Job Description

Job Title: Program Coordinator  
Department: Ctr, Education in Health Sciences

Job ID: 34335  
Percent Full Time: 100

Location: Chicago Campus  
Grade: EXS 5

Job Summary:
This position provides management for an education, research &/or operations program/project, recommending goals, assessing feasibility and ongoing performance & providing day-to-day oversight of administrative & operational functions.

Specific Responsibilities:

Administration

- Manages day to day operations.
- Ensures that program/project mission, values, guidelines, policies & procedures are implemented & maintained.
- Reviews processes and recommends changes to incorporate state-of-the-art technology as appropriate into administrative, recruitment, marketing, and educational components.
- Identifies service improvement opportunities that will better enable program/project to achieve its goals and objectives.

Budgets & Financial

- Participates in budget preparation.
- Troubleshoots problems; performs vendor/account research as needed; obtains additional information or provides instruction & guidance by phone, US- or e-mail from customers/vendors; corrects or escalates.
- Communication, Outreach & Recruitment
- Develops coordinated, consistent marketing and brand messages.
- Incorporates social media and networking into program/project aspects as appropriate.
- Strengthens partnerships with external resources by defining, promoting and marketing benefits of participation and involvement to the organization.
- Reviews market trends to recommend future plans to increase revenue, participation, engagement, etc.

Evaluation

- Observes program sessions and interacts with participants for purpose of gaining consumer insight, growing and strengthening program knowledge, and optimizing client satisfaction.
• Coordinates the collection, analysis & reporting of required information for surveys, review documents, public information documents, etc.
• Analyzes evaluation data from instructors, students, participants, etc. to assist in program/project development and updates.

Events

• Coordinates programming, educational, student, alumni, workshops, meetings, etc. including speakers, agendas, etc.
• Develops plans and arranges meetings, workshops, events, etc. designed to exchange information, promote research objectives, and to build internal and external relationships within NU.
• Ensures that event details including communication, venues, presenters, travel arrangements, materials, refreshments and technology are arranged and completed in an appropriate and timely manner.

Faculty Support

• Arranges colloquium & seminar coordination, & faculty travel planning.
• Supports faculty in development and approval of new courses, faculty payments, classroom coordination, evaluations, and grading.

Program Development

• Manages program/project curriculum, seminars, presentations, workshops, learning experiences, chat rooms, websites, social networking, etc. based on goals/objectives.
• Identifies & obtains external expertise as needed and works with content experts for current and new programs.
• Reviews programs/projects to increase efficiencies to support growth.

Student Support

• Completes program/project logistical details such as scheduling, curriculum, facilities, technology, registration, enrollment, audits, etc.
• Advises students regarding admissions, academic, career and development matters.
• Reads & evaluates admissions files and participates in candidate selection.
• Interviews and screens applicants.
• Organizes new student activities.
• Tracks data entry of grades into CAESAR, assuring faculty completes process by deadline.

Supervision

• Supervises 1-2 staff &/or provides work direction.

Performs other duties as assigned.
Minimum Qualifications:

- Bachelor’s in business, accounting or a related field + 1 year program administration or similar experience. or 3 years program administration or similar experience.

Preferred Qualifications: (Education and experience)

- Experience in educational programs or healthcare a plus.
- Proven social media experience.
- Recruiting experience.

Preferred Competencies: (Skills, knowledge, and abilities)

- Excellent oral and written communication.
- The ability to work both independently and on a team.
- Innovative thinker, with ability to create new paths and contribute ideas.

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