

Job Classification Details	
<b>Department</b>	Chief Diversity Office
<b>Job Family</b>	Program Administration
<b>Job Title</b>	Program Coordinator
<b>Working Title</b>	Diversity Resources Coordinator
<b>Job Code</b>	PAD1
<b>Salary Level</b>	4A
<p><b>Summary of Position:</b> Position will design, plan, promote, facilitate, integrate, and evaluate diversity and cultural competency educational programs, events, and/or services of substantial complexity and impact, both on and/or off campus, to ensure the link between diversity and excellence is understood and integrated appropriately into the university community; and effectively organize and facilitate processes and functions to ensure the success of diversity programs and/or services.</p>	

Key Areas of Responsibilities (KARs)	
<b>Operational and Financial Management</b>	<ul style="list-style-type: none"> <li>• Coordinate and/or administer the operational and/or financial activities associated with multiple programs and/or services as assigned, which may run concurrently.</li> <li>• May develop budgets for assigned programs.</li> <li>• Monitor status of projects, including the organization and timelines of these projects.</li> <li>• Analyze program data, develop reports, and oversee activities.</li> <li>• Monitor expenditures to ensure programs are within budget.</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide final program/service financial and informational reports.</li> <li>• Advise management on budgetary needs or discrepancies.</li> </ul> <p>Support functions of the Chief Diversity Office and its reporting units.</p>
<b>Strategic Planning</b>	Assist in the coordination/preparation of strategic plans in support of programs or services.
<b>Non-Clinical Programs and Development, Presentation, and Evaluation</b>	<ul style="list-style-type: none"> <li>• Develop programs by gathering data, identifying goals, developing action plans, performing referrals and follow-up, evaluating programs, and coordinating with other professionals (e.g. SafeZone, National Coalition Building Institute program, Implicit Bias, etc.).</li> <li>• Plan and organize events as assigned (e.g. Catalyst Awards, Staff Meetings, etc.) May provide coaching (e.g., developmental) with supervision.</li> </ul>
<b>Communication and Outreach</b>	<ul style="list-style-type: none"> <li>• Counsel, collaborate, and provide liaison with appropriate individuals/agencies, on and off campus, regarding programs or services.</li> <li>• Prepare press release materials, diversity related articles, posters, newsletters, grant applications, and presentations for meetings and/or conferences.</li> <li>• Ensure presence is established at cultural events.</li> </ul> <p>Identify and bring forward areas of concern from campus groups in the areas of diversity and cultural competency for development of educational programs/services.</p>
<b>Compliance</b>	Coordinate applicable compliance standards. <i>(not applicable at this time)</i>
<b>Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Evaluate program/services and provide written reports.</li> <li>• Analyze data from programs/services for quality improvement initiatives.</li> </ul> <p>Identify and suggest areas where new programs/services might be needed.</p>
<b>Leadership/Supervision</b>	<ul style="list-style-type: none"> <li>• May provide functional and/or administrative supervision of staff, student workers, and/or volunteer committee members.</li> <li>• Provide direction, assignments, feedback, and coaching to assure outcomes are achieved.</li> <li>• May develop and manage the performance of temporary staff and/or volunteer committee members, assuring compliance with UI policies and procedures.</li> </ul> <p>Provide immediate feedback to supervisor on any issues.</p>

<b>Universal Competencies</b>			
<b>Title</b>	<b>Proficiency Level</b>	<b>Definition</b>	<b>Typical Behaviors</b>
<b>Collaboration and Embracing Diversity (Extensive Experience)</b>	Extensive	<ul style="list-style-type: none"> <li>• 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</li> </ul>	<ul style="list-style-type: none"> <li>• Establishes and maintains positive and productive working relationships within and outside of own area and background.</li> <li>• Identifies and resolves disagreements/conflicts in early stages.</li> </ul>

