Program Coordinator
Tufts University

Job Title	Program Coordinator
Department	University College (UC)
Institution	Tufts University
	Medford, Massachusetts
Date Posted	Jun. 6, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
	Coordinator
Academic Field(s)	Educational Services
	Communications/Public Relations
	Admissions/Student Records/Registrar
	Administrative Support/Services
Job Website	https://jobs.tufts.edu/jobs/20590?lang=en-us&iis=Job+Board&iisn=AcademicKeys
Apply By Email	

Job Description

Overview

Tufts University's University College (UC) is dedicated to programming that meets the educational needs of learners, wherever they are in their learning journey. Today, UC's programmatic areas include Tufts Professional and Continuing Education Programs, Tufts Pre-College Programs, the Osher Lifelong Learning Institute, and the to-be-established Center for Workforce and Professional Impact. UC has grown quickly since its inception in November 2018 and is poised for substantial growth, incorporating degree and certificate programs and expanding access to Tufts' world-class education. UC offers a fast-paced, nimble environment committed to providing world class education to

a wide variety of learners. UC is well-positioned to develop a distinctive presence in the greater Boston landscape as part of a diverse and accessible institution that makes learning and engagement with education of all kinds for all people a part of its core mission. Visit https://universitycollege.tufts.edu/ for more information and to review our new strategic plan.

University College is establishing the Center for Workforce and Professional Impact to bring together industry, government, and higher education to provide people throughout their career journey access to upskilling and reskilling content aimed to support a resilient and dynamic workforce. The Center will host a portfolio of educational offerings such as micro-credentials, partner with stakeholders in the community, and conduct research and advising to promote its goals.

What You'll Do

In collaboration with the Tufts Professional and Custom Education Associate Director and Program Administrator, the Program Coordinator provides advanced administrative support and coordination for the daily operations of the programs of the Center. Supports student nurturing (email and phone), social media, and other campaigns to successfully drive student satisfaction. Produces a variety of documents, reports and proposals for overall program and Center management and development. Initiates and responds to inquiries and provides detailed information to constituents. Organizes and maintains files, websites, and databases. Updates, processes, and tracks student applications and enrollment and other forms for data entry. Coordinates logistics for meetings and other events, including planning events, determining venue, making travel and payment arrangements, and coordinating production of materials, audio/visual and other setup needs. The position engages with the rest of the team as a collaborative member, ready to help where needed, problem solve, and work toward the greater good of the School and University as a whole. Must have the ability to manage and evaluate competing priorities and to execute the day-to-day. This position is for someone who gets things done, who has an all-hands-on-deck mentality, and who is comfortable having clear performance targets and being measured against them on a regular basis, but who can also navigate the complexities and uncertainty of a "start-up" environment.

Essential Functions:

Program Coordination

- In collaboration with the Associate Director, supports the course listing process from course logistics planning (when applicable) to maintaining course updates

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• Maintains data management and filing systems and supports entry and maintenance of data and data collection forms
• Processes student registrations, including evaluating applications and program completions
• Conducts program evaluations and analyzes and writes reports based on evaluations
• Conducts assigned research and gathers information and data, organizing and drafting reports on results
• Coordinates logistics for meetings and other events
• Monitors budgets and tracks spending, may initiate purchase of materials and supplies and execute final transactions

Learner Experience

• Provides learner support such as course selection, registration, and billing
• Communicates with stakeholders regarding learner inquiries
• Troubleshoots registration issues and follows up on any outstanding payments, cancellations, discounts, etc.

Ad Hoc

• Assists with administrative processes for new programs
• Assists in updating website and other promotional materials
• Provides guidance and work direction to student and temporary workers and assists in training other support staff

What We're Looking For

Basic Requirements:

• Knowledge & skills as typically acquired through an Associate's degree and 3-5 years of experience in a professional work environment
• Knowledge of MS Office suite
• Able to use email, social media platforms, survey analysis tools, and various digital tools and applications
• Strong organizational skills and attention to detail

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• Strong project management skills
• Strong communications and relationship management skills
• Must be collaborative and a team player
• Positive attitude and a constantly proactive thinker

Preferred Qualifications:

• Bachelor's degree preferred and 1-3 years of experience in a professional work environment
• Prior experience in program development and/or program management
• Customer service or marketing experience preferred
• Knowledge of CRM systems and/or data management systems such as HubSpot, Student Information/Record systems, event management systems, etc.

Pay Range

Minimum $26.40, Midpoint $31.40, Maximum $36.40

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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