Position Specific Summary:
The State Hygienic Laboratory (SHL) at the University of Iowa has a full-time opportunity for an Administrative Services Coordinator.

This position will support SHL’s Associate Laboratory Directors for both the Diagnostic & Clinical and Environmental Health Divisions. This position will provide specific support and organization including calendar management, meeting organization, essential office support, and communications. The successful candidate for this position will demonstrate strong organizational and communication skills to assist with managing a variety of clinical and environmental public health projects. Strong critical thinking skills are essential for the position. The SHL welcomes the richness of talent from a diverse workforce and recognizes that diversity brings stimulation, challenge, and energy that contribute to a productive and effective workplace. The position will report to the Associate Director of the Diagnostic & Clinical Division.

Work Location: Coralville, IA
Work Modality: 100% on-site
Work Schedule: M-F, 8 a.m.-5 p.m.

Key Areas of Responsibilities and Specific Job Tasks

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<th>Classification</th>
<th>Specific Job Duties and Tasks</th>
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| **Operational Support and Management** | • Support the daily operations of an office, project, or program, including coordination of specialized events and activities, monitoring appropriateness of expenditures, supporting contract and grant requirements, and changes in policies and procedures.  
• May require advanced knowledge and expertise in specific office, project, or program to provide administrative/operational support and management.  
• Make decisions and exercise a moderate level of autonomy while typically performing administrative support/management responsibilities for executives of an organization (e.g., VPs and AVPs), including managing schedules, correspondence, and travel arrangements including reserving of vehicle.  
• Serve as associate laboratory director point person for laboratory staff and students. Schedule meetings for the associate directors as requested. Assist other senior leadership as needed. Support laboratory director as needed.  
• Organize meetings, and conferences; arranging all details, including set up and cleaning of conference room.  
• Coordinate the preparation of the associate director’s requisite reports and presentations for various events.  
• Compose correspondence on behalf of the associate directors.  
• Respond to availability polls for the laboratory associate directors.  
• Prepare agenda’s, attend meetings, and take notes.  
• Negotiate meeting arrangements, conference calls, conferences, and travel for the laboratory associate directors.  
• Process ProTrav and expense reports from travel as requested.  
• Tracking publications, presentations, and posters for the laboratory. |
| **Human Resources (HR)** | • Sending out messages for the associate directors to the laboratory staff.  
• Assist with keeping records of collaborations with other faculty for the laboratory.  
| **Financial Responsibility** | • May provide functional and/or administrative supervision for students and temporary staff.  
• May work with organizational Human Resources to ensure guidelines and rules are followed and to disseminate information.  
| **Strategic Planning** | • Initiate purchasing requests for supplies and equipment.  
• Monitor accounts/expenditures; reconcile statements.  
• Prepare and review ProTrav and P-card vouchers, fleet services requests, purchase requisitions, eVouchers, PReqs, eBuy orders.  
| **Information Management** | • Assist in the coordination/preparation of strategic plans in support of the laboratory associate directors.  
• Establish timelines, remind contributors, proof, read and edit.  
| **Communications Management** | • Serve as the primary contact for the project, program, unit, department, or college/division by providing information and responding to inquiries.  
• Gather and provide information using available resources.  
• Provide data and prepare reports using computer applications, such as Word, PowerPoint, Excel, and Qualtrics.  
| **Universal Competencies** | • Prepare and administer correspondence.  
• Serve as liaison to faculty, staff, students, alumni and public concerning inquiries or complaints requiring interpretation of policies, procedures, and programs.  
• In an emergency which requires implementation of the Continuity of Operations Plan, may serve as primary contact for building maintenance and facilities management.  
• Communicates daily on behalf of the laboratory director, associate directors, and other laboratory management, in arranging meetings, conference calls and events.  
• Triage incoming requests making judgments regarding laboratory associate director involvement.  

