

The University of Iowa - Department of Intercollegiate Athletics

Job Description

Vacant

Academic Coordinator – Student-Athlete Academic Services

University Classification & Job Code: Educational Support Services Specialist – PCE2 – 4A

Job Function: Academic Support

Job Family: Educational Support Services

Position #: 00001766

Administrative Supervisor: Mel Sanders, Director of Athletics Advising and Eligibility

% Time: 100%

FLSA Status: Exempt

P&S Status: Probationary

Salary Range: \$44,429 - \$48,000

Job Family Purpose Statement

Provide programs and services to a defined group of prospective, current and/or former students to enhance and support the students' educational experience and assure their success. Foster a sense of community and engagement by providing programs, services and individual student contact. Strengthen the student experience to enhance recruitment, academic excellence and post-graduation careers. Most programs and services are for current or prospective U of I students but some may include former students.

POSITION SPECIFIC SUMMARY

The Academic Coordinator is responsible for managing a caseload of student-athletes in designated sports; communicating with athletics department personnel about student-athlete progress toward degree and eligibility; working collaboratively with university offices that support the educational experience and career preparation of students and compiling and analyzing statistical data on select student-athlete populations;

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.

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- 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

Enhance and Support Student Educational Experiences and Increase Retention. Foster a Sense of Community and Engagement for Students

<p>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.</p> <p>Monitor the academic, career and personal goals/needs of a student and provide individual guidance and assistance.</p> <p>Discern students' needs and arrange for accommodations and services as appropriate.</p> <p>Manage a case load of retention students.</p> <p>Compile and prepare reports based on unit goals and make recommendations to the unit.</p>	<ul style="list-style-type: none">• Counsel student-athletes on academic, personal and career needs.• Monitor student-athlete academic progression toward a degree as mandated by Big Ten and NCAA.• Monitor student-athlete educational plans of study based upon major requirements.• Collaborate with retention and tutoring staff to develop weekly academic plans for student-athletes in the retention program.• Meet monthly with sport programs to provide advising and departmental updates.• Obtain and present updated academic information on student-athletes' progression.• Advise student-athletes and coaches about University academic standards and policies.• Compile and monitor student-athlete grade information.<ul style="list-style-type: none">○ Engage in professional development opportunities that help support individual as well as departmental goals.
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Establish and Maintain Relationships with Partners to Provide Educational Support Services. Partners Include on-campus Units and External Agencies (Local, State, National and International)

<p>Plan, organize and coordinate projects and events with partners to meet program goals.</p> <p>Coordinate communication with partners.</p> <p>Collaborate with partners to maximize resources and connections.</p>	<ul style="list-style-type: none">• Assists with the development and delivery of other educational programs to student-athletes and sports teams.• Work collaboratively with campus academic advising units.• Work with student-athletes' University assigned advisors to ensure that all institutional and academic requirements are being met.• Ensure effective communication between the academic services office and coaches/administrators.• Meet with prospective student-athletes and their parents during official visits.
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Administrative (HR, Budget), Supervision and Training

<p>May develop and manage a budget within specified guidelines.</p> <p>May provide direction, training, assignments, feedback, coaching and counseling to assure outcomes are achieved</p>	<ul style="list-style-type: none"> • Occasionally provide oversight to part-time front desk staff and tutorial staff. • Participates in professional development and continuing education activities. • Contribute to the overall improvement of the Academic Services office by bringing forth innovative ideas and concepts. • Performs other duties and responsibilities as assigned.
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UNIVERSAL COMPETENCIES

Collaboration/Positive Impact (Proficiency level: Working)

<p>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.</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.
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Welcoming and respectful environment (Proficiency level: Working)

