

The University of Iowa - Department of Intercollegiate Athletics
Job Description

Assistant Director for Event Management and Administration

University Classification & Job Code: Athletics Professional – PSA1 4A

Job Function: Athletics

Job Family: Athletics Administrative Professional

P&S Status: Career

FLSA Status: Exempt

% Time: 100%

Position #: 00229507

Administrative Supervisor: Josh Berka, Assistant Athletics Director, Event Management & Sports Camps

Salary Range: \$46,450 to \$50,500

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 and CSC 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 Assistant Director of Event Management & Administration plays a pivotal role in delivering exceptional athletic experiences at the University of Iowa. The position is responsible for planning, coordination, and execution of event operations for Volleyball, Women's Wrestling, Tennis, and Men's and Women's Golf. In addition, the role oversees customer service initiatives for football gameday operations, ensuring a welcoming and efficient environment for fans and stakeholders.

The position also serves as the primary liaison with the Fan's First class in the Sport & Recreation Department, fostering collaborative engagement between the College of Liberal Arts and Sciences. The Assistant Director also provides critical administrative support to executive leadership, including management of parking logistics, facilitation of the Student-Athlete Code of Conduct processes, and other departmental functions that uphold the integrity and operational excellence of Iowa Athletics.

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, the College Sports Commission (CSC) and the NCAA; commits to reporting any Big Ten, CSC or NCAA violations involving the University of Iowa to departmental compliance personnel.

The University of Iowa Department of Intercollegiate Athletics

Job Description: Asst Dir, Event Management and Administration

- Contributes to the development of an environment for student-athletes that is healthy, safe, equitable, and respectful. Establishes a positive relationship with student-athletes, founded on fairness, openness, honesty, and leadership opportunity.
- 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 scheduling, outreach, travel, camps, public relations and on-campus recruiting).	<ul style="list-style-type: none">• Assist with all event management operations and the coordination/scheduling necessary for conducting regular season home events, as well as championship and special activities.• As assigned, lead coordination of event management activities and meetings for select sport(s), championships and special events, including but not limited to overseeing preseason and postseason sport operations meetings, performing event manager functions for select sport(s), and overseeing the management of postseason championships• Nurture and support relationship with third-party event staffing/security vendor.• Work with other departments (internal units and external departments) to develop team manuals for visiting teams.• Provide direct administrative support to assigned executives and staff members:<ul style="list-style-type: none">○ Executive Senior Associate AD for Operations & Event Management○ Event Management Staff○ UI Athletics Administration• Collaborate with the Executive Senior Associate AD for Event Management in coordinating & managing parking issues for staff, team travel, student-athletes, etc.• Assists in ordering, receiving and distributing game-day credentials and parking passes for working staff members for athletics events.• Serve as first point of customer contact for the Athletics Administrative Office suite and collaborate with other Athletics Administration staff to, among other things, coordinate meetings with external constituents and resolve issues and meet the needs of visitors and guests.
---	---

The University of Iowa Department of Intercollegiate Athletics
Job Description: Asst Dir, Event Management and Administration

	<ul style="list-style-type: none"> • Work collaboratively with the Parking & Transportation unit to support parking needs for staff and student-athletes, including overseeing parking for student-athletes when they travel for competitions. • Manage information and organizes relevant data in Event Management shared drive. • Initiate, review and edit correspondence and visiting team information. • Update department intranet for Event Management and weekly calendar using website development software. • Serve as first point of contact and expert resource regarding home athletics events and responding to complaint calls about incidents at athletics events. Resolve majority of calls without follow-up from the Executive Senior Associate Athletics Director. • Prepare and disseminate correspondence for: <ul style="list-style-type: none"> ◦ Visiting teams ◦ Contracts for officiating crews for non-conference crews for men's and women's tennis, all crews for gymnastics, and rowing ◦ Unruly patrons at home football games outlining consequences of their actions
--	--

