### University Job Classification Information

#### Job Classification Details

<table>
<thead>
<tr>
<th>Job Function</th>
<th>Academic Support</th>
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<tbody>
<tr>
<td>Job Family</td>
<td>Educational Support Services</td>
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<tr>
<td>Job Title</td>
<td>Educ Supp Svcs Associate</td>
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<tr>
<td>Job Code</td>
<td>PCE1</td>
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<tr>
<td>Salary Level</td>
<td>3A</td>
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#### Position Summary:
Position will focus on providing student support services to promote the educational development and success of military and veteran students and their dependents; counsel, advise, and advocate for military and veteran students and their dependents; supports, coordinates, and presents informational and educational outreach programs and workshops to military and veteran students and their dependents.

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.

This position reports to the Program Director, Military and Veteran Student Services

#### Key Areas of Responsibility (KAR) and Specific Job Tasks:

<table>
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<tr>
<th>Classification</th>
<th>Specific Job Duties and Tasks</th>
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| 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:

**Collaboration and Embracing Diversity** (Basic Proficiency)
- 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 Proficiency)
- 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 Proficiency)
- 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

### Technical Competencies:

**Decision Making and Critical Thinking** (Basic Proficiency)
- 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 Proficiency)
- 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 Proficiency)**
- 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 Proficiency)**
- 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 Proficiency)**
- 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.

**Required Qualifications:**
- Bachelor’s degree or an equivalent combination of education and experience;
- Experience (typically six months to one year) supporting education services/student support programming, events, or services 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, counseling, or advising military affiliated students in an educational setting;
• Experience working with Veterans Administration Educational Benefits (GI Bill) and services;
• Experience in assessment/outcomes application to improve educational goals.