MIT Job Description

Job Title: Program/Project Coordinator (term 24 months)	Position Title: Digital Program Coordinator
Department: Executive Education	% Effort or Wkly Hrs: 100

Position Overview:

The Digital Program Coordinator (term 24 months) collaborates with colleagues, program directors, other staff, faculty, clients and online vendors in the delivery of world class executive education digital programs to companies and individuals. Operating in a dynamic and challenging business environment, the Digital Program Coordinator is responsible for planning, coordinating, and organizing logistics and operations for a selection of MIT Sloan Executive Education digital programs.

Principal Duties and Responsibilities (Essential Functions**): (100%)

Operational (40%)
- Leads the development and management of program operations planning and milestones for asynchronous and synchronous digital deliveries
- Coordinates logistics for digital filming sessions with faculty, vendors, film production teams and guest speakers
- Acts as a point of contact for and assists participants before, during and following asynchronous and synchronous digital deliveries
- Collects program information and materials to support faculty, filming sessions, vendors and participants
- Negotiates contracts and pricing and follow through to ensure responsiveness of vendors and other resources
- Develops and maintains complex databases to generate specialized reports including registration, course feedback reports, financial reports and reconciliations
- Evaluates, recommends, and implements operational changes and enhancements for future digital programs
- Ability to innovate and take active ownership of assigned activities as well as equally able to manage day to day implementation and prioritization of digital course delivery
- Proactive in identifying process improvement as well as proposing solutions to various challenges.
- Represents the administrative face of the programs to clients, online vendors and participants
- Balances the requirements of numerous digital deliveries in varied stages of planning, i.e. design, filming, delivery

Program Development (30%)

- Determines program requirements including internal and external resources
- Collaborates on the development and management of digital program budgets

- Collaborates on development and execution of new asynchronous course offerings both with vendors and within MIT Executive Education

Collaboration & Communication (30%)
- Work across teams within Executive Education to collaborate on hybrid engagements with both in person and digital components.
- Partner with internal program delivery teams to provide expertise on digital best practices
- Participates in cross-functional project teams and proactively engage in continuous improvement of digital programs
- Understands the nature and purpose of and be able to communicate about MIT Sloan Executive Education digital programs and services to internal and external stakeholders
- Exemplifies and upholds the MIT Executive Education Values of People, Trust & Respect, Learning & Ideas, Operational Excellence, and Sustainability

Performs related duties and special projects as assigned

Supervision Received:

- Reports to Associate Director of Digital Deliveries and the Digital Capability Leader
- Determines appropriate work methods, plans, schedules, and prioritizes work based on goals and objectives to be achieved, within the standards of work unit; carries out work activities independently
- Consults with their manager to resolve unusual problems or to provide general direction

Supervision Exercised: None

Qualifications & Skills:

Required:
Bachelor's degree or equivalent
Minimum 2 years or admin and/or project/program management.

Preferred:
- Minimum 3 years' business experience in Executive Education or comparable program or project management
- Familiarity with MIT Sloan and MIT Faculty highly desirable
- Provide excellent customer service
- Lead and deliver complex and challenging programs
- Contribute to building a respectful, professional environment
- Build relationships and respond to client/customer, Faculty and Program Director needs
- Multitask and work effectively in a pressured work environment with changing priorities and limited supervision
- Demonstrate strong organizational and interpersonal skills while managing multiple projects at one time and maintaining training documentation.

- Maintain professional outlook and demeanor at all times, particularly during times of increased stress
- Possess solid knowledge of organizational policies and practices in order to interpret and determine appropriate course of action effectively and appropriately.
- Set a tone of integrity and professional conduct, while working with others to achieve organizational goals
- Excellent and professional oral and written communication and solid presentation skills required
- Entrepreneurial passion for new projects, and ability to generate new ideas
- Use logic and reasoning to identify alternative solutions, conclusions or approaches to problem solving
- Respect and cultural awareness for communicating and collaborating with international relationships
- Preferred but not required: a creative perspective though a graphic art and design lens as it applies to creating the look and feel of an MIT branded experience
- Preferred but not required: experience working with online learning platforms such as Canvas

Competencies:

- **Manages ambiguity and navigates change** while being comfortable and confident working in a fast-paced and changing environment
- **Is self-directed and proactive** while advancing work and achieving results
- **Fosters exploration, innovation and experimentation** by applying original thinking, expertise, and professional experience to solve problems and develop new options and approaches

** 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.