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## MIT Job Description

<b>Job Title: Program/Project Coordinator</b>	<b>Position Title: Coordinator, Operations -Admissions</b>
<b>Reports to: Associate Director, Operations</b>	<b>% Effort or Wkly Hrs: 100%</b>
<b>Department: Sloan Admissions</b>	

### **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 Operations 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. In addition, this position manages logistics for recruiting events, oversees the application and interview process, and serves as the lead for on-boarding admitted students. 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\*\*):**

#### ***Recruiting and Student Related Functions (75%)***

##### Recruiting Event Logistics: (Jun-Sep)

Coordinates and manages logistics for over 500 recruiting events (MIT Sloan-on-the-Road presentations, alumni panels, recruiting receptions, analyst presentations, MBA/graduate school fairs, summer gatherings, etc.) either in person or using a virtual platform. Oversees costing/budgeting; booking locations for all events if applicable; mailing invitations to and handling the sign in process for prospective candidates and alumni participants. Facilitates use of technology (Slate, Zoom) for events and troubleshoots as necessary.

Creates registration for admitted students' events for all programs; oversees material preparations and is responsible for all coordination of the events, before and after.

All event logistics will be managed using a CRM/enrollment management suite of products.

##### Application Management: (Sep-June)

During the course of an evaluation cycle, the Admissions Team receives over 8000 applications across all programs. Oversees the relationship with applicants and recommenders, troubleshoots technical and content related issues ensuring that all are resolved.

##### Interview Management: (Oct-June)

Manages the logistics for interviews. Collaborates with and oversees other operations staff working on these tasks such as scheduling, troubleshooting and assisting applicants invited to interview.

During peak seasons (recruiting, application reviewing and interviewing, AdMIT Weekends), the position may require the incumbent to work after hours and on weekends to assist in the above-mentioned activities.

##### Admitted Student On-boarding: (Dec-July)

Serving as lead contact for conversion events for admitted students (over 700 students each year), the coordinator manages the on-boarding of students accepted into the programs. Oversees on-line tuition deposits, confirmations and updates to the enrollment status of candidates, coordinates with MIT offices across campus (such as the MIT

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Registrar, International Students Office, and Student Financial Services, Financial Aid) to ensure that admitted students receive high quality customer service. Manages the I-20 immigration process, troubleshoots admitted student's issues.

### **System Related Functions (25%)**

#### Systems Management (Jul-Jun)

Manages and maintains the admissions CRM and application system (Slate), developing systems communications plans, revising the program applications, creating events, overseeing interviews, and evaluation forms (inquiry, registration, etc.). Proposes, develops, and implements efficiencies and improvements related to the operations and systems within the Admissions Office.

#### **Other duties, as needed**

**Supervision Received:** Receives minimal supervision from the Associated Director of Operations. This position required the ability to make sound judgements, communicate effectively, and work independently with minimal supervision.

**Supervision Exercised:** The Coordinator may be assisted in his/her duties by a temporary worker.

#### **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 a CMS (WordPress, Ektron) and CRM (Slate) highly desired. Prior experience using the Technolutions Slate suite of products is preferred. Expected to use web-based tools, such as Slate, SharePoint and Qualtrics.
- 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.*