		origin, age, sex, disability, sexual orientation, and gender identity.	<ul style="list-style-type: none"> <li>Promotes a safe, equitable, respectful environment in which concerns can be addressed effectively.</li> <li>Recommends changes to work practices and policies to promote transparency and approachability.</li> </ul>
<b>Positive Impact/Achieving Results (Working Experience)</b>	Working	<ul style="list-style-type: none"> <li>Ability to utilize existing resources and learning to achieve or exceed desired outcomes of current and future organizational goals/needs.</li> <li>Able to demonstrate ethical behavior in diverse situations while producing results.</li> </ul>	<ul style="list-style-type: none"> <li>Adjusts to and develops self to prepare for new or changing assignments, processes, people, and priorities as organizational needs dictate.</li> <li>Sets clear expectations for self and team to achieve work objectives and overcome obstacles.</li> <li>Strives for excellence in performance by upholding established ethical standards and upholding university values</li> <li>Provides frequent updates on operations and financial performance to leadership.</li> </ul>
<b>Service Excellence/Customer Focus (Working Experience)</b>	Working	<ul style="list-style-type: none"> <li>Ability to meet or exceed customer service needs and expectations and provide excellent service in a direct or indirect manner.</li> <li>Ability to effectively transmit and interpret information through appropriate communication with internal and external customers.</li> </ul>	<ul style="list-style-type: none"> <li>Enhances service by seeking ways to add value to customer interactions/services.</li> <li>Demonstrates sincere concern and takes responsibility when a customer complains, even if the cause of the problem lies elsewhere.</li> <li>Listens to feedback without defensiveness and uses it to enhance communication effectiveness.</li> <li>Communicates in alternative ways to accommodate different listeners.</li> </ul>

<b>Job Family Technical Competencies</b>			
<b>Title</b>	<b>Proficiency Level</b>	<b>Definition</b>	<b>Typical Behaviors</b>

<b>Decision Making and Critical Thinking</b>	<b>Working</b>	<ul style="list-style-type: none"> <li>• Understanding of the issues related to the decision-making process;</li> <li>• Ability to analyze situations fully and accurately, and reach productive decisions.</li> </ul>	<ul style="list-style-type: none"> <li>• Assists in assessing risks, benefits and consideration of alternatives.</li> <li>• Participates in documenting data, ideas, players, stakeholders, and processes.</li> <li>• Applies an assigned technique for critical thinking in a decision-making process.</li> <li>• Recognizes, clarifies, and prioritizes concerns.</li> <li>• Identifies, obtains, and organizes relevant data and ideas.</li> </ul>
<b>Effective Communications</b>	<b>Extensive</b>	<ul style="list-style-type: none"> <li>• Understanding of effective communication concepts, tools and techniques;</li> <li>• Ability to effectively transmit, receive, and accurately interpret ideas, information, and needs through the application of appropriate communication behaviors.</li> </ul>	<ul style="list-style-type: none"> <li>• Communicates well downward, upward, and outward.</li> <li>• Employs appropriate methods of persuasion when soliciting agreement.</li> <li>• Maintains focus on the topic at hand.</li> <li>• Adapts documents and presentations for the intended audience.</li> <li>• Reviews others' writing or presentations and provides feedback and coaching.</li> <li>• Demonstrates both empathy and assertiveness when communicating a need or defending a position.</li> </ul>
<b>Effective Presentations</b>	<b>Working</b>	<ul style="list-style-type: none"> <li>• Knowledge of effective presentation tools and techniques;</li> <li>• Ability to present information to groups with the appropriate degree of formality.</li> </ul>	<ul style="list-style-type: none"> <li>• Prepares and delivers formal presentations to small and friendly audiences.</li> <li>• Organizes key points and supporting information for a topic as appropriate for the audience.</li> <li>• Provides a suitable level of detail using appropriate terminology.</li> <li>• Anticipates and prepares for audience questions.</li> <li>• Uses feedback on own presentations to improve.</li> </ul>
<b>Effectiveness Measurement</b>	<b>Working</b>	<ul style="list-style-type: none"> <li>• Ability to measure the quality and quantity of work effort for the purpose of improvement.</li> </ul>	<ul style="list-style-type: none"> <li>• Uses assigned measurements for own function or specialization.</li> </ul>

