JOB DESCRIPTION

PROGRAM COORDINATOR
FOR
THE LEADERSHIP INSTITUTE

PURPOSE:

The Program Coordinator fulfills three related functions in the Leadership Institute:

- ➢ Program Support
- ➢ Coordination of Facilities and Guest Housing
- ➢ General Office Management

The Program Coordinator performs these functions in coordination with and under the supervision of the director of program development of the Leadership Institute.

RESPONSIBILITIES AND DUTIES INCLUDE:

The Program Coordinator carries out the following responsibilities:

<u>Program Support</u>

- Supporting existing and emerging programs, in coordination with the director of program development through a diversity of functions including:

  - o Creating registration forms for use by participants, through the use of Reg-Online
  - o Processing registrations for continuing education events, communicating as needed with participants and other offices on campus
  - o Generating event reports (event rosters, attendee directories, transaction reports, etc.), through the use of Aventri
  - o Offering hospitality for each event, through welcoming participants and providing signage as needed, name tags, certificates of participation, and refreshments and meals as coordinated primarily with caterers and our campus food service (as needed)
  - o Making arrangements for refreshments and evening meals, as needed, with caterers (primarily) and our campus food service staff (secondarily)
  - o Communicating with other departments on campus, such as Physical Plant, Information Technology and Media Services, Central Services, Registrar's Office, and Security to ensure the appropriate coordination of service needs for programming and guest housing

- o Trouble-shooting problems that arise during events, and in the building, for example in relation to media and technological resources
- o Recording and maintaining CEU data for events where CEUs are offered
- o Generating and proofreading material about programs, facilities, and policies for internal use and public dissemination through brochures, the website, and other printed and electronic means
- o Assisting the director of program development with the management of our webpages
- o Assisting the director of program development with direct marketing initiatives for events, with particular attention to the use of social media
- o Broadening and managing our contact database, with the use of MailChimp

Coordination of Facilities and Guest Housing

- Coordinating facility and guest housing needs:

  - o Processing requests for guest housing from Leadership Institute event participants, students in *blended learning program*s, participants in other campus events, persons on campus for independent study, and other offices on campus requesting guest housing and/or meeting rooms
  - o Coordinating with the Physical Plant office the timely turnover over guest rooms and meeting spaces between guests and events
  - o Monitoring the readiness of Paisley Hall and Thompson House for our events and for guest housing by checking to ensure that rooms are clean and ready for use when needed
  - o Maintaining an up-to-date computer calendar for guest rooms and meeting spaces in Paisley Hall and Thompson House
  - o Distributing campus housing keys
  - o Processing invoices for users of campus housing, as needed
  - o Reporting needed maintenance and repairs to Physical Plant

General Office Management

- Managing the day-to-day work of the Leadership Institute:

  - o Coordinating the use of meeting spaces assigned to the Leadership Institute, in conjunction with the director of program development, and maintaining an appropriate calendar on Microsoft Outlook
  - o Requesting that all events pertaining to the Leadership Institute be posted on the seminary's master calendar
  - o Participating in planning and decision-making processes as related to office and staff

- o Processing invoices and reimbursements, submitting bills for payment, and monitoring accounts receivable in a timely manner
- o Using Excel or another program to track event expenses, and generate a report for each event
- o Updating the *For Your Information*/*What to Expect* resource available to housing guests
- o Maintaining event and general office files, including forms and documents
- o Maintaining well-organized and neat storage areas in closets and kitchens in Paisley Hall and Thompson House
- o Requesting services for repair of computers, telephones, lights, and other office equipment – this includes requesting supplies and repairs for the copier, assisting employees having problems with the copier, and reporting meter readings
- o Procuring office supplies through campus purchasing agent, when possible, or outside discount establishments
- o Processing mail

- Working collaboratively with personnel from other offices on the UPSem campus who share responsibility for particular events and initiatives, such as the Global Mission Center for Christian Education

- Handling other tasks that further the work of the Leadership Institute, or of the seminary, as requested by the director of program development or dean who supervises the general work of the Leadership Institute

KNOWLEDGE, SKILLS, AND TRAITS NEEDED:

- Skills in public interaction by telephone, through email, and in person
- Hospitable and outgoing in relation to others
- Able and willing to take initiative
- Triage skills, particularly for effective problem solving
- Computer knowledge in Windows, Microsoft Word, Excel, Power Point, Outlook, and Aventri; knowledge in Photoshop is desirable
- Skills in the use of social media for marketing events
- Highly organized
- Attentive to details
- Effective office management skills

WORKING CONDITIONS AND BENEFITS:

- Hours are generally Monday to Friday from 8:00 a.m. to 4:30 p.m. on the Richmond Campus; this may be altered to 7:30 a.m. to 4:00 p.m., if desired
- Position requires periodic evening and weekend hours; where evening events center upon the support of synchronous online events, this work

may be performed at home; where evening or weekend hours are needed, adjustments in working hours on other days of the week normally are required to stay within the available hours for this position
- Full-time support staff benefits apply

EXEMPT STATUS:

- Non-exempt position (Employee is eligible for overtime compensation)

ACCOUNTABILITY:

The Program Coordinator shall be accountable to the director of program development of the Leadership Institute for the exercise of his or her responsibilities. A review of his or her yearly goals, objectives, and performance shall occur annually with the director of program development. Such a review will be in accordance with the personnel guidelines of Union Presbyterian Seminary.

Revised, February 2020