

Job Title: Program/Project Coordinator	Position Title: Program Coordinator, Curriculum and Student Experience, Executive Degree Programs
Reports to: Associate Director, Curriculum and Student Success	% Effort or Weekly Hours: 100%, 40 hours/week
Department: Executive Degree Programs	Grade 6 / Exempt

Hiring pay range: \$63,200 - \$80,050

Position Overview:

The Program Coordinator, Curriculum and Student Experience will collaborate with program staff, faculty, students, and partner offices in the delivery of MIT Sloan's world-class Executive MBA and Sloan Fellows MBA programs. They will play a key role with both the Curriculum and Student Experience functions of the Executive Degree Programs Team with ownership of process, detailed review and accuracy of internal and external documents, and delivery of MIT Executive Degree Programs courses in a dynamic and challenging business environment. Curriculum duties are both operational and administrative activities including: drafting and updating EMBA weekend agendas and surveys; creating student teams; requesting classrooms and AV support; processing faculty payments; and ordering course materials. Additionally, the Program Coordinator will support the Associate Director of Student Experience and Strategic Partnerships by drafting and editing the weekly announcements, drafting and updating monthly forum slides, creating events and pages within communication platforms, and working with student committees. The Program Coordinator will be the primary administrative liaison and point of contact with Sloan Technology Services and Sloan Educational Services. This role requires high attention to detail and the ability to update and simplify processes that are shared with partner offices.

On selected program delivery days/evenings (including up to 15 evenings, 12 Saturdays and 4 Sundays/year), provides customer service and logistical support to students and visitors, including acting as a point of contact for the programs. 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 (50%)

- Coordinates all regular term academic classroom reservations and ad hoc classroom requests with Sloan Educational Services.
- Manages the coordination of course materials with internal and external resources. Includes copyright clearance and textbook ordering/delivery.
- Manages the creation and dissemination of teams and sections for various curricular activities.
- Creates and updates academic calendars, program schedules, and weekend agendas.
- Coordinates all regular term academic classroom reservations and ad hoc classroom requests with Sloan Educational Services.
- Creates and executes regular weekend student feedback surveys.
- Manages end-of-course surveys, in collaboration with Sloan Educational Services (SES) and Sloan Technology Services (STS).
- Creates and confirms a regular weekend recording sheet for EMBA weekend classes.
- Communicates, orders, and confirms AV support requests with Sloan Technology Services and MIT AV for academic and extracurricular events.
- Works directly with Sloan Technology Services to ensure class recordings and links are accurate and available to students.
- Collaborates with Assistant Dean and the Manager of Faculty Affairs to collect and submit confidential faculty course compensation details each term.
- Supports the annual launch and successful execution of over 20 January Executive Electives.

Student Experience (30%)

- Drafts, reviews, and distributes weekly announcements ensuring accuracy and consistency across all student communications.
- Drafts and creates monthly SFMBA and quarterly EMBA forum slides, coordinating with external offices for presenting and slide management.

- Creates, updates, and edits content within MIT Sloan student communications platforms (SloanHub, SloanGroups, and hallway Visix screens).
- Serves as the primary responder for incoming inquiries in our ServiceNow system, handling most messages and ensuring timely, consistent communication with students and stakeholders. Oversees ticket statuses and updates message templates.
- Maintains Student Experience calendar.
- Supports Executive Degree Programs co-curricular events and student committees.

Program Delivery and Representation (20%)

- On program delivery days (including up to 20 evenings, 20 Saturdays and 4 Sundays/year), 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.
- Greets prospective students during candidate interviews for the EMBA program as a member of the EMBA admissions committee.
- Greets students, faculty, staff, and other visitors to the Executive Degrees Programs office answering questions and directing them as needed.
- Contributes to customer satisfaction by ensuring that policies, procedures, and standards are upheld. Makes recommendations for improvement in quality and efficiency of functions and services provided.

Other duties as needed and required.

Supervision Received: Supervision is provided by the Associate Director, Curriculum and Student Success and Associate Director, Student Experience and Strategic Partnerships.

Supervision Exercised: May lead projects as needed.

Qualifications & Skills:

Required:

- Bachelor's degree.
- Minimum of two years of administrative and/or project/program management experience.
- Service-oriented and comfortable working in a fast-paced environment.
- Detail-orientated and excels in proofreading and editing.
- Occasional evening and weekend work is required.

Preferred:

- Minimum of three years' office experience; MIT or other university experience preferred.
- 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.
- 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.*