

## MIT Job Description

<b>Job Title:</b> Program/Project Coordinator	<b>Position Title:</b> Assistant Director, Operations and Student Experience
<b>Reports to:</b> Associate Director, Finance & Event Operations and Advising	<b>% Effort or Wkly Hrs:</b> 100%
<b>Department:</b> MIT Executive Degree Programs	

### **Position Overview:**

Assistant Director of Operations and Student Experience will work in partnership with program staff, faculty, students, and vendors in the delivery of MIT Sloan's world-class Executive MBA and Sloan Fellows MBA programs. This individual will implement operational activities for the Executive Degree Programs and respective team members to bridge the gaps between operations, student experience, and curriculum to find process improvements, and knowledge share best practices. Will play a strategic role in managing and delivering critical, complex student and family events often in differing planning and execution stages simultaneously. Collaborate with numerous MIT and MIT Sloan departments on behalf of student populations in order to implement operational changes and enhancements for the programs. Active member of EMBA admissions team and represents program at a variety of recruiting events. On selected program delivery days/evenings (including ~20 evenings, ~20 Saturdays and ~5 Sundays/year), provide exceptional customer service and logistical support to students and visitors, including acting as a point of contact.

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

#### **Operations 40%**

- Provide strategic input on key initiatives and a wide range of special projects
- On program delivery days create and communicate the logistics and staffing responsibilities to the team for weekends, modules and information sessions
- In conjunction with Associate Director of Finance & Event Operations establish priorities and timelines to ensure the proper delivery of EMBA domestic and international information sessions, preview workshops, and webinars
- Collaborate with Associate Director of Finance & Event Operations and Sloan Technology Services on data management projects and online tools and systems to create successful student on-boarding processes and check lists
- Design and develop new procedures for operational excellence while ensuring compliance with MIT and MIT Sloan policies
- Participate in the Sloan annual budget process, assist in preparing the yearly business plan and accompanying budget to ensure appropriate cost controls are in place to meet agreed targets

#### **Student Experience 30%**

- In conjunction with Associate Director of Finance & Event Operations and Associate Director of Student Experience, plans and oversees student experience calendar including fireside chats, guest speakers, and student groups
- Collaborate with MIT Sloan Career Development and Student Life Offices on student programming and feedback surveys to gather and calibrate data on sessions
- Partner with Associate Director of Student Experience on student-driven groups, student senator relationships, and speakers for student events
- Recommend and implement program changes and enhancements for continuous improvement based on feedback results

- Compile and review student communications including forum slides, student handbook updates, etc.
- Serve as advisor and primary contact for 45-60 students, guiding them through the challenges of the rigorous programs, determining next steps to address concerns, and manage difficulties

#### **Curriculum and Program Delivery 20%**

- Understands the nature and purpose of courses and communicating that information to students and faculty
- Prepare academic module schedule with curriculum team, executing on delivery with operations team
- Advise on class cohort creation, lab teams, and learning groups
- On program delivery days provide high quality customer service and logistical support, present to students and visitors, and act as a point of contact. Presentations will be in the form of in-person announcements and forums

#### **EMBA Admissions 10%**

- Actively involved in all stages of the admissions process, including advising the Assistant Dean on candidate selection.
- Represent program during recruiting events in both Cambridge and across North America. Presentations will be in the form of in-person and virtual information sessions and webinars

#### **Supervision Received:**

Supervision is provided by Associate Director of Finance & Event Operations and Advising

#### **Supervision Exercised:**

NA

#### **Qualifications & Skills:**

##### Required:

- Bachelor's degree
- Minimum of two years of administrative and/or project/program management experience

##### Preferred:

- MBA or other related graduate degree.
- Three years of business experience, preferably in higher education or business requiring comparable skills.
- Experience with operations, student affairs, and data management expected.
- Must have demonstrated prior experience to provide excellent customer service, coordinate and deliver complex and challenging programs, build relationships, multitask, and work effectively in a pressured work environment.
- Must be a creative self-starter who is able to work effectively both individually and as part of cross-disciplinary teams that include staff from within the EMBA, Sloan Fellows MBA as well as other departments, faculty, and students.
- Strong organizational skills and excellent communication skills (interpersonal, oral, written, and presentation) is vital.
- Must have flexibility to work on evenings and weekends (approximately 20/year) when MIT Executive MBA and Sloan Fellows MBA students are on campus.
- Experience with mid-career students.

\*\* 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.