulations.</td>
</tr>
<tr>
<td>Conduct and/or delegate administrative duties, as assigned (e.g., manage budget, scheduling, outreach, travel, camps, public relations and on-campus recruiting).</td>
<td>Develop policies and procedures as necessary.</td>
</tr>
<tr>
<td>• Coordinate team travel, (i.e. hotel rooms, meals, bus and airline reservations).</td>
<td>• Perform duties in accordance with University expectations, policies and procedures.</td>
</tr>
<tr>
<td>• Coordinate logistics concerning camps and clinics run by the Iowa Soccer staff and players.</td>
<td>• Promote an atmosphere of compliance; provide leadership to assure desired outcomes are achieved in a compliant way.</td>
</tr>
<tr>
<td>• Work with Compliance and sport staff in the management of the soccer student manager program</td>
<td>• Direct program activities so Athletics policies, procedures, practices and programs are in compliance with federal,</td>
</tr>
<tr>
<td>• Organize and manage the video analysis system, charts and scoreboard on a daily basis for practice.</td>
<td></td>
</tr>
<tr>
<td>• Assist coaching staff and equipment manager with equipment and apparel orders and inventory.</td>
<td></td>
</tr>
<tr>
<td>• Assist coaching staff with on-campus recruitment of prospects, as needed.</td>
<td></td>
</tr>
<tr>
<td>• Assist coaching staff with organization of daily practice.</td>
<td></td>
</tr>
<tr>
<td>• Work with administration to assist with the assignment of earned annual participation and special team awards.</td>
<td></td>
</tr>
<tr>
<td>• Work with Director of Facilities and Event Management to coordinate home event needs and visiting team practices.</td>
<td></td>
</tr>
<tr>
<td>• Organize Alumni events and communicate monthly to build relationships.</td>
<td></td>
</tr>
<tr>
<td>• Design, organize and execute a senior recognition and/or annual end-of-year banquet, in collaboration with the Head Coach.</td>
<td></td>
</tr>
<tr>
<td>• At the direction of the head coach, organize and operate sports camps and clinics.</td>
<td></td>
</tr>
<tr>
<td>• Assist in day-to-day camp operations, including the arranging of facilities, managing camp/clinic personnel, managing the camp store and monitoring the paying of camp expenses.</td>
<td></td>
</tr>
<tr>
<td>• Other duties as assigned.</td>
<td></td>
</tr>
</tbody>
</table>

Regulations

- Operate within NCAA, Big Ten and University policies and procedures.
- Monitor unit/sport compliance with rules and regulations.
- Develop policies and procedures as necessary.
- Perform duties in accordance with University expectations, policies and procedures.
- 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,
| The University of Iowa Department of Intercollegiate Athletics  
<table>
<thead>
<tr>
<th>Job Description: Director of Soccer Operations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Leadership</strong></td>
</tr>
<tr>
<td>Provide input for organizational strategic plan, as needed.</td>
</tr>
<tr>
<td>Implement and execute organizational vision and strategic plan within unit(s).</td>
</tr>
<tr>
<td>Support and implement the head coach or administrator's vision.</td>
</tr>
<tr>
<td>Identify unit/function desired outcomes and ideal structure; determine current and future staffing needs.</td>
</tr>
<tr>
<td>Provide direction, assignments, feedback mentoring, training to staff, interns, graduate assistants, student athletes and volunteers to assure outcomes are achieved.</td>
</tr>
<tr>
<td>Pursue and promote professional leadership opportunities.</td>
</tr>
<tr>
<td><strong>Human Resources</strong></td>
</tr>
<tr>
<td>May hire, develop and manage the performance of staff; assure staff are compliant with UI policies and procedures.</td>
</tr>
<tr>
<td>Oversee sport’s student managers, assign duties and train, as needed and in accordance with University expectations.</td>
</tr>
<tr>
<td>Assist with hiring and supervising of all sports camp</td>
</tr>
</tbody>
</table>

- **Comply with all NCAA rules and regulations, with special focus on on-campus recruitment rules.**
  - Recruitment-related phone calls and 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.
- As necessary, develop protocols for respective responsibility areas.
- Manage the student-athlete CARA report process and serve as liaison with compliance personnel.
### Financial Management

<table>
<thead>
<tr>
<th>Task</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initiate training opportunities for staff.</td>
<td>Monitor sport expenditures and monthly fiscal reports, manage select expenditures.</td>
</tr>
<tr>
<td>Liaison/coordinate with third parties for special event staffing.</td>
<td>Assist with the development of the annual budget.</td>
</tr>
<tr>
<td>• Assist with the hiring of guest clinicians for coaching clinics.</td>
<td>• Reconcile travel upon return, including receipts, expense vouchers, and procurement cards.</td>
</tr>
<tr>
<td>• Manages personnel in a manner compliant with University and Athletics policies and procedures.</td>
<td>• Coordinate the submission of recruiting expense reports.</td>
</tr>
<tr>
<td>• Monitor condition of facilities and equipment associated with unit.</td>
<td>• Monitor condition of equipment and decision making for new orders.</td>
</tr>
</tbody>
</table>