Human Resources (HR)

<p>May hire, develop and manage the performance of staff; assure staff are compliant with UI policies and procedures.</p> <p>Initiate training opportunities for staff.</p> <p>Liaison/coordinate with third parties for special event staffing.</p>	<ul style="list-style-type: none"> • Provide functional and/or administrative supervision for between 5 and 8 temporary employees and interns in the Event Management unit. • Assist in the selection and development of event management staff, interns and student staff to work in the event management area.
--	--

Financial Management

<p>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.</p>	<ul style="list-style-type: none"> • Monitor event management budget for assigned sports. • Collaborate with Executive Senior Associate Athletics Director for Event Management to determine budgets for the various home athletics events by reviewing on-line GLDSS reports and projecting expenses. • Assist with budget submission and reconciliation for Big Ten and NCAA championships hosted by the University of Iowa. • Regularly review cash handling compliance. • Maintain inventory and order supplies for general office use and for use at athletics events held on campus
---	--

The University of Iowa Department of Intercollegiate Athletics
Job Description: Asst Dir, Event Management and Administration

	using E-Buy, PReq and interdepartmental requisition systems in conjunction with shared services representatives. (Includes ordering departmental stationery and envelope supplies used by entire department.)
--	---

Regulations

Operate within NCAA, CSC, Big Ten and University policies and procedures. Monitor unit/sport compliance with rules and regulations.	<ul style="list-style-type: none"> • Contribute to regular interdepartmental meetings related to planning and management of home events. • Provide feedback to Executive Senior Associate Athletics Director for Event Management and other administrators regarding event planning for future athletic events (e.g. Big Ten, CSC and NCAA championships). • Provide feedback on staffing of Event Management unit and work assignments; send meeting requests and reminders to internal and external divisions. • Provides input, recommendations and alternatives on a daily basis in Event Management unit.
---	--

Leadership

Implement and execute organizational vision and strategic plan within unit(s). Support and implement the head coach or administrator's vision. Provide direction, assignments, feedback mentoring, training to interns, graduate assistants and student athletes to assure outcomes are achieved. Pursue and promote professional leadership opportunities.	<ul style="list-style-type: none"> • As a member of the event management unit, attend all meetings and provide leadership on areas assigned. • In the process of performing assigned duties, evaluate current policies, procedures and initiatives; identify challenges and propose solutions. • Assist with the coordination of operations and activities necessary for conducting regular season and championship events. • Foster and cultivate relationships with other departmental units and University entities. • Assist in the training of staff, interns, and student workers.
---	---

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.	<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.
---	---

The University of Iowa Department of Intercollegiate Athletics
Job Description: Asst Dir, Event Management and Administration

--	--

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.</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.
---	--

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
---	---

TECHNICAL COMPETENCIES

Budgeting (Proficiency Level: Basic)

<p>Knowledge of, and ability to apply, policies and practices for planning and administering a budget.</p>	<ul style="list-style-type: none"> • Explains the various purposes and uses of budgets. • Summarizes the budgeting process cycle, necessary inputs and reporting requirements. • Lists essential elements of a budget. • Describes major budget items in own organization in general terms.
--	---

Human Resources Policies, Strategies and Environment (Proficiency Level: Basic)

<p>Knowledge of major responsibilities, accountabilities, and organization of the Human Resources (HR) function or department; ability to use and effectively administrate the</p>	<ul style="list-style-type: none"> • Identifies the features of HR policies, strategies and environment. • Clarifies which HR component would address a given employee issue. • Explains typical examples of proper and improper behavior in HR policy compliance. • Gathers information for HR management and development from various sources.
--	--

The University of Iowa Department of Intercollegiate Athletics
Job Description: Asst Dir, Event Management and Administration

organization's HR policies, strategies and environment.	
---	--

Office Administration (Proficiency Level: Extensive)

