University Classification: Administrative Services Coordinator

Job Code: PAA1 Pay Level: 2B
Position #: 00260191 Org/Dept/Sub-dept #: 90-9050
Position Reports to: Ken Coursey Name 00041075 Position #

Position Specific Summary:
The State Hygienic Laboratory is seeking an Administrative Services Coordinator to support the daily operations of the Newborn Screening program administrative team. This position is also responsible for on-site processing of i9s, along with other on-boarding documentation for new-hires, for staff at this location.

Work Location: Ankeny, Iowa
Work Modality: On-site
Schedule: M-F, 6 a.m.-12 p.m. (75% effort)

Key Areas of Responsibilities and Specific Job Tasks

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<tr>
<th>Classification</th>
<th>Key Areas of Responsibility</th>
<th>Specific Job Duties and Tasks</th>
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<tr>
<td><strong>Operational Support and Management</strong></td>
<td>• Assist with coordination of program logistics, including correspondence and outreach with participants and providing telephone support. • Assist with implementing short and long range goals as outlined by program leadership. • May support lab operations by preparing test plates for processing by lab staff. • Maintain consistency among written laboratory procedures and perform document retention and management. • Work with complex information and organize it in a way that is easily accessible and understandable.</td>
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<td><strong>Human Resources (HR)</strong></td>
<td>• May work with organizational Human Resources to ensure guidelines and rules are followed and to disseminate information.</td>
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<td><strong>Financial Responsibility</strong></td>
<td>• May work with finance unit to initiate purchasing requests for supplies and equipment. Monitor accounts/expenditures; reconcile statements. • Maintains and updates records on budgetary and purchasing transactions. • Tracks and monitors expenditures, notifying management of status and/or concerns.</td>
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<tr>
<td><strong>Information Management</strong></td>
<td>• Gather and provide information using available resources. • Collect, track, and perform data entry for reports. • Integrates information and may run routine queries to generate or produce reports. • Digital document conversion and management. • Gather and organize laboratory quality assurance material.</td>
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<tr>
<td><strong>Communications Management</strong></td>
<td>• Prepare and administer correspondence. • Provide exceptional customer service through written and telephone correspondence with program participants. • Track ongoing engagements with program participants.</td>
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Universal Competencies
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<tr>
<th>Collaboration/Positive Impact</th>
<th>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.</th>
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<tr>
<td>Service Excellence/Customer Focus</td>
<td>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.</td>
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<td>Welcoming and Respectful Environment</td>
<td>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 while appreciating the importance of a workforce that benefits from the talents of all people across multiple characteristics, including: race, creed, color, religion, national origin, age, sex, pregnancy (including childbirth and related conditions), disability, genetic information, status as a U.S. veteran, service in the U.S. military, sexual orientation, gender identity, or associational preferences.</td>
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### 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 prioritzes concerns.  
• Identifies, obtains, and organizes relevant data and ideas. |
| 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.  
• Applies the concept of sustainability to conserve and reuse resources where possible.  
• Seeks help to obtain additional resources when necessary. |
| 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 business, scientific, or related field, or an equivalent combination of education and experience.</th>
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| Required Qualification            | ● Typically, six months to one-year administrative experience.  
|                                  | ● Demonstrate attention to detail and accuracy.  
|                                  | ● Customer service experience.  
|                                  | ● Demonstrate excellent written, oral, and interpersonal, communication skills.  
|                                  | ● Demonstrate working experience with Word and other Microsoft Office products. |
| Highly Desirable Qualification    | ● Experience with personnel i-9 processing.  
|                                  | ● Experience with new-staff onboarding and orientation. |
| Desirable Qualification           | ● Basic familiarity with environmental or public health issues.  
|                                  | ● Experience in clinical or environmental laboratory setting.  
|                                  | ● Previous experience in working in functional teams or involved in team building.  
|                                  | ● Familiar with grant research. |

See requisition # 24002864 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, religion, national origin, age, sex, pregnancy (including childbirth and related conditions), disability, genetic information, status as a U.S. veteran, service in the U.S. military, sexual orientation, gender identity, or associational preferences.