CLARK ATLANTA UNIVERSITY
Job Description

<table>
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<tr>
<th>Position Title:</th>
<th>Program Coordinator</th>
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<tr>
<td>Department:</td>
<td>Office of Online Learning and Continuing Education</td>
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<td>Reports To:</td>
<td>Associate Provost for Online Learning and Continuing Education</td>
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The following statements are intended to describe the general nature and level of work to be performed and are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All duties listed are essential functions for the position. It is understood that other related duties may be assigned.

**General Function (Description):**

The Program Coordinator works directly with the Associate Provost (AP) for Online Learning and Continuing Education to ensure efficient and effective management of continuing education and online programs. Responsibilities include formalizing continuing education service agreements, program planning, and serving as a liaison between the Online Learning and Continuing Education (OLCE) office and continuing education partners.

The Program Coordinator works collaboratively with the AP to seek out new program opportunities aligned to interdisciplinary initiatives established by CAU academic departments, coordinate logistics involved in on-site events, and to work collaboratively with other OLCE staff to create/modify courses, programs, and activities to meet the ever-changing needs of individual learners, partners in all sectors, and the CAU community. Some evening and weekend activities may be periodically required.

**Examples of Duties and Responsibilities:**

The Program Coordinator performs the following duties:

- Coordinate the delivery of continuing education by organizing, coordinating, and planning operational facets of programs and related activities;
- Work with internal and external stakeholders in the planning and delivery of continuing education credential courses, events, and activities including collaboration with CAU academic departmental efforts to establish interdisciplinary stacked credentials;
- Develop, coordinate and/or arrange for meeting and project materials for distribution as necessary;
- Collect, manage, and use appropriate data to monitor progress and prepare reports that document the productivity of programs;
- Maintain necessary course pre-registrations, registrations, payments, student evaluations, course information, files and records;
- Coordinate efforts to secure instructors, schedule rooms, order books and supplies, and prepare course completion records;
- Maintain pertinent information and coordinate reporting required for the granting of licensures, certifications, and Continuing Education Units to appropriate stakeholders and agencies;
- Assist in the coordination of bids and preparation of requisitions for purchase orders of equipment, materials, and supplies;
- Support digital presence of the office through various social media accounts, direct mailings, and other promotional materials;
- Recruit and advise potential participants; and
- Performs other duties as assigned by the AP for Online Learning and Continuing Education.
**Knowledge, Skills and Abilities:**

Bachelor’s degree; three or more years of successful experience at a college, university, or similar setting; proficiency in using Microsoft Office Suite and graphics software; and strong attention to detail required. Experience with development of promotional materials and event planning preferred.

The ideal candidate will possess the abovementioned knowledge, skills, as well as:

- Effective oral, interpersonal, and written communication skills;
- Ability to establish and maintain positive working relationships with other employees at all levels;
- Work independently within a broad strategic framework and institutional priorities;
- Exceptional customer service, problem solving, decision making, creative thinking skills;
- Ability to plan, organize and implement assigned responsibilities and to work well under pressure to meet deadlines;
- Excellent organizational, analytical and planning skills.
- Ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion.
- Ability to participate as a team member, ability to understand and interpret rules and regulations, and ability to adjust to change with a positive attitude.
- Display self-confidence, patience, empathy, and availability when building rapport with constituents.
- Understand and adapt quickly to multi-generational needs and characteristics;
- Availability to periodically work or meet in the evenings and/or on weekends;
- Ability to travel out-of-state as well as locally to participate in meetings, conferences, and other activities related to the operations of the colleges;
- Ability to project a professional image and meet high customer service standards;

Exceptional organizational, interpersonal, written communication and team performance skills are required.

**Minimum Hiring Standards:**

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<tr>
<th>Education</th>
<th>-Bachelor’s degree required; Masters preferred</th>
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<tr>
<td>Years of Experience</td>
<td>-Three or more years of successful experience at a college, university, or similar setting relevant to working with adult learners</td>
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<td>Years of Management/Supervisor Experience</td>
<td>N/A</td>
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