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| Job Title: Program/Project Coordinator | Position Title: Coordinator, Alumni Experience |
| Reports to: Senior Associate Director, Alumni Experience | % Effort or Wkly Hrs: 40 hours |
| Department: Office of External Relations, Alumni Experience | Grade 6 |

Position Overview:

The Coordinator, Alumni Experience is an integral member of the Alumni Experience team, responsible for coordinating and managing projects and programs that help advance the goals of the team.

The Coordinator will work closely with regional Sloan Club and Sloan 5 volunteer leaders, providing alumni with a high level of technical and customer service. Additionally, they will manage logistics and event planning for alumni participation in the EMBA Electives program held in January. They will manage a series of student and alumni engagement events including the fall Welcome Reception, the winter Sloanies Helping Sloanies networking event, and the spring Alumni Opportunities Fair for graduating students. They will also provide support for occasional small regional alumni events. The Coordinator will be responsible for managing event and program debriefs and implementing process improvements. In addition, the Coordinator will assist in supporting the MIT Sloan Alumni Board and will oversee scheduling and taking minutes for Board and Committee meetings.

They will need to develop strong relationships within the MIT Sloan Office of External Relations, across the Institute, and with the student and alumni communities. They will prioritize strong partnerships and collaboration, innovation, and communication with the goal of increasing volunteerism, engagement, and philanthropic giving. They will need to have data skills and experience with the technologies that will allow us to connect with alumni virtually. Additionally, this person must be able to work with others, think creatively, and have an understanding of the nature of alumni-based or engagement-based programming and events.

Flexible work schedule aligns with Office of External Relations guidelines. Some travel, evening, and weekend work is required.

Principal Duties and Responsibilities (Essential Functions):**

Program Management – 60%:

- Sloan 5 groups: Execute the day-to-day operational activities and management of this regionally-based alumni engagement program for graduates of the last 5 years, including managing volunteers, managing budgets, tracking data and reimbursements, and assisting volunteers with creating, communicating, and evaluating meaningful events utilizing established program guidelines.
- Event Technology Point Person: Provide direct technical support to staff and MIT Sloan Club and Regional Ambassador volunteers. Work with colleagues in the MIT Alumni Association to share platform developments and improvements in a collaborative manner. Training and continuous learning is expected and will be supported by OER.
- Event Management: Manage the production and coordination of three annual on-campus events Sloanies Helping Sloanies, Alumni Opportunities Fair, and the student/alumni Welcome Reception. Work collaboratively with the Associate Director to manage Executive Electives. Additional smaller/regional event management as assigned.
- Alumni Board: Manage logistics of virtual and on-site conference calls/meetings, as well as communications.

Program and Team Collaboration – 25%:

- Communicate with OER on engagement opportunities for all alumni and donors.
- Contribute to programs and projects being executed as a member of the Alumni Experience Team.
- Collect and review data, offering and implementing suggestions and solutions to improve.



- Manage event communications process in collaboration with the OER Communications Team.

Volunteer Management and Alumni Relationship Building – 15%:

- Manage alumni volunteers, cultivate new volunteers to maximize their potential and foster a positive and impactful experience.
- Act as a representative of the Alumni Experience team as appropriate at events hosted by alumni or alumni clubs and work in partnership with colleagues on events for alumni.
- This position must be available to staff high profile alumni events such as the Alumni Board Annual Meeting, Executive Electives, Reunion Weekend, and alumni conferences.

Other duties as assigned.

Supervision Received: Reports to the Senior Associate Director of Alumni Experience

Supervision Exercised: N/A

Qualifications & Skills:

MINIMUM REQUIRED EDUCATION AND EXPERIENCE:

- A Bachelor's degree or equivalent is required.
- A minimum of 2 years of administrative/project management or related experience required.
- Candidate must be outgoing and comfortable working as part of a collaborative team.
- Required technical skills include proficiency with database management and PC standard applications including Microsoft Word, Excel, Publisher and PowerPoint. Experience with Cvent, Anthology, or other event technology is strongly preferred.
- Must possess strong interpersonal and analytical skills and superior customer service skills.
- Experience working with volunteers, senior staff and administration a plus.
- Other required skills: strong organizational skills, written communication skills, as well as the ability to set goals and priorities in a fast-paced, demanding environment.
- Candidate must be a self-starter, possess initiative, and be detail-oriented.

PREFERRED EDUCATION AND EXPERIENCE:

- Customer service, sales, or marketing experience in a university, professional school or large non-profit organization is preferred.
- Writing and editing experience is preferred.
- Project management experience is preferred.

MIT SLOAN COMPETENCIES

- Is self-directed and proactive while advancing work and achieving results
- Fostering an inclusive community
- Exercising integrity and credibility
- Focusing on the customer
- Collaborating and building relationships

*** 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.*