### UNIVERSAL COMPETENCIES

#### Collaboration/Positive Impact (Proficiency Level: Working)

<table>
<thead>
<tr>
<th>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.</th>
<th>Shares appropriate information/feedback openly, professionally and respectfully.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Models open, respectful, accepting, and supportive behaviors with team members.</td>
<td>• Maintains productive work relationships while considering multiple perspectives and using effective conflict resolution practices.</td>
</tr>
<tr>
<td>• Maintains productive work relationships while considering multiple perspectives.</td>
<td>• Aligns expectations for self and team to achieve work objectives and overcome obstacles.</td>
</tr>
</tbody>
</table>

#### Diversity, Equity and Inclusion (Proficiency Level: Working)

<table>
<thead>
<tr>
<th>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.</th>
<th>Maintains productive work relationships while considering multiple perspectives.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Demonstrates awareness of one’s own and others’ social identities (e.g. race, gender, disability status, religion, etc.) and their relevance in the workplace.</td>
<td>• Demonstrates awareness of one’s own and others’ social identities (e.g. race, gender, disability status, religion, etc.) and their relevance in the workplace.</td>
</tr>
<tr>
<td>• Resolves cross-cultural conflicts effectively.</td>
<td>• Resolves cross-cultural conflicts effectively.</td>
</tr>
<tr>
<td>• Articulates the unit’s commitment to diversity, equity and inclusion and the reasons for its importance.</td>
<td>• Articulates the unit’s commitment to diversity, equity and inclusion and the reasons for its importance.</td>
</tr>
<tr>
<td>• Engages in personal and professional development on issues related to diversity, equity and inclusion.</td>
<td>• Engages in personal and professional development on issues related to diversity, equity and inclusion.</td>
</tr>
</tbody>
</table>
### 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 Function (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 dept's key operating issues and its key players.  
• Is open to guidance regarding impact of own dept's 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. |

Budgeting (Proficiency Level: Working)

| Knowledge of, and ability to apply, policies and practices for planning and administering a budget. | • 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. |

Desktop Tools (Proficiency level: Working)

| Knowledge of and ability to use office support tools available on the desktop (e.g., word processing, e-mail, presentation software and spreadsheets). | • Works with all basic office support products.  
• Reviews existing standards and procedures.  
• Examines the benefits and relative strengths of tools for a specific application.  
• Participates in some advanced functions of at least one product.  
• Performs first-level problem-resolution tasks. |

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 be seen as "customers" or receivers of services provided by the University. | • 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. |

Scheduling Work and Activities (Optional) (Proficiency level: Extensive)

| Knowledge of the schedule creation process; ability to | • Coordinates workloads, within allocated timeframes, for different operations departments. |
The University of Iowa Department of Intercollegiate Athletics  
Job Description: Director of Soccer Operations

| develop and maintain a workable schedule to accomplish the overall goals of day-to-day operations. | • Teaches others how to use scheduling tools and technologies to organize work activities.  
• Evaluates established scheduling policies and processes and updates them.  
• Anticipates obstacles, barriers or gaps that would impact the efficiency of work and activities.  
• Develops clear, thorough schedules that deal with a variety of situations.  
• Interacts with stakeholders to achieve mutual commitment to deadlines. |
|---|---|

**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. | • Deals with a variety of potential ethical conflicts in various sports situations.  
• Participates in investigating, documenting, and addressing allegedly unethical behavior.  
• Monitors and controls specific ethical issues such as appropriate recruiting, gifts, equipment and apparel use, etc.  
• Resolves legal and operational consequences of a breach of ethics.  
• Uses local, state, and federal legislation and guidelines for managing conduct.  
• Applies policies and procedures designed to ensure compliance with ethical code. |

**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**.
The University of Iowa Department of Intercollegiate Athletics
Job Description: Director of Soccer Operations

POSITION QUALIFICATIONS

Required Qualifications:

- Bachelor’s degree (or international equivalent) or equivalent combination of education and experience is required
- Minimum of one year of administrative work experience, organizing and managing complex functions and/or a combination of experience as an intercollegiate athlete and Graduate Assistant coach in a DI athletics environment;
- Excellent administrative and organizational skills with ability to prioritize time-sensitive tasks and projects according to deadlines.
- Excellent written and verbal communication skills.
- Ability to travel and frequently work in the evenings, on weekends and holidays;
- Working knowledge and ability to:
  - Utilize basic office productivity software and online database systems (please specify)
  - Demonstrate excellent written and verbal communication skills interacting with vendors, travel agencies, event managers, and customers/donors/fans.
  - Work constructively and collaboratively in a diverse environment, demonstrating strong interpersonal skills and ability to build trusting relationships.
  - 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 Coach and/or Athlete and/or basic knowledge of intercollegiate athletics 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:
  - Serve as the liaison to external relations, social media terms and other Athletics units;
  - Utilize web and mobile team communication application such as Teamworks (please specify).