

---

## MIT Job Description

<b>Job Title: Education Program Coordinator</b>	<b>Position Title: Program Coordinator, Executive Education</b>
<b>Reports to: Associate/Assistant Director</b>	<b>% Effort or Wkly Hrs: 100%</b>
<b>Department: Executive Education</b>	

### **Position Overview:**

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

Program Coordinators for Executive Education are expected to be present in the office on average two times each week in addition to being on-site for all programs deliveries in their portfolio (excluding live online deliveries which can be run remotely).

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

#### Program Coordination and Operations (60%)

- Manages logistics including pre, post, and on-site coordination of full event lifecycle; pivots easily between the different tasks required for planning on-site and live online program deliveries
- Organizes catering needs for on-site programs including dinners and receptions
- Arranges external program vendors (i.e. transportation, photographers, boat cruises, and graphic facilitators) and negotiates all contracts and pricing
- Manages all technical aspects of live online program deliveries including participant troubleshooting, faculty training, platform exploration, and video editing
- Balances the requirements of numerous programs in varied stages of planning and with overlapping schedules and deadlines
- Participates in cross-functional project teams and proactively engages in continuous improvement of program operations

#### Program Customer Service and Communication (20%)

- Communicates with participants and clients in addition to providing a high level of support for all program faculty
- Collects, uploads, and maintains all program website information and materials
- Uses complex databases and learning management systems to ensure a superior customer experience
- Understands the nature and purpose of and be able to communicate about MIT Sloan Executive Education 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

#### Program Administration (20%)

- Collaborates on the development and management of the program budget; forecasts all projected program expenses as related to logistics; reconciles and balances budget post program
- Represents the administrative face of the programs to clients, vendors and participants and provides superior customer service experience to all parties

- 
- Performs related duties and special projects as assigned and required

**Supervision Received:**

- Reports to Associate/Assistant Director
- 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 of administrative and/or project/program management experience

Preferred:

- A minimum of three years' business experience, preferably in Executive Education or a business requiring comparable skills, with experience in program, event or project management in both live online and in-person setting.
- Familiarity with MIT Sloan and MIT Faculty highly desirable

Demonstrated ability to:

- 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
- 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 oral and written communication and solid presentation skills required

**Competencies:** Contribute; Collaborate; 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.*