ADMINISTRATIVE POSITION ANNOUNCEMENT

TITLE OF POSITION/RANK: Program Associate Online Education

DEPARTMENT: Graduate School of Social Service
Online Education Department

POSITION SUMMARY:
The Program Associate Online Education provides direct administrative support to the Online Education Department. Assists in the organization and implementation of all department-related activities and events. Works closely with all Online Education department staff and across both School and University departments as necessary. Reports to Senior Director for GSS Online Education.

RESPONSIBILITIES:
• Provide primary administrative support for a range of activities, policies, and procedures as they relate to the function of the online MSW national program delivery
• Perform all program planning and course scheduling, including auditing enrollment and monitoring projections
• Maintain departmental workflow calendar, databases, process maps, contracting, invoicing, and vendor documents
• Assemble a range of reports and analyses including, financial, historical, and trending data
• Function as the primary point of contact for the department; providing operational guidance and support to faculty, triage inquires, prioritize communications, and direct follow-up actions as required
• Serve as program coordinator aligning operations with all program areas, School departments and University
• Maintain continuity of work operations by identifying irregularities, analyzing/gathering information, determining continuing needs, documenting, and communicating needed actions to leadership
• Develop procedure manual for department administrative operations, manage onboarding and training of staff
• Perform other duties as needed

QUALIFICATIONS:
• Bachelor’s degree required.
• 3 to 5 years administrative experience required. Higher education experience preferred.
• Technical proficiency w software applications such as Microsoft Word, Excel, Google, Zoom, Salesforce
• Integrity, sound judgment, ethical decision-making, and high confidentiality standards
• Detail-oriented, with strong organizational and time management skills
• Strong professional written and oral communication skills
• Exceptional interpersonal/relational skills and able to work with diverse groups/individuals
• Self-motivated but also able to work as part of a team operating a complex environment
• Able to adapt to changes in priorities, unexpected events, or unanticipated demands
• Ability to work occasional evenings and weekends as necessary

SALARY: Commensurate with experience

FLSA CATEGORY: Exempt

START DATE: ASAP

SEND LETTER AND RESUME TO: Patricia Heard
Senior Director for GSS Online Education
onlinemsw@fordham.edu

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