

## MIT Job Description

<b>Job Title:</b> Program / Project Coordinator	<b>Position Title:</b> Program Coordinator, Curriculum Management, Executive Degree Programs
<b>Reports to:</b> Assistant Director, Curriculum Management and Advising, Maren Axe	<b>% Effort or Wkly Hrs:</b> 100%, 40 hrs/wk
<b>Department:</b> Executive Degree Programs	

### **Position Overview:**

The Program Coordinator will collaborate with program staff, faculty, students, and vendors in the delivery of MIT Sloan's world-class Executive Degree Programs (Executive MBA and Sloan Fellows MBA). They will play a key role in coordinating ongoing logistics, operations, and delivery of MIT Executive Degree Programs courses in a dynamic and challenging business environment. Duties will include determining and managing program requirements, including internal and external resources; and understanding the nature and purpose of courses and communicating that information. Coordinates, implements, and executes on the programs' curricular feedback strategy. Direct the process of coordinating and updating course surveys. On program delivery days (including approximately 20 Fridays/Saturdays per year), takes a lead role in customer service and logistical coordination for students and visitors, including overseeing one or more courses and managing issues or crises in real time. Coordinate event calendars, assignment timetables, and course material orders. Manage participants' questions and concerns by determining which to resolve individually, which to elevate, and which to interpolate into overall updates, information, and policy. Negotiates individual student concerns and collaborates with the others to set policies and processes. Serve as a spokesperson for the Executive Degree Programs acting as a primary administrative liaison and point of contact with multiple administrative offices at MIT Sloan and MIT.

This role is eligible for a hybrid work schedule. The Executive Degree Programs Team has a flexible policy that includes the ability to work both at home and on site at our Cambridge office.

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

#### Curriculum Management (60%)

1. Coordinates the Launch and Management of Executive Degrees Curriculum
  - Works directly with the Curriculum team to launch course site materials to students. Launches courses independently.
  - Reviews course deliverable deadlines.
  - Acts as a liaison between the Executive Degree Programs Office and faculty assistants.
    - Facilitates trainings of faculty administrative assistants on Executive Degree Programs processes.
  - Manages the coordination of course materials with internal and external resources. Including copyright clearance and textbook ordering/delivery.
  - Point of contact for faculty during the course launching process.
  - Works directly with faculty and team members to determine course schedule and logistics that span 12 months for SFMBA program.
  - Interacts with stakeholders – academic area leads, course assistants, Sloan Educational Services, and Sloan Technology Services – to ensure successful curriculum delivery.
2. Simulations
  - Executes simulations both inside and outside the classroom; manages payments and orders materials.
  - Communicates with relevant campus partners regarding simulations, including Sloan Technology Services (STS), faculty, students, and external vendors.
3. Teaching Assistant (TA) Training
  - Facilitates training for incoming / new Executive Degree Programs TAs.
  - First point of contact for TAs for the duration of their class.
  - Updates manual used for training TAs.
4. Canvas
  - Implements and maintains course sites on Canvas.
  - Responsible for training TAs, faculty, administrative assistants, and students on the Canvas tool.
  - Resource for other programs implementing / working with Canvas.
  - Inputting teams into Canvas sites.
  - 360 evaluations (Feedback Fruits, in Canvas).
5. Action Learning | Global Labs
  - Manages the logistics and expenses for the Global Lab courses (student visas, student reimbursement, meetings).
  - Books space for ad-hoc mentor meetings.
  - Assists in setting travel policy from year to year.
  - Works closely with the Finance and Operations team on tracking budgets for Global Labs.
  - Assists in student team creation and communication.
6. Faculty
  - Collaborates with Assistant Dean and the Manager of Faculty Affairs to collect and submit confidential faculty course compensation details each semester.
  - Plans and executes small group dinners for students with faculty.
7. Feedback on Courses and Overall Program
  - Coordinates a weekly feedback process including building surveys and delivering them to the students.
  - Manages end-of-course surveys in collaboration with Sloan Educational Services (SES) and Sloan Technology Services (STS).

### Cross-department Duties (20%)

1. Student Experience
  - Reviews Announcements for date accuracy, typos, consistency, etc.
  - Assist with creation and dissemination of teams and sections for various curricular and co-curricular activities.
2. Executive Electives and Orientation
  - Launches between four and six classes annually for Executive Electives each January.
  - Serves on Executive Electives committee. Assists in launching of all courses.
  - Major point of contact regarding Electives curriculum for students and faculty.
  - Serve as a member of the Orientation committee.
3. Admissions and Reception
  - Greet prospective students during candidate interviews for the EMBA program
  - With other coordinators, manage reception at the front desk of the office suite
4. Campus Partnerships
  - Point of contact for Sloan Educational Services (SES) and Sloan Technology Services (STS)
  - Facilitates mutually beneficial partnerships with other offices, including Action Learning, Diversity, Equity, & Inclusion, and Teaching & Learning.

### Program Delivery (20%)

1. Program Delivery and Representation
  - On program delivery days, delivers customer service, logistical support, and multiple presentations to students and visitors, including acting as a point of contact. Presentations will be in the form of announcements, forums, information sessions and webinars.
  - Join the program team in representing the program's vision, mission, and identity to companies, students, and internal and external stakeholder groups.
  - Manages a regular weekend agenda process.
  - Creates a regular weekend recording sheet for EMBA weekend classes.
  - Communicates with Sloan Technology Services regarding support ahead of class events.
  - Coordinates all classroom requests with Sloan Educational Services.
  - Works directly with Sloan Technology Services to ensure class recordings and links are accurate and available to students.

Other duties as needed and required.

**Supervision Received:** Supervision is provided by the Assistant Director, Curriculum Management & Advising

**Supervision Exercised:** May lead projects as needed.

### **Qualifications & Skills:**

#### Required:

- Bachelor's degree
- Minimum two years of administrative and/or project/program management.
- Occasional evening and weekend work is required.

#### Preferred:

- Minimum of three years' office experience; MIT or other university experience preferred. Experience supporting senior administration desired.
- Must be committed to working in a team of highly-motivated professionals who play an important role in implementing the Programs and School's initiatives.
- Must be service oriented and comfortable working in a fast-paced environment. Confident; with outstanding interpersonal and organizational skills, including a strong detail orientation.
- Resourcefulness; ability to manage a high volume of work.
- Requires the ability to be self-motivated, to prioritize and manage multiple projects simultaneously in various stages, and to work both independently and as a team member with minimal supervision.
- Excellent verbal and written communication skills, including a strong, poised presence.
- Requires proficiency with PC standard applications including Microsoft Suite, Zoom, and PowerPoint; Canvas comfort highly desired.
- Must be versatile, flexible, and tactful, and possess a high level of discretion to manage sensitive and confidential matters.
- Must be comfortable interacting with Faculty, highly-motivated students, and leaders of other MIT offices.

**Competencies:** Collaborate; Contribute; Engage

*\*\* 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.*