
MIT Job Description

Job Title: Program/Project Coordinator	Position Title: Coordinator, Evaluation & Enrollment -Admissions
Reports to: Sr Associate Director, Evaluation & Enrollment	% Effort or Wkly Hrs: 100%
Department: Sloan Admissions	Grade 6 exempt

Position Overview:

The Admissions Team at MIT Sloan is responsible for all Marketing, Recruiting, and Evaluation processes for the MBA, MBA Early, Sloan Fellows MBA, Master of Finance (MFin), Master of Business Analytics (MBAn), and Master of Science in Management Studies (MSMS) programs. As a member of the Evaluation & Enrollment team, the Coordinator is a key member who contributes to the strategic work of Admissions by coordinating projects related to marketing operations, recruiting activities, applicant evaluation and the day-to-day operations of the Admissions office. The Coordinator ensures high quality delivery of service to applicants and manages several technology systems daily, including our application, evaluation and CRM system. The Coordinator identifies and develops innovations and solutions where precedents or procedures may not exist. Works closely with Admission Leadership team to ensure activities are well coordinated across the admissions team.

Principal Duties and Responsibilities (Essential Functions):**

1. Evaluation & Enrollment Management Activities and Administration (50%)

- Plans, coordinates, organizes, and prioritizes processes to ensure that the application evaluation is on track to complete reviews in allocated timeframe.
- Coordinates projects related to the evaluation of applications across programs including the implementation of an integrated evaluation calendar.
- Coordinates admissions projects related to candidate interviews (all MIT Sloan adMITs are interviewed prior to an offer of admission.) This includes tracking the interviewee pool, establishing a scheduling approach, and problem solving to ensure timely completion.
- Ensures evaluation funnel tasks are on schedule and updated in project system, Smartsheet.
- Works closely with Senior Associate Director and Associate Director(s) to draft and issue final decisions to all applicants.
- Works closely with the Senior Associate Director and Associate Director(s) to ensure enrollment targets are met.
- Manages the on-boarding of students accepted into the programs. Oversees tuition deposits, confirmations and updates to the enrollment status of candidates, coordinates with MIT offices across campus (such as the MIT Registrar, International Students Office, and Student Financial Services, Financial Aid) to ensure that admitted students receive high quality customer service.
- Collaborates with the International Student Office (ISO) to ensure admitted applicants receive necessary documentation and liase between ISO and Sloan Admissions to trouble shoot any visa or international student issues that may arise.

2. System Management (35%)

- Manages and maintains the admissions CRM and application system (Slate)
- Develops and tracks metrics related to applications across programs.
- Creates and generates detailed queries and reports for use by the Evaluation & Enrollment and Leadership teams.
- Develops system communications plans, including drafting communications to applicants and admitted students
- Collaborates with other Evaluation & Enrollment Coordinators to revise program applications, overseeing interview scheduling, and evaluation forms (inquiry, registration, etc.).
- Proposes, develops, and implements efficiencies and improvements related to the operations and systems within the Admissions Office.

3. Other Admissions Activities (15%)

- Assess and evaluate the fit of prospective applicants by reviewing candidate profiles, identifying suitable candidates, conducting phone conversations, and providing written feedback.
- Prospect relationship management, including encouraging high potentials and admitted students to apply to and enroll in the program, through email correspondence, telephone calls, counseling walk-ins and liaising with student activities groups, etc.
- Assist with recruiting events for prospective candidates and adMIT events – including registration, logistics, set up, and presentation; including evening/weekend meetings and occasional weekend travel.
- Identifies, develops, and initiates innovations and solutions where precedents or procedures may not exist.
- Acts as a flexible team resource, stepping in to support across all admissions projects as needed

Supervision Received: Receives minimal supervision from the Senior Associate Director of Evaluation & Enrollment. This position requires the ability to make sound judgements, communicate effectively, and work independently with minimal supervision.

Qualifications & Skills:

MINIMUM REQUIRED EDUCATION AND EXPERIENCE:

- Bachelor's degree required.
- Minimum 2 years of administrative and/or project/program management experience.
- Excel and PowerPoint proficiency.
- Ability to excel in a fast-paced, team environment and skilled at multi-tasking, setting priorities and meeting deadlines.
- Organized with attention to detail.
- Deals with confidential information and/or issues using discretion and judgment.
- Exceptional interpersonal, communication (oral and written) in order to represent Admissions, MIT Sloan master's programs to internal and external audiences.

PREFERRED EDUCATION AND EXPERIENCE:

- Minimum 3 years of professional experience.
- Experience with Slate is highly desired.
- Familiarity with AI-powered productivity tools
- Eagerness to explore how emerging technologies can streamline team workflows and ability to share learnings and help build team fluency over time
- Demonstrated success in customer service with ability to show initiative and patience.
- The ability and desire to work autonomously in a fast-changing team environment in a flat organization and to function equally well as an initiator, facilitator and implementer.
- Ability and desire to work with/within a diverse community by modeling and promoting the values of MIT, including advocating for and demonstrating an understanding of the qualities that promote and sustain such a community
- An appreciation of diverse cultures and backgrounds and the ability to communicate effectively with a wide variety of constituencies.

Competencies:

- Strong desire to **Contribute** – manages ambiguity and navigates change; demonstrates desire and drive for learning; is self-directed and proactive
- Willingness to **Collaborate** – works toward team success; collaborates with others; communicates openly and effectively
- Passion to **Engage** within the community – act with caring and a sense of community; fosters innovation and experimentation; builds diversity and inclusion

*** 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.*