Position Specific Summary:
The State Hygienic Laboratory is seeking an Administrative Services Coordinator to support the daily operations of the Environmental Client Services team. This position is responsible for preparing environmental orders, quotes for testing, and answering basic client questions. Work with the Environmental side of the lab to ensure quotes are accurate before sending to the client and ensuring client gets their technical questions answered. Will also assist in Accessioning on a routine basis to help ensure samples are received and ready for the testing area in a timely manner.

Hours: M-F, 8 a.m.-5 p.m., occasional weekend and holiday coverage required.

Key Areas of Responsibilities and Specific Job Tasks

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<th>Classification</th>
<th>Key Areas of Responsibility</th>
<th>Specific Job Duties and Tasks</th>
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| **Operational Support and Management** | | • Support the daily operations of the Client Services Unit of the State Hygienic Laboratory, including coordination of troubleshooting inquiries and follow-up with customers on issues that cannot be resolved immediately.  
• Daily Quality Control (QC) checks: Infrared (IR) thermometers, refrigerator temperatures, eye wash checks.  
• May require advanced knowledge and expertise in specific office, project, or program to provide administrative/operational support and management.  
• Exemplifies excellent customer service skills with attention to detail.  
• Must have the ability to communicate information to clients professionally and with a positive client focused attitude.  
• Work with complex information and organize it in a way that is easily accessible and understandable.  
• Sorting clinical versus environmental samples.  
• Sorting clinical samples by section.  
• Labeling clinical and environmental samples with OpenELIS (OE) labels.  
• Scan and copy test request forms (TRF) for clinical and environmental samples.  
• Change labels and ribbons in printers.  
• Learning clinical and environmental specific tasks based on sample type. |
| **Human Resources (HR)** | | • May work with organizational Human Resources to ensure guidelines and rules are followed and to disseminate information.  
• May provide functional and/or administrative supervision for students/temporary staff. |
| **Financial Responsibility** | | • May work with finance unit to initiate purchasing requests for supplies and equipment. |
| **Information Management** | | • May be available as a contact for unit, with question about the Laboratory Information System (LIMS).  
• Gather and provide information using available resources.  
• Provide data entry to assist with workflow and cross train within unit to know all data entry functions and processes. |
| **Communications Management** | • Communicates, implements and interprets client service policies and procedures with clients, Client Service personnel and other departments within SHL.  
• The key liaison between the client, the laboratory and Client Services Manager.  
• Answering customer questions and resolving issues such as providing some lab test results, coordinating follow-up tests on samples, clarifying test results and other issues. |
| **Duties in Accessioning** | • Understand clinical versus environmental test request forms (TRF) and note discrepancies appropriately depending on type of test request form. |
| **Procure and deliver goods and services** | • Send and receive Coralville-Lab samples. |

**Universal Competencies**

| **Collaboration/Positive Impact (Basic)** | 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. |
| **Diversity, Equity and Inclusion (Basic)** | Ability to work with a variety of individuals and groups in a constructive and respectful manner while appreciating the unique contribution of an inclusive workforce that brings together the talents of people across multiple identities, including: race, creed, color, religion, national origins, age, sex, pregnancy, disability, veteran or military status, sexual orientation, gender identity, or associational preferences. |
| **Service Excellence/Customer Focus (Working)** | 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. |

**Technical Competencies**

| **Resource Management (Basic)** | • Identifies the key resources at hand to fulfill own responsibilities.  
• Demonstrates the ability to apportion resources to different components of a task.  
• Seeks help to obtain additional resources when necessary. |
| **Effective Communications (Working)** | • Makes oral presentations and writes reports needed for own work.  
• Avoids technical jargon when inappropriate.  
• Looks for and considers non-verbal cues from individuals and groups.  
• Listens to feedback without defensiveness and uses it for own communication effectiveness.  
• Delivers helpful feedback that focuses on behaviors without offending the recipient. |
| **Office Administration (Extensive)** | • Performs all aspects of administrative support for a location or a department.  
• 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. |
| **Desktop Tools (Working)** | • Works with all basic office support products.  
• Reviews existing standards and procedures.  
• Performs first-level problem resolution tasks. |
| **Decision Making and Critical Thinking (Working)** | • 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. |
Relationship Management (Working)

- 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.

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

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 comply with policies governing employee responsibilities and conduct, including those contained in the University Operations Manual.

Proficiency levels are defined as:

**Basic Application** - 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

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<th>Education or Equivalency Required</th>
<th>Bachelor's degree in science preferred, or business, communications, or related field, or an equivalent combination of education and experience.</th>
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| Required Qualification            | • Six months to one-year office experience.  
• Ability to perform tasks that require accuracy, attention to detail, including accurate record keeping.  
• Evidence providing customer service in a professional manner.  
• Demonstrate excellent written, oral, and interpersonal, communication skills.  
• Demonstrate working proficiency with Microsoft Office software, (Excel, Outlook, Word, PowerPoint, etc.). |
| Highly Desirable Qualification    | • Thirty words per minute typing ability. |

**Desirable Qualification**

- Basic familiarity with environmental or public health issues.
- Basic familiarity with LIMS or EHR systems.
- Previous experience in data entry.
- Experience in clinical or environmental laboratory setting.
- Basic office experience.
- Previous experience in working in functional teams or involved in team building.
See requisition # 22005244 at https://jobs.uiowa.edu
Applicable background checks will be conducted.

The University of Iowa is an equal opportunity/affirmative action employer. All qualified applicants are encouraged to apply and will receive consideration for employment free from discrimination on the basis of race, creed, color, national origin, age, sex, pregnancy, sexual orientation, gender identity, genetic information, religion, associational preference, status as a qualified individual with a disability, or status as a protected veteran.