



MIT Position Description

Job Title: Program/Program Coordinator	Position Title: Program Coordinator, MicroMasters Program in Finance
Reports to: Executive Director of the MicroMasters Program	% Effort or Wkly Hrs: 100%
Department: MIT Sloan MicroMasters in Finance Office	

Position Overview:

The Program Coordinator will perform and manage complex and diverse duties in support of the large-scale global online MicroMasters Program in Finance at the MIT Sloan School of Management. The Program Coordinator will work closely with the Executive Director and Program Manager to coordinate multiple projects and work streams. The Program Coordinator will assist in program administration, delivery of courses, project development and management, community management, and event support

Principal Duties and Responsibilities (Essential Functions):**

Program Administration (45%)

- Coordinate and perform day-to-day operational activities for the MicroMasters Program in Finance: <https://micromasters.mit.edu/fin/>.
- Develop, implement, and monitor specific projects to meet program objectives.
- Plan, organize, and prioritize activities and processes of the Program to ensure successful and timely completion.
- Coordinate hiring of Teaching Assistants (TAs) for the Program; monitor TA performance.
- Manage program planning, budgeting, and communications with oversight from the Executive Director.
- Establish timelines and action steps, and work with others to meet objectives and deadlines.
- Participate in the design and development of various program components (e.g., policies, documentation, procedures, etc.)
- Develop and track key program metrics; in consultation with faculty and the Executive Director, identify, suggest, and implement edits to refine course content.
- Maintain relationships within the Sloan/MIT community by working with relevant parties at MIT Sloan and MIT office of Open Learning.

Course Management, Community Management, and Analysis (40%)

- Oversee and manage live courses, including all aspects of learner communication, performance tracking, and online exam administration.
- Plan and manage live exams using online proctoring technology (ProctorTrack).
- Recruit, train (edX platform, ProctorTrack, Zendesk), and supervise a team of teaching assistants involved in the administration of online exams.
- Set directions for community engagement, manage and nurture learner cohorts to ensure successful program completion.
- Analyze learner performance, including pass rates, to ensure high standards of learning outcomes.
- Design surveys and analyze learner feedback to ensure continuous improvement.
- Attend to administrative matters in live courses; support learners in discussion forums in matters related to course logistics.



- Recruit and supervise community teaching assistants (CTAs) [CTAs are current and former learners enrolled in MicroMasters courses].
- Prepare required program documentation and reporting.
- Provide documentation and reporting to internal and external stakeholders.

Coordination of General Event (15%)

- Assist in planning and coordinating program events, such as promotional webinars and live learning sessions.
- Assist in the preparation of webinar plans, tracking attendance and managing recording and dissemination of output, and other logistics.
- Other duties and responsibilities as needed.

Supervision Received: Reporting to the Executive Director of the MicroMasters in Finance Program at the MIT Sloan School of Management.

Qualifications & Skills:

Required:

- A Bachelor's degree.
- Minimum 2 years of administrative and/or project/program management experience
- Strong organizational and administrative skills.
- Demonstrated ability to meet multiple tight deadlines and prioritize work appropriately.
- Attention to detail with the ability to own and follow through on tasks.
- Flexibility to adapt to a rapidly changing platform/environment and strong problem solving skills
- Excellent communication skills and ability to build strong working relationships with teammates, faculty, and staff.

Preferred:

- An advanced degree is preferred.
- 3+ years' relevant administrative experience.
- Advanced working knowledge of Microsoft Excel (e.g., manipulate & summarize data, match datasets, etc.) and Powerpoint is strongly preferred.
- Experience with HTML is preferred.
- Experience in an academic environment and with teaching is helpful, but not required.
- Excellent grammar and proofreading ability.
- Strong interest in higher education and educational technology.

Competencies: Contribute, Collaborate, Engage

*** To comply with regulations by the American with Disabilities Act (ADA), the principal duties in position 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.*