**Universal Competencies**

| **Collaboration/Positive Impact (Basic)** | • Grasps the inevitability and challenges of change and adapts accordingly; utilizes learning opportunities to prepare for changing work, methods and work environment.  
• Demonstrates civil and respectful behaviors valued within the organization.  
• Provides and accepts ideas and suggestions in a constructive and helpful manner.  
• Exhibits good teamwork: is approachable, cooperative, and contributes to an overall positive and productive work/team environment.  
| **Service Excellence/Customer Focus (Working)** | • Enhances service by seeking ways to add value to customer interactions/services.  
• Demonstrates sincere concern and takes responsibility when a customer complains, even if the cause of the problem lies elsewhere.  
• Listens to feedback without defensiveness and uses it to enhance communication effectiveness.  
• Communicates in alternative ways to accommodate different listeners.  
| **Welcoming and Respectful Environment (Basic)** | • Understands the University’s commitment to creating a workplace environment where people of all backgrounds and perspectives feel welcomed and appreciated, and how that commitment relates to one’s role at the university.  
• Demonstrates civil and respectful behaviors in support of the Policy on Ethics and Responsibilities for UI Staff and the UI Human Rights policy that prohibits “differences in treatment of persons because of race, creed, color, religion, national origins, age, sex, pregnancy, disability, veteran or military status, sexual orientation, gender identity, or associational preferences.”  

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UNIVERSITY OF IOWA  
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Administrative Services Coordinator  
LOCAL JOB DESCRIPTION June 2024
Technical Competencies

**Budgeting**
*(Basic)*

- Explains the various purposes and uses of budgets.
- Summarizes the budgeting process cycle, necessary inputs, and reporting requirements.
- Lists essential elements of a budget.
- Describes major budget items in own organization in general terms.

**Communicating for Effective Relationships**
*(Basic)*

- Demonstrates examples of good listening, communication, and interpersonal skills.
- Communicates well with others by adapting communication style for the intended audience and situation.
- Listens to and delivers feedback without defensiveness or offending the recipient.
- States the basic steps to develop good working relationships.

**Office Administration**
*(Extensive)*

- Performs all aspects of administrative support for a location or a department.
- Manages current equipment service agreements and support services.
- 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.

**Operational Functions**
*(Working)*

- Carries out assigned responsibilities that contribute to dept's function within the organization.
- Seeks guidance when assigned goals seem in conflict with other departments or overall strategy.
- Works with awareness of own department key operating issues and its key players.
- Is open to guidance regarding impact of own department work on other units in organization.
- Seeks advice regarding relevant regulatory and reporting environments.

**Planning: Tactical, Strategic**
*(Basic)*

- Defines concepts of short-term and long-term planning.
- Compares tactical to strategic planning.
- Explains tactical plan for own area.
- Describes the planning process and planning cycle used in own area.

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>A Bachelor’s degree or an equivalent combination of education and experience is required.</th>
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<td>Required Qualification</td>
<td>● Typically, 6 months - 1 year of administrative experience in an office setting.</td>
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<td>● Ability to perform tasks that require accuracy and attention to detail including</td>
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<td>accurate record keeping and the ability to effectively prioritize tasks.</td>
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<td>● Demonstrated excellent verbal and written communication, interpersonal, and</td>
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<td>relationship management skills, and ability to interact positively with a diverse</td>
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<td>population.</td>
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<td>● Demonstrate extensive proficiency with Microsoft Office software, (Excel,</td>
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<td>Outlook, Word, PowerPoint, One Note, Teams, etc.).</td>
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<td>Highly Desirable Qualification</td>
<td>● Experience supporting executive level administrators.</td>
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<td>Desirable Qualification</td>
<td>● Knowledge of or experience with electronic workflow systems.</td>
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<td>● Knowledge of university policies, procedures, and regulations.</td>
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<td>● Customer service experience in an academic environment.</td>
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See requisition #24003467 at [https://jobs.uiowa.edu](https://jobs.uiowa.edu)

Applicable background checks will be conducted.

The University of Iowa prohibits discrimination in employment, educational programs, and activities 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. The university also affirms its commitment to providing equal opportunities and equal access to university facilities. For additional information on nondiscrimination policies, contact the Senior Director, Office of Civil Rights Compliance, the University of Iowa, 202 Jessup Hall, Iowa City, IA 52242-1316, 319-335-0705, daod-ocrc@uiowa.edu.