



MIT Position Description

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

Position Overview:

The Coordinator, Alumni Experience is an integral member of the Alumni Experience team, responsible for managing projects and programs and offers a high level of coordination that helps advance the goals of the team.

The Coordinator will project manage a team of the MIT Sloan Alumni Board and will oversee the annual board meeting including logistics and on-site management. They will also manage a selection of Reunion committee volunteers and Reunion events.

They will work closely with regional Sloan Club and Sloan 5 leaders, providing both students and 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 as well as the Alumni Opportunities Fair, held in May for graduating students, and occasional small regional alumni events.

They will need to develop excellent relationships within MIT Sloan Office of External Relations, across the Institute, and with the alumni community. They will prioritize solid partnerships and collaboration, innovation, and communication with the goal of increasing volunteers, alumni 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 think creatively and have an understanding of the nature of alumni-based or engagement-based programming.

Some travel, evening, and weekend work is required.

Principal Duties and Responsibilities (Essential Functions):**

Program Management – 60%:

- Alumni Board: Project manage the MIT Sloan Alumni Board, will oversee the annual board meeting including logistics and on-site management, as well as responding to information and data requests. Will manage logistics of virtual and on-site conference calls/meetings, as well as communications.
- Reunion Engagement: Manage the 5 Year Reunion Committee in order to foster meaningful connections in planning connecting with classmates, and encouraging participation in reunion events and in reunion year philanthropy. They will also manage a selection of Reunion events.
- Sloan 5 groups: Execute the day-to-day management of this regionally-based alumni engagement program for graduates of the last 5 years, including recruiting and 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.

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 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, 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, Reunion Weekend, and cultivation events.

Other duties as assigned.

Supervision Received: Reports to the Director of Alumni Experience

Supervision Exercised: N/A

Qualifications & Skills:

REQUIRED EDUCATION AND EXPERIENCE:

- Bachelor's degree
- Minimum of 2 years of administrative/project management experience
- Required technical skills include proficiency with alumni databases and PC standard applications including Microsoft Word, Excel, Publisher and PowerPoint. Experience with Cvent, Anthology, or other event technology is strongly preferred.
- Must possess solid interpersonal and analytical skills and superior customer service skills.
- Candidate must be comfortable working as part of a collaborative team.
- Other required skills: organizational and presentation 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 EXPERIENCE:

- Customer service, sales, or marketing experience in a university, professional school or large non-profit organization is preferred.
- Experience working with volunteers, senior staff and administration.
- Writing and editing experience.
- Project management experience.

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.