

MIT Job Description

Job Title: Events Planner 1	Position Title: Program and Events Coordinator, Global Programs
Reports to: Associate Director, Global Programs	% Effort or Wkly Hrs: 100% effort
Department: MIT Sloan Global Programs	
Date: 3/31/2022	

Position Overview:

This position will partner with GP staff on leading efforts to reimagine and innovate, design, deliver and manage events to provide a seamless experience for GP participants. The Program Events, Coordinator for MIT Sloan Global Programs (GP) will be responsible for proactively planning, implementing, managing, and expanding operational and logistical functions for onsite and virtual events.

The Program and Events Coordinator will manage the planning of operations and logistics and the implementation of ongoing programs. The Program Events, Coordinator will also proactively create opportunities to improve current best practices, reporting methods, and measure progress towards the department efficiency goals. This role works independently, collaboratively, and cross-functionally, across programs.

This Program Events, Coordinator will lead new protocol development, and procedure redesign to increase GP's impact across 13 programs and fellowships that include 20+ events per year. These include seminars, special lectures, reunions, retreats, graduations, conferences, workshops, company visits, etc., that reach wide and varied audiences within and beyond MIT. Audiences include faculty, students, staff, postdoctoral scholars, executives, alums, and donors. This position requires some evening and weekend hours. This position is eligible for flexible work arrangements on a continuing weekly basis.

Principal Duties and Responsibilities (Essential Functions**):

- **Independent and autonomous work: Planning and Delivery (80%)**
 - Take a leading role in the planning, design, and execution of event operations and delivery of in-person, virtual, and hybrid experiences while adhering to approved budgets for a broad range of stakeholders, including faculty, international students, alumni, and distinguished guests
 - Implement process improvements by designing and deploying solutions that are inclusive of diverse approaches, synthesizing and prioritizing the needs of different stakeholders
 - Develop processes and procedures to effectively meet or exceed customer expectations
 - Determine the needs for participant communications and assist Associate Directors in managing program communications from point of enrollment through program completion, including onboarding; event, program and workshop logistics; and delivery of in-person, virtual, and hybrid programming
 - Develop and improve existing processes for the smooth delivery of events and ensure close collaboration across all GP programs including: run of shows, event staffing plans, event and production schedules, and other work plans for campus event activities in person, virtual or hybrid
 - Centralize and manage GP projects to ensure efficiency, continuous refinement, development of best practices, and quality improvements
 - Create and maintain a database to organize and catalog faculty participation across the office's portfolio of programs over a calendar year

- Track and continuously monitor the overall GP's yearly programming timeline with a particular focus on faculty teaching assignments and needs
- Serve as a point of contact for faculty and participants, streamlining communication and support provided
- Build strong relationships with all of GP's department heads and program team members
- Research, select, and tend vendors, including production partners, hotels, venues, promotional items, gifts, transportation, and caterers.
- Establish new and enhance existing relationships within relevant department heads and program team members as well as global partners to retain clients and support the engagement and conversion of new collaborations and partnerships
- Drive and manage on-site event logistics including vendor and volunteer management, ensuring a consistent standard of quality and similar look-and-feel across collaborations and programs
- Develop and maintain complex databases to generate specialized reports, including event registrations, faculty assignments, confirmations, space needs, and reservations
- Negotiate contracts, pricing, and follow through to ensure responsiveness of vendors and other resources; work with GP's Finance Coordinator on fiscal and budgetary reconciliation post-program/event
- Take an active role in program branding, marketing, and promotion, including social media and brochure materials with GP's Communications Coordinator
- Responsible for post-event follow-up and due diligence, including creation and distribution of materials; development, distribution, and analysis of participant feedback surveys; and management of team debrief meeting
- Other duties as needed or required
- **Support and Coordination: Resource Management (20%)**
 - Balance the requirements of numerous programs and events in varying stages of planning through weekly or bi-weekly event planning and delivery progress meetings
 - Assist with budget estimates and financial reconciliation of expenses in coordination with manager of program collaboration and GP's Financial Coordinator
 - Manage the issuing of graduation certifications, working closely with MIT Sloan Alumni Office to determine alumni status and benefits for participants across all GP collaborations; create and distribute virtual and/or printed graduation certificates
 - Update program platforms as needed
 - Organize and assemble participant and event materials and SWAG (certificates, name tags, table tents, gifts, etc.)

Supervision Received: Reports to Associate Director, Global Programs

Supervision Exercised: No direct reports, but may include supervision of temporary staff

Qualifications & Skills:

Required:

- Bachelor's degree required
- Minimum of two years of events planning or project/program management experience
- Excellent organizational and administrative skills
- Outstanding interpersonal and communication skills (both written and oral)
- Team player with an established track record of undertaking collaborative projects throughout the project lifecycle
- Proactive, takes initiative, and leads effectively with limited supervision
- Strong organizational and problem-solving skills; ability to successfully balance and prioritize workload

- Deals with confidential information and issues using discretion and judgment

Preferred:

- Five years of experience working in relationship or program management in higher education or comparable environment
- Strong MS Office skills
- Strong Adobe Creative Suite Skills
- Experience with Project Management tools like Asana
- Experience with CRM platforms is desirable
- Experience with WordPress or other content management systems (CMS)

Competencies:

Contribute

- **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

Collaborate

- **Collaborates with others** while respectfully advancing organizational goals and achieving desired outcomes

Engage

*** 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.*