

---

## MIT Job Description

<b>Job Title: Program Coordinator</b>	<b>Position Title: Program Coordinator</b>
<b>Reports to: Associate Director of Program Management</b>	<b>% Effort or Wkly Hrs: 100</b>
<b>Department: Executive Education</b>	

### **Position Overview:**

The Program Coordinator collaborates with colleagues, program directors, other staff, faculty, clients and vendors in the delivery of world class executive education programs to companies and individuals. Operating in a dynamic and challenging business environment, the Program Coordinator is responsible for planning and organizing logistics and operations for a selection of MIT Sloan Executive Education programs.

### **Principal Duties and Responsibilities (Essential Functions\*\*):**

- Determines program requirements including internal and external resources
- Collaborates on the development and management of the program budget
- Leads the development and management of the program operations planning and milestones for on-site and digital deliveries
- Represents the administrative face of the programs to clients, vendors and participants
- Acts as a point of contact for and assist participants before, during and following program delivery
- Collects program information and materials for their timely publishing and distribution via print, email and web
- Identifies resources to act as service providers for planned programs and events, e.g., hotel accommodations, food services, special attractions, and other program-specific arrangements
- Negotiates contracts and pricing and follow through to ensure responsiveness of vendors and other resources
- Develops and maintains complex databases to generate specialized reports including registration and financial reports and reconciliations
- Balances the requirements of numerous programs in varied stages of planning
- Understands the nature and purpose of and be able to communicate about MIT Sloan Executive Education programs and services to internal and external stakeholders
- Evaluates, recommends, and implements operational changes and enhancements for future programs
- Participates in cross-functional project teams and proactively engage in continuous improvement of program operations
- Exemplifies and upholds the MIT Executive Education Values of People, Trust & Respect, Learning & Ideas, Operational Excellence, and Sustainability
- Performs related duties and special projects as assigned

---

### **Supervision Received:**

- Reports to Assistant Director
- Determines appropriate work methods, plans, schedules, and prioritizes work based on goals and objectives to be achieved, within the standards of work unit; carries out work activities independently
- Consults with their manager to resolve unusual problems or to provide general direction

### **Supervision Exercised:** None

### **Qualifications & Skills:**

Education: Bachelor's degree or equivalent

Experience: A minimum of three years' business experience, preferably in Executive Education or a business requiring comparable skills, with experience in program, event or project management in both live online and in-person setting. Familiarity with MIT Sloan and MIT Faculty highly desirable

Demonstrated ability to:

- Provide excellent customer service
- Lead and deliver complex and challenging programs
- Contribute to building a respectful, professional environment
- Build relationships and respond to client/customer, Faculty and Program Director needs
- Multitask and work effectively in a pressured work environment with changing priorities and limited supervision
- Demonstrate strong organizational and interpersonal skills
- Maintain professional outlook and demeanor at all times, particularly during times of increased stress
- Possess solid knowledge of organizational policies and practices in order to interpret and determine appropriate course of action effectively and appropriately.
- Set a tone of integrity and professional conduct, while working with others to achieve organizational goals
- Excellent oral and written communication and solid presentation skills required

\*\* To comply with regulations by the American with Disabilities Act (ADA), the principal duties in job descriptions must be essential to the job. To identify essential functions, focus on the purpose and the result of the duties rather than the manner in which they are performed. The following definition applies: a job function is essential if removal of that function would fundamentally change the job.