<p>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</p>	<ul style="list-style-type: none"> • Maintains productive work relationships while considering multiple perspectives. • Resolves cross-cultural conflicts effectively. • Understands and describes the unit’s commitment to creating a workplace environment where people of all backgrounds and perspectives feel welcomed and appreciated, and the reasons for its importance. • Contributes to a welcoming and respectful workplace environment as described above.
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identity, or associational preferences.	
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Service Excellence/Customer Focus (Proficiency level: Working)

<p>Ability to meet or exceed customer service needs and expectations and provide excellent service in a direct or indirect manner.</p> <p>Ability to effectively transmit and interpret information through appropriate communication with internal and external customers.</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.
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TECHNICAL COMPETENCIES

Decision Making and Critical Thinking (Proficiency level: Working)

<p>Understanding of the issues related to the decision-making process; ability to analyze situations fully and accurately, and reach productive decisions.</p>	<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.
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Relationship Management (Proficiency level: Working)

<p>Ability to establish and build healthy working relations 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.</p>	<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.
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Resource Management (Proficiency level: Working)

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<p>Plans, mobilizes and distributes resources to fulfill business objectives and plans.</p>	<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.
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Specific Function (Proficiency level: Working)

<p>Knowledge of the major responsibilities, accountabilities, and organization of a specific business function or area of specialization.</p>	<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).
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Academic Assessment (Proficiency level: Working)

<p>Knowledge of academic assessment methods and activities; ability to assess research and instructional programs and review students' learning outcomes to ensure achievement of academic objectives and strategies.</p>	<ul style="list-style-type: none">• Assists in implementing assessment programs to review students' learning outcomes.• Selects appropriate assessment forms and indicators for a specific academic assessment program.• Follows established assessment procedures to examine the quality of instructional and research programs.• Analyzes problems in teaching and learning based on existing assessment records.• Delivers academic assessment reports detailing student learning outcomes.
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Academic Counseling (Proficiency level: Working)

<p>Knowledge of course arrangement and academic planning; ability to provide counseling to assist students in course selection, study skills and career development plans for academic and personal success.</p>	<ul style="list-style-type: none">• Advises students on course selection and academic skill development.• Assesses a student's prior education and skill capacity within a selected academic area.• Arranges counseling sessions based on a student's requests or requirements.
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	<ul style="list-style-type: none">• Utilizes appropriate technologies (e.g. email/phone) to communicate with students on their academic progress.• Offers suggestions for selecting appropriate post-college plans, connecting students to their educational and career goals.
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Academic Support System Administration (Proficiency level: Working)

<p>Knowledge of the operation and application of computer-based academic support systems; ability to coordinate and support academic activities through an academic support system.</p>	<ul style="list-style-type: none">• Administrates an academic support system to coordinate and support academic activities.• Applies appropriate computer-based technologies to address, advise on and resolve students' academic problems.• Monitors the operational conditions of an academic support system to ensure the implementation of academic support activities.• Analyzes factors that influence the success or failure of computer-assisted academic support.• Assesses the usability and acceptability of an academic support system according to the institution's academic requirements.
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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.

POSITION QUALIFICATIONS:

Required Qualifications:

- Bachelor's degree required in Higher Education, Student Affairs, Student Support Services, Academic Advising or other related fields or equivalent combination of education and experience;
- 1 year of work experience in an athletics student services operation or similar;

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- Proficient in general office software applications, such as Microsoft Office, and online database management systems.
- Excellent oral and written communication skills;
- Professional experience working effectively with individuals from a variety of backgrounds and perspectives, demonstrating strong interpersonal skills and ability to build trusting relationships;
- Working knowledge of and ability to:
 - Utilize basic office support software (word processing, email, presentation software and spreadsheets)
 - Operate effectively within a highly regulated team environment.

Desired Qualifications:

- Master's Degree;
- One to three years' experience within an athletics student services operation;
- Basic knowledge and understanding of the professionalism and intensity necessary to successfully contribute to a Division I athletics program;
- Experience working with student-athletes in an advisory, learning assistant, or student organization capacity;
- Experience evaluating initial and continuing athletics eligibility.