

Program Coordinator, Executive Leadership Institute (PC-ELI)

Summary: This position works within the Executive Leadership Institute and serves as the operations leader accountable for scheduling, logistics, and administration of executive education programs and conferences associated with ELI and SELA clients.

This position is not exempt from provisions of the Fair Labor Standards Act (FLSA) and therefore is eligible to earn overtime pay or compensatory time off for additional hours worked.

Essential Duties and Responsibilities include:

- **Operations management** – oversight of operational resources and solutions for program logistics including facility/room reservations (on or off campus); coordination of other QU departments and outside vendors involved in the delivery of ELI programs
- **Relationship management** - build and maintain strong relationships with internal and external partners, clients and vendors.
- **Client satisfaction** – work closely with executive director and program managers to create a unique Queen University experience for client programs
- **Financial management** - manage the periodic (monthly and quarterly) reporting and analysis of ELI and SELA financial transactions, budget, program-specific financial performance, and overall department net income reporting; includes serving as the primary point of contact and relationship manager with Queens' Finance and Accounting functions;
- **Accounts receivable / accounts payable** – manage the invoices and payments for ELI and SELA programs to ensure timely processing; including payments to faculty, affiliates; contractors, and vendors; setting up new vendors for payment; and notifying Executive Director and others of collections issues and disputes;
- **Contract management** – assure an accurate, comprehensive, and searchable contract management repository for all ELI-related contracts with clients, faculty, affiliates, contractors, and vendors;
- **Operational and financial policies and procedures** – provides guidance to the ELI team to develop and maintain policies, procedures, and workflows that are important to creating accountability, consistency, efficiency, and effective workflows in areas like AP, AR, Contracts, Institute Content, Program Logistics, and Program Evaluation.
- **Publishing, printing, and packaging of program materials (ELI, SELA)** – manage the scheduling and production of materials used in ELI and SELA programs including ordering, customization requests, timeline, and order management with internal and external fulfillment sources;
- **Certified Financial Planner (CFP) program management** – manage CFP program faculty, participants, and environment for delivery of the program on a day-to-day basis; recordkeeping (i.e., grades and payments), education verification to the CFP Board; and manage the expectations, needs, and requests of the CFP Board in order to maintain program accreditation/certification;
- **Crowd Compass administrator** – serve as administrator and manager of the Crowd Compass app to create customized online portals for ELI clients.
- **ELI supplies & facilities management** - manage the identification and resourcing of ELI's day to day operational needs including ordering and tracking supplies; stocking supplies (via student workers); and facilities upkeep (via Campus Services).

Non-Essential Duties:

- Other duties and special projects may be assigned to meet university needs.

Experience, Knowledge and Skills Required:

- At least three (3) years administrative support experience, strong preference for experience in an executive office environment.
- Strong computer skills (Word, PowerPoint, Excel) and ability to quickly learn and use new software programs.
- Excellent interpersonal and customer service skills and experience interacting with multiple constituencies including executives, their staff, and administrators.
- Bookkeeping skills necessary for handling accounts payable and accounts receivable transactions in keeping with proper accounting practices.
- Strong written and verbal communication skills.
- Proven attention to detail, accuracy, and timeliness.
- Ability to effectively prioritize tasks and responsibilities in a fast-paced environment to meet established deadlines.
- Strong follow-up and follow-through skills with proven ability to deliver projects on time and to specifications.
- High level of initiative and the ability work independently. Ideal candidates will demonstrate history of taking ownership to deliver excellent results.
- Exceptional customer service and ability to remain calm in stressful situations.
- Bachelor's degree or the equivalent in experience and education preferred.

Application Process

Qualified candidates should submit the following via email to **hr@queens.edu** in (.doc) or (.pdf) format. Incomplete submissions will not be considered.

1. a cover letter addressing the position qualifications and your experience
2. current résumé
3. salary requirements
4. contact information for three professional references.

Be sure to include "PC-ELI" and **YOUR NAME** in your email Subject Line.

(Example: PC-ELI Shawn Mullin)

Applications received by October 31, 2020 will receive first consideration. Queens will continue to accept applications until the position is filled.

Physical Requirements (*with or without reasonable accommodation*)

- *Eye-Hand Coordination:* Requires hand-eye coordination and manual dexterity sufficient to operate a computer keyboard, copier, calculator and other office equipment.
- *Talking:* Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly.
- *Repetitive Motion:* Movements frequently and regularly required using the wrists, hands, and/or fingers.
- *Hearing:* Able to hear average or normal conversations and receive ordinary information.
- *Visual Abilities:* Average, ordinary, visual acuity necessary including close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

- *Physical Strength:* Will regularly be required to sit, use hands to finger, handle or feel objects, tools and controls reach with hands and arms. Must be able to stand, walk, stoop, kneel, or crouch. Must regularly lift and/or move up to 25 pounds, and occasionally lift and/or move up to 30 pounds.

Work Conditions

- Work in office environment, involving contact with faculty, staff, students, board of trustee members, service providers and vendors.
- Work has deadlines, multiple interruptions, high volume and may be stressful at times.

About Queens University of Charlotte

Located in the heart of the nation's second fastest growing metropolitan area, Queens University of Charlotte leverages the city's diverse and thriving environment as an extended classroom. Nationally recognized for undergraduate programs in international and interdisciplinary education, Queens blends the best of liberal arts learning with professional preparation and community engagement. Focused on supporting success for diverse learners, faculty build close and collaborative relationships with students and help them build intentional and individualized roadmaps for flourishing at Queens and beyond. At the graduate program level, the University offers innovative educational experiences that help learners advance professionally and retool for new opportunities. Our environs afford faculty myriad opportunities to advance their own professional growth and teaching and research interests by collaborating with vibrant industry, non-profit, and community organization sectors.

Benefits

Queens offers comprehensive benefits to eligible employees, including: medical, dental and vision insurance, domestic partner benefits, defined contribution (matching) and supplemental 403(b) retirement plans, vacation and generous paid holidays, tuition remission and tuition exchange, Queens-paid life insurance, supplemental life insurance, dependent life insurance, accidental death and dismemberment insurance, flexible spending accounts (medical, dependent care, Health Savings Account), sick leave and long-term disability leave, paid parental leave, FMLA leave when eligible, reduced cost meals at Morrison Dining Hall, employee assistance program (EAP), free access to the Levine Center, wellness programs. In addition, employees may choose benefits such as pet insurance, critical care insurance and legal assistance.

Queens University of Charlotte is an equal opportunity employer and is firmly committed to supporting and celebrating all forms of diversity. Queens does not discriminate on the basis of race, color, gender, sex (including pregnancy, child birth and conditions related to pregnancy or child birth), sexual orientation, gender identity or expression, religion, age, national origin, disability, political beliefs, veteran status, genetic information or any characteristic protected by law in the administration of its educational and admissions policies, scholarship and loan programs, athletic programs, employment and hiring policies, or other University-administered programs.

Any individual with a disability who needs any reasonable accommodation under the Americans with Disabilities Act to apply for a position or otherwise to participate in Queens' job search/selection process should contact the Director of Human Resources at 704.337.2222.

This description is not intended to be an all-inclusive list of the duties and responsibilities of this positions, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended to describe the general nature of this position.