Ability to carry out ongoing office administration tasks effectively and efficiently in support of local and remote teams.	<ul style="list-style-type: none"> • Performs all aspects of administrative support for a location or a department. • Manages current equipment service agreements and support services. • Processes and documents requirements for equipment or staff requisitions. • Develops and maintains physical and electronic filing systems. • Coordinates preparation and distribution of standard reports (e.g. status or activity). • Documents administrative process flow to and from other functions and departments.
--	--

Operational Functions (Proficiency Level: Working)

Knowledge of major functional processes and associated operating requirements; ability to apply this knowledge appropriately to diverse situations.	<ul style="list-style-type: none"> • 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 re impact of own dept's work on other units in organization. • Seeks advice re relevant regulatory and reporting environments.
---	---

Planning: Tactical, Strategic (Proficiency Level: Basic)

Ability to contribute to operational (short term), tactical (1-2 years) and strategic (3-5 years) planning in support of the overall business plan.	<ul style="list-style-type: none"> • Defines concepts of short-term and long-term planning. • Compares tactical to strategic planning. • Explains tactical plan for own area. • Describes the planning process and planning cycle used in own area.
---	---

Communicating for Effective Relationships (Proficiency Level: Basic)

Knowledge and application of the communication techniques and relationship building skills that develop the ability to work with a variety of individuals and	<ul style="list-style-type: none"> • Demonstrates examples of good listening, communication and interpersonal skills. • Communicates well with others by adapting communication style for the intended audience and situation. • Listens to and delivers feedback without defensiveness or offending the recipient. • States the basic steps to develop good working relationships.
---	---

The University of Iowa Department of Intercollegiate Athletics
Job Description: Asst Dir, Event Management and Administration

groups in a constructive and collaborative manner.	
--	--

Desktop Tools (Proficiency Level: +Extensive)

Knowledge of and ability to use office support tools available on the desktop (e.g., word processing, e-mail, presentation software and spreadsheets).	<ul style="list-style-type: none"> • Demonstrates proficiency with using all basic office support software. • Explains advanced features and functions of all key products. • Determines which office products can interact and how to share data. • Diagnoses common software problems and works on the resolution. • Consults others on the use and interconnectivity of the tools. • Participates in evaluation of new office support tools.
--	---

Decision Making and Critical Thinking (Proficiency Level: Working)

Understanding of the issues related to the decision-making process; ability to analyze situations fully and accurately, and reach productive decisions.	<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.
---	---

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

The University of Iowa Department of Intercollegiate Athletics

Job Description: Asst Dir, Event Management and Administration

comply with policies governing employee responsibilities and conduct, including those contained in the [University Operations Manual](#) and [Work Rules](#).

POSITION QUALIFICATIONS

Required Qualifications:

- Bachelor's degree or an equivalent combination of education and experience;
- Minimum of one year of experience in an athletics operations role, displaying superior attention to detail, excellent organizational skills and ability to be proactive;
- Experience in event planning, coordination and execution;
- Demonstrated ability to work independently to complete multiple projects and meet deadlines simultaneously;
- Excellent written, verbal and interpersonal communication skills;
- Working knowledge of and ability to demonstrate strong customer service orientation and ability to establish and maintain productive, long-term relationships with staff, vendors, donors and patrons;
- Professional experience working effectively with individuals from a variety of backgrounds and perspectives, demonstrating strong interpersonal skills and ability to build trusting relationships;
- Must be proficient in basic office support software, such as Microsoft Word and Excel.

Desirable Qualifications:

- Experience working within an intercollegiate athletics department in a related unit (e.g. event management, facilities, ticket office, external relations);
- Knowledge of University of Iowa policies, procedures and regulations;
- Functional supervisory experience to effectively train and manage temporary, student and volunteer staff to ensure day-to-day operations and day-of-event operations run smoothly;
- Genuine passion for and experience with supporting the holistic development of student-athletes, recognizing the interconnectedness of mental health and overall well-being.