

**Pre-College Program Administrator
Tufts University**

Direct Link: <https://www.AcademicKeys.com/r?job=250818>

Downloaded On: Dec. 25, 2024 1:46pm

Posted Dec. 24, 2024, set to expire May 5, 2025

Job Title	Pre-College Program Administrator
Department	
Institution	Tufts University Medford, Massachusetts
Date Posted	Dec. 24, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Student Services Educational Services Communications/Public Relations
Job Website	https://jobs.tufts.edu/jobs/21259?lang=en-us&iis=Job+Board&iisn=AcademicKeys

Apply By Email

Job Description

Overview

As part of a mission-driven institution, University College (UC) at Tufts University strives to make education accessible to all, fostering learning and engagement across a wide spectrum of audiences. UC is committed to expanding access to Tufts and transforming the lives of diverse learners across generations through innovative and high-quality educational opportunities, career acceleration, and community connections. Since our school's establishment in 2018, UC has experienced rapid growth and is planning significant expansion, including a variety of new professional non-credit credentials, high school programs, and new degrees, all while broadening access to Tufts' exceptional educational offerings. UC currently offers a variety of educational content through Tufts Pre-College Programs, the

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Osher Lifelong Learning Institute, and the new Center for Professional and Workforce Impact. Operating in a dynamic environment, UC is positioned to become a leading presence in the greater Boston area in the next 5 years. Visit universitycollege.tufts.edu to learn more.

This role specifically serves University College's Tufts Pre-College Programs (TPP) team. Tufts Pre-College Programs' mission is to extend Tufts-quality education to high school students to enrich their academic experience and Tufts' academic community with new student learners early in their learning journey. Tufts Pre-College Programs has a portfolio of over 20 summer programs, plus several held through the academic year, that range from semester-long and 6-week college experiences to shorter 1-3 week intensives, with plans to grow the portfolio both in the summer and in the academic year.

This is a hybrid position with three allowable days of remote work per week. Additional in-office days may be necessary when business needs require it.

What You'll Do

In collaboration with Tufts Pre-College Programs Director and Associate Directors, the Program Administrator participates in the development of goals and strategies for the unit and is a critical player in every detail of the daily operations of the programs, including serving as program manager (in collaboration with program staff) for specific programs and participating in onsite program management during the summer. Provides input on student nurturing (email and phone), social media, and other campaigns in order to successfully drive student enrollment and satisfaction. Establishes and analyzes trackable performance metrics for all elements of each program and makes recommendations for improvement. Produces a variety of documents, reports and proposals for overall program and department management and development. Initiates and responds to inquiries and provides detailed information to constituents. Organizes and maintains files, websites, and databases; designs and updates student admissions applications and other forms for data entry. The position engages with the rest of the department as a team player, ready to help where needed, problem solve, and work towards the greater good of the 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.

Program Management & Development

? Participates in the development of goals and strategies for Pre-College Programs

? For the program(s) in their area of responsibility, the Program Administrator is responsible for coordinating and ensuring the completion of all prep work, planning, hiring, and applications review for

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the program(s)

- ? Responsible for management and operation of programs onsite during summer, in collaboration with program staff and TPP Director/Associate Directors
- ? Supports the Director/Associate Directors in all program logistics, including form and policy development and monitoring, liaising with campus and external vendors, and with students and families
- ? Writes and distributes in-program communication for TPP-operated programs
- ? Supports the Director and Associate Directors in delegating tasks to program staff, ranging from marketing to operating questions
- ? Builds successful program, student, parent, and functional area relationships through timely and professional interpersonal communications—written and verbal—and proactively responding to requests and feedback
- ? Works together with other University College Program Administrators, taking a proactive, sales- and solution-oriented approach to customer engagement; represents the interests of University College's programs in all efforts
- ? Engages in cross-functional collaboration with and support of Center for Professional and Workforce Impact, UC Marketing, and other teams
- ? Light supervision of 3-4 student workers who support the day-to-day operations of Pre-College Programs
- ? Contributes proactively in meetings regarding marketing, systems, policies, program development and strategy. Identifies opportunities for efficiency and improvement

Data Collection & Distribution

- ? Tracks and reports to programs and the University College team key data and performance metrics (e.g., conversion rates, email/phone campaign efficacy, year-over-year performance metrics) and uses analytics to deliver actionable insights.
- ? Supports program staff in management of budgeted expenses, and troubleshoots for issues or questions relative to expectations, for pre-college-related funds and programs.
- ? Produces, distributes, and analyzes student, parent, and program staff feedback surveys after program close
- ? Regularly analyzes performance and feedback on systems, processes, and policies for revisions and the establishment of best practices
- ? Documents standard operating procedures for the team.

Marketing & Communications

- ? Collaborates with the University College Marketing team, program staff, Student Services, and Residential Life vendors to ensure integrated student outreach, communications, and marketing for all

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programs.

? Provides input on student outreach, parent outreach, and nurturing campaigns to optimize enrollment and student, parent, and program satisfaction with each of the university college programs and the Tufts brand and values.

? Collaborates with UC marketing team to generate multiple social media campaigns and email campaigns from concept to completion, including all related emails, advertisements, brochures, webpages, selecting images, building the materials, and determining distribution, distributing, managing all follow-up, etc.

? Runs live campaign events, including during the program at orientation, weekly roundtables, the kick-off and closing dinners, webinars, information sessions, and representing Tufts at high school fairs and other in-person events

? Ongoing review and updating of the website for accuracy

Learning & Development

- Remains current on industry trends, emerging technologies, and best practices in pre-college program development and administration, student engagement and marketing, and general programmatic innovation to participate in monthly University College roundtables.

What We're Looking For

Basic Requirements:

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- ? Knowledge & Skills as typically acquired through a bachelor's degree and 1-3 years of experience in a professional work environment
- ? Microsoft Office Suite, strong excel skills
- ? Able to use email, social media platforms, survey analysis tools, and various digital tools and applications
- ? Strong organizational skills and attention to detail
- ? Strong project management skills
- ? Strong communications and relationship management skills
- ? Ability to adapt to quickly-changing priorities
- ? Must be collaborative and a team player
- ? Positive attitude and a constantly proactive thinker
- ? All hands on deck attitude

In order to ensure a healthy and safe work environment, Tufts University is requiring all employees to be fully vaccinated and provide proof of their COVID-19 vaccine before their start date. Employees who cannot receive the vaccine because of a disability/medical contraindication or sincerely-held religious belief may request an accommodation (e.g., an exemption) to this requirement. Learn more about the COVID-19 vaccine requirement. This requirement helps enable our employees to thrive in their careers at Tufts and make the greatest impact on all those we serve through the University.

Preferred Qualifications:

- ? Bachelor's degree preferred and 3-5 years' experience in a professional work environment
- ? Prior experience in program development and/or program management
- ? Knowledge of or experience in program subject matter preferred (see Pre-College Programs Portfolio)
- ? Customer service or marketing experience preferred
- ? Prior systems management and analytical experience preferred in the following data platforms:
- ? Technolutions Slate, Oracle Peoplesoft SIS, Modern Campus Destiny One
- ? Knowledge of SQL or other query languages a plus
- ? Prior experience working with students in grades Pre-K-12, or equivalent, preferred

Pay Range

Minimum \$53,400.00, Midpoint \$66,750.00, Maximum \$80,100.00



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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