Senior Program Coordinator
Master of Management in Clinical Informatics Program
Department of Biostatistics and Bioinformatics

Summary
The Senior Program Coordinator for the Master of Management in Clinical Informatics (MMCi) program reports to the MMCi Operations Director and shares responsibility for planning and execution of all aspects of the program. This position is responsible for the admissions process, including applicant evaluation process, matriculation of admitted students and recruiting events. This position is responsible for the planning, oversight and execution of hospitality service for students and planning student events. The Senior Program Coordinator will work closely with a variety of stakeholders within the School of Medicine, faculty, and numerous groups across the University and beyond to achieve a holistic, unified, coherent program that (i) can be articulated and sold to prospective students, (ii) will deliver a diverse/quality program to matriculated students and (iii) will persist/resonate with graduates through ongoing outreach and content delivery.

Responsibilities

Recruiting / Admissions
- Develop and execute an application and admission process including ensuring application availability to prospective students, capture of relevant qualification factors, and evaluation criteria for applicant selection.
- Participate in recruiting for the program: organize and attend recruiting events and information sessions, and engage in and support digital and social media use and advertising.
- Prepare admission files and participate in the review of applications from prospective students including rating applicant’s fit and readiness for the program.
- Meet with Prospective students to assess program fit for suitability and success.

Student-Facing
- Oversee students' matriculation through program requirements and clear candidates for graduation.
- Develop and implement tools to measure student satisfaction with program annually, and use data for program enhancements/direction.
- Plan and execute student social and networking activities and program events.
- Manage hospitality service for students while onsite. Working with a caterer, ensure meals are served timely with sufficient quality to satisfactorily meet student needs. Ensure catering bills are paid.
• Be available on-site for student interaction on class days. Work in conjunction with operations director to ensure regular class onsite coverage on class days.
• Identify opportunities for networking and extracurricular/enrichment activities for MMCi students.
• Contribute to planning and execution of MMCi boot camp and orientation for incoming students.
• Plan and direct MMCi graduation event.
• Work with operations director in planning graduation program.
• Oversee the inventory of MMCi program materials for orientation, class weekends, graduation and other special events and activities.

Curricular
• Survey student satisfaction with MMCi courses and overall program.
• Work with Operations and Program director to analyze survey results and make recommendations on actions to improve student satisfaction.

Marketing & Communications
• Develop and execute marketing communications to prospective students during recruitment calendar.
• Work with Operations Director to identify uses and enhancements to use of social media.
• Contribute to building and enhancing the MMCi brand.
• Identify/craft.aggregate portal content & create mechanisms for outreach, learning activities/opportunities, connection between programs, and an array of touch points to and between students.
• Represent the program at industry seminars, conferences and professional meetings.

Program Operations & Administration
• Manage enrollment, matriculation, completion of courses and various other monitoring activities to ensure that students are in good standing with the University and successfully complete individual requirements and programmatic requirements overall.
• Work with Operations director to identify enhancements for use of distance and classroom technology to enable qualify delivery of program to students in remote locations.
• Support operations director in compiling program documentation related to program status reporting for internal School of Medicine requirements.
• Provide oversight of a comprehensive plan for incorporation of course offerings and extracurricular into overall MMCi program.

Co- and Extra-Curricular
• Develop and implement program related co- and extra-curricular activities, including planning and executing MMCi Orientation, Boot Camp, MMCi in DC, graduation ceremony and reception and other student related events.
• Evaluate the success of the programs implemented and revise as program matures.

Career Services Support
• Oversee food service set-up and clean-up for the Thursday evening Career Development class which meets 20 times during the 12 month course of the program.
• Serve as a liaison to the Career Development Director with regards to recruitment opportunities and initiatives for MMCi students.
• Serve as resource to MMCi students with regards to their career search.
• Create new career opportunities by outreach to corporations and alums.
• Provide mentoring support as needed.

Alumni Relations
• Develop ways for MMCi alumni to remain involved and connected with the program (life-long learning opportunities, affinity group, etc.).

Strategic Initiatives
• In conjunction with program and operations director, evaluate and make recommendations to improve program delivery and student experience.

Education and Experience

Work requires analytical, communications and organizational skills generally acquired through completion of a bachelor's degree program. Master’s degree preferred.

Work requires three years of experience in program administration or involving academic activities to acquire skills necessary to plan, coordinate and implement a variety of program activities and events.

Master’s degree with minimum of 3 years applicable experience in an academic environment is preferred. Clear oral communication skills. Excellent writing and editing skills. Ability to use Microsoft office products and be comfortable using University student account products.

Work environment

Strong work ethic in a demanding, service oriented environment. Flexibility in work schedule to accommodate approximately 18 Saturdays during a 12 month period. Creative problem solving, adaptability, and diplomatic skills. Proficiency with all Microsoft Office products (Windows, Word, PowerPoint, Excel and Access), willingness, and ability to master proprietary database and calendar tools. Work as an integral member of a small program administrative team ensuring efficient and effective program operation and exceptional level of student experience and supervising related procedures, processes, services and systems, creating best-practices where appropriate, and providing input on improving and enriching the overall MMCi experience.