			<ul style="list-style-type: none"> <li>• Establishes short-range and long-range improvement goals for own function.</li> <li>• Under guidance, develops action plans to achieve those goals.</li> <li>• Interprets and analyzes results vs. established benchmarks.</li> <li>• Under guidance, reports measurement results in actionable form to management.</li> </ul>
<b>Planning and Organizing</b>	<b>Working</b>	<ul style="list-style-type: none"> <li>• Mobilizes both time and resources to get things done.</li> </ul>	<ul style="list-style-type: none"> <li>• Creates action plans that ensure the accomplishment of responsibilities.</li> <li>• Breaks tasks into manageable steps that can be incorporated into a personal work plan.</li> <li>• Surfaces potential bottlenecks or disruptions that could potentially get in the way of keeping a schedule.</li> <li>• Monitors progress continuously and adjusts tactics for handling situations on a case by case basis.</li> <li>• Escalates concerns over competing or conflicting priorities.</li> </ul>
<b>Program Development &amp; Administration</b>	<b>Working</b>	<ul style="list-style-type: none"> <li>• Knowledge of and ability to develop and operate a program and/or service by developing, promoting and implementing the specific goals and objectives of the program and/or service.</li> <li>• Ability to apply this knowledge appropriately to diverse settings.</li> </ul>	<ul style="list-style-type: none"> <li>• Coordinates support activities that enhance the functioning of a program.</li> <li>• Develops program materials that accurately reflect standards, policies, and services to those being served.</li> <li>• Follows relevant policies and procedures when coordinating program operations.</li> <li>• Identifies and analyzes problems currently existing in program operations.</li> <li>• Maintains the quality of services provided to program “customers”.</li> </ul>
<b>Promotion</b>	<b>Working</b>	<ul style="list-style-type: none"> <li>• Knowledge of organizational strategies and operations for promoting and publicizing programs, products and services on and off campus;</li> </ul>	<ul style="list-style-type: none"> <li>• Collaborates with other departments (e.g. sales) when promoting a product or service.</li> <li>• Participates in the development of promotional materials.</li> </ul>

		<ul style="list-style-type: none"> <li>• Ability to develop and implement these strategies and operations.</li> </ul>	<ul style="list-style-type: none"> <li>• Summarizes plans for the promotion of a specific product or service.</li> <li>• Assists in researching local community events which create promotional opportunities.</li> <li>• Coordinates day-to-day activities with a public relations agency.</li> </ul>
<b>Written Communications</b>	<b>Working</b>	<ul style="list-style-type: none"> <li>• Knowledge of written communications issues and ability to produce a variety of business documents that demonstrate command of language, clarity of thought, and orderliness of presentation.</li> </ul>	<ul style="list-style-type: none"> <li>• Produces written materials relevant to own work and department.</li> <li>• Edits out technical jargon when inappropriate.</li> <li>• Uses organization's guidelines for writing reports, correspondence, documentation, etc.</li> <li>• Participates in the development of system or process documentation/reports.</li> <li>• Welcomes and uses feedback/editing assistance.</li> </ul>

<b>Position Qualifications</b>	
<b>Education or Equivalency Required</b>	A bachelor's degree from an accredited college or university; or an equivalent combination of education and experience.
<b>Required Qualifications</b>	<ul style="list-style-type: none"> <li>• Typically one to three years' experience in implementing diversity programs in complex organizations;</li> <li>• Demonstrated experience interacting effectively with colleagues from diverse social, cultural, racial and economic backgrounds, as well as promoting a diverse environment;</li> <li>• Demonstrates working experience understanding the issues related to the decision-making process and analyzing situations fully and accurately to reach productive decisions;</li> <li>• Demonstrates extensive experience understanding and applying effective written and verbal communications concepts, tools, and techniques; effectively transmitting, receiving, and accurately interpreting ideas, information, and needs through appropriate communications behaviors;</li> </ul>

	<ul style="list-style-type: none"> <li>• Working experience presenting information to diverse groups with the appropriate degree of formality; knowledge of effective presentation tools and techniques;</li> <li>• Working experience mobilizing both time and resources to get things done;</li> <li>• Working experience developing and operating a program and/or service by developing, promoting, and implementing the specific goals and objectives of the program and/or service and applying this knowledge appropriately to diverse settings;</li> <li>• Demonstrated proficiency in computer software applications including word processing, spreadsheet applications, database and presentation.</li> </ul>
<b>Desirable Qualifications</b>	<ul style="list-style-type: none"> <li>• Master's degree;</li> <li>• Experience with diversity programs aimed at collegiate faculty, staff, and/or student populations; Knowledge of topics and/or concerns in the work environment and the higher education setting for staff and students from traditionally marginalized communities (e.g. underrepresented minorities, LGBTQ, veterans, and individuals with disabilities);</li> <li>• Experience in procuring external funding opportunities;</li> <li>• Experience with planning, organizing, and executing events and coordinating resources before, during, and after an event;</li> <li>• Working experience measuring the quality and quantity of work effort for the purpose of improvement;</li> <li>• Working experience with organizational strategies and operations for promoting and publicizing programs, products and services on and off campus; developing and implementing these strategies and operations.</li> </ul>
	Occasional evening and weekend work is required.