**Classification:** Educational Support Services Associate  
**UI Job Code:** PCE1  
**Pay Level:** 3A

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<th><strong>Job Function:</strong></th>
<th>Academic Support</th>
<th><strong>Job Family:</strong></th>
<th>Educational Support Services</th>
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| **Org/Dept/Sub-dept #:** | 01/0035 - Office of the President/Center for Diversity & Enrichment |

| **This Position Reports to (Name/Position #):** | Matt Miller, Program Director, Military and Veteran Student Services |

| **Does this position have Administrative Supervision?** | No |

**Position Summary:** Position will focus on assisting and supporting the staff in the University of Iowa Military & Veteran Student Services (MVSS) with development, preparation, promotion and delivery of a broad range of programs/events/services to support the educational experience and retention of current or prospective Veteran and military students and their dependents; assist with monitoring the goals of, and collecting data to support the assessment of, these programs; and develop and maintain effective working relationships with relevant staff both internal and external to MVSS and the University.

There is an expectation that the person in this position maintain effective, civil, and respectful working relationships with the University of Iowa campus community and uphold a high standard of cultural competency and respect for difference that represents the Center for Diversity & Enrichment's commitment to diversity and inclusion.

Occasional evenings and weekends are required.

**Key Areas of Responsibilities and Specific Job Tasks**

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

- Assist Program Director in development and preparation of a broad range of programs/events/services focused on specific student populations that support the educational experience and retention of current or prospective students served by Military and Veteran Student Services.
- Assist with monitoring the academic, career and personal goals/needs of students and assist with providing guidance to students during one-on-one advising sessions.

**Establish and Maintain Relationships with Partners to Provide Educational Support Services. Partners Include on-campus Units and External Agencies (Local, State, National and International):**

- Participate and assist in the coordination of projects and events to build relationships with partners.
- Gain understanding of relationships between and among partners.
- May develop and deliver presentations describing initiatives and services.
### Administrative (HR, Budget), Supervision and Training:

- Collect data regarding student participation and satisfaction.
- Maintain student records/activities database.
- Track specific data and maintain reports on outcomes of programs and services.
- Facilitate the implementation of accommodation requests.
- May prepare and update program budgets and advise management on program budgetary needs or discrepancies.
- May assist with hiring and training of student staff for programs.

### Universal Competencies and proficiency level:

#### Collaboration and Embracing Diversity (Basic)

Ability to work with a variety of individuals and groups in a constructive and civil manner while appreciating the unique contribution of individuals from varied cultures, race, creed, color, national origin, age, sex, disability, sexual orientation, and gender identity.

- 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.
- Uses sensitivity in communicating with individuals of diverse backgrounds.

#### Positive Impact/Achieving Results (Basic)

Ability to utilize existing resources and learning to achieve or exceed desired outcomes of current and future organizational goals/needs. Able to demonstrate ethical behavior in diverse situations while producing results.

- Adjusts to and develops self to prepare for new or changing assignments, processes, people, and priorities as organizational needs dictate.
- Sets clear expectations for self and team to achieve work objectives and overcome obstacles.
- Strives for excellence in performance by upholding established ethical standards and upholding university values.

#### Service Excellence/Customer Focus (Basic)

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.

- Provides direct service to internal or external customers.
- Personally provides excellent service that pleases customers.
- Takes responsibility for customer problems even when caused by someone else.
- Responds to unexpected customer requests with sense of urgency and positive action.
- Demonstrates sincere concern and empathy when a customer complains.

### Job Family Technical Competencies and proficiency level:
### Decision Making and Critical Thinking (Basic Experience)
- Identifies issues and communicates with others when a decision needs to be made.
- Identifies decision makers in own environment.
- Explains steps in an effective decision-making process.
- Describes types of decisions for incumbent in own job or function.

### Effective Communications (Working Experience)
- Speaks/writes using correct language, mechanics, and gestures.
- Describes non-verbal behaviors that influence the interpretation of the message.
- Cites examples of effective and ineffective communications.
- Explains the importance of effective business communication.

### Relationship Management (Basic Experience)
- Describes the nature of a productive business relationship.
- Explains some of the benefits of building business partnerships.
- Identifies key business relationships in own area.
- Provides examples of the characteristics of effective business relationships.

### Resource Management (Basic Experience)
- Identifies the key resources at hand to fulfill own responsibilities.
- Demonstrates the ability to apportion resources to different components of a task.
- Applies the concept of sustainability to conserve and reuse resources where possible.
- Seeks help to obtain additional resources when necessary.

### Student Orientation (Basic Experience)
- Identifies the content and importance of student orientation activities.
- Cites processes and procedures for the delivery of a student orientation program.
- Defines resources and materials needed for a student orientation program.
- Describes various methods for delivering a university orientation program.

### Position Qualifications

**Required Qualifications:**
- Bachelor’s degree or an equivalent combination of education and experience;
- Experience (typically at six months to least one year) in one of the following:
  - working directly with Veteran and military affiliated students in an educational setting;
  - developing and delivering programs for military affiliated students (regardless of age) in a higher education setting;
• providing student services to diverse college student populations;
• providing academic advising or academic coaching to college students;
• knowledge of topics and/or concerns in the higher education setting for military affiliated students

• Demonstrates a basic proficiency in working effectively with a variety of individuals and groups in a constructive and civil manner while appreciating the unique contribution of individuals (i.e. individuals from varied cultures, race, creed, color, national origin, age, sex, disability, sexual orientation, gender identity, and veteran status);

• Demonstrates a working knowledge and the ability to produce documents that are clear and well-presented. Uses various techniques to disseminate and gather information, and is able to adapt writing and/or delivery to different audiences;

• Demonstrates working proficiency in the communication techniques and relationship building skills that enable one to establish and build healthy working relationships and partnerships with a variety of individuals and groups in a constructive and collaborative manner;

• Demonstrates a working knowledge of and ability to use office support tools available on the desktop (e.g. calendaring, word processing, email, presentation software and spreadsheets);

• Demonstrated experience maintaining confidential records and information;

• Basic proficiency in planning and utilizing resources to fulfill unit objectives and plans, and achieving desired outcomes of current and future organizational goals/needs in a timely and organized manner;

• Basic proficiency and understanding of issues related to the decision making process; ability to analyze situations fully and accurately, and reach productive decisions;

• Basic proficiency providing new incoming students with a welcoming environment and familiarizing them with unit services, facilities, and policies.
| **Desired Qualifications:** | • Working knowledge of University policies, procedures and regulations;  
• Record of active duty military service (as documented on the DD214) or current service in a reserve component of the military;  
• Experience working with Veterans Administration Educational Benefits (GI Bill) and services;  
• Experience in assessment/outcomes application to improve educational goals. |