POSITION SUMMARY

QUEEN'S UNIVERSITY - GENERAL STAFF

POSITION TITLE: Program Manager
DEPARTMENT: Queen's Executive Education
POSITION NUMBER: 00501733
GRADE: 7 EFFECTIVE DATE: July 30, 2014

JOB SUMMARY:
Reporting to the Associate Director, Client Experience the Program Manager is responsible for the planning, preparation and execution of all programs offered through Queen's Executive Education including offsite and out of town programs. The Program Manager manages a number of short and long programs, often simultaneously running one program while preparing for the next. The variety and complexity of programs requires the incumbent to be able to quickly adjust to a variety of customer needs and quickly build a rapport with varying personalities. This role is responsible for complex administration and event management activities including supervising part-time staff, preparing daily correspondence, regular data management, liaison activities, providing customer and hospitality support, coordinating facilities, making and implementing recommendations for program improvement as well as other duties as related to program execution. In this position, the individual must work effectively as a member of a team in ensuring that systems are developed, maintained and continually improved to ensure that the programs operate effectively, efficiently and in the highest standing. This position works closely with the Executive Director & Associate Dean, Associate Directors, Managing Director, Relationship Managers and faculty.

DUTIES AND RESPONSIBILITIES

- Responsible for ensuring the smooth and seamless operations of all Executive Education programs. This involves confidently and calmly resolving in the moment issues without a disruption to the program or the participant experience.

- Responsible for establishing checks and balances to ensure program details are thoroughly planned and programs are well-organized in advance. Participates in short and long-term program, project planning and implementation, verifying accuracy of outcomes and success of programs, and ensure that the evaluation data maintains expected standards.

- Liaises with and provides guidance to the Donald Gordon Conference Centre staff, to ensure quality program delivery. Assists in the strategizing and implementation of improvements to the facility and overall operations. Also responsible for event coordination for programs not being held at the DGCC.

- Liaises with faculty for special classroom requirements related to their session and ensures all requests are well coordinated and executed. Also coordinates off-site programs,

confirming details with event organizers and assisting with facility bookings and management.

- Keeps Associate Director and Executive Director informed of important matters requiring his/her attention and serves as a contact for questions, comments, or concerns regarding the onsite function of Executive Education.

- Supervision of casual staff. This includes creating job advertisements, hiring, training, scheduling, supervising and performance management of casual staff.

- The Program Manager, in its pursuit of programing excellence, is required to verify and check functioning of software and technology equipment within the classroom, for use by faculty and students

- Assist the Associate Director in general office functions including, but not limited to: responding to inquiries and speaker requirements, proofing files and correspondence and generating correspondence for participants and program alumni.

- Responsible for making recommendations, creating plans and implementing changes for program improvement, including academic and extra-curricular aspects of the programs.

- The Program Manager is tasked with effective relationship building and sales opportunity spotting with participants. This includes engaging participants in informal conversation, networking, and creating opportunities for VIP's to engage with prominent members of the university, community and keynote speakers.

REQUIRED BACKGROUND

- University degree. Consideration will be given to the equivalent combination of education and experience.
- Minimum 3-5 years' experience in an organizational capacity in a service environment is required.
- Conference planning/event coordination experience required. Hospitality experience considered an asset
- Sales experience would also be considered an asset.
- Excellent knowledge of computer systems and applications
- Experience supervising and directing the work of others is considered an asset

SPECIAL SKILLS

- Excellent oral and written command of the English language
- Exception ability to establish rapport and engage a group of unfamiliar participants
- Excellent public speaking skills
- Excellent communication and interpersonal skills
- Team player, Self-starter

- Strong technical aptitude with the ability to learn new technologies and innovations.
- Positive attitude and outlook
- Ability to work under time constraints and meet deadlines in the face of adversity
- Organizational and time management skills with a refined attention to detail
- Discretion in handling confidential material
- Knowledge of Queen's University community and environment

DECISION MAKING

- Supervise and coordinate student staff, including scheduling, discipline, delegation, and training. Make recommendations regarding program and event logistics, suggest and assist with the implementation of changes
- Make all necessary decisions and recommendations ensuring that systems are developed, maintained and continually improved to ensure that the programs operate effectively and efficiently. Analyze program policies and procedures and recommend changes or improvements as required
- Make daily operation decisions and resolve administrative problems within guidelines. Answer queries and produce and distribute information material. Determine when to refer complex problems to more senior staff.
- Determine content and format of program-related correspondence, reports and presentations prepared on behalf of senior administrator and for program participants
- Determine when and how to resolve participant, faculty and facility issues and when and who to elevate complex matters to.
- Determine when a conversation with a participant is likely to turn into a sales lead and how to best position the QSB to take advantage of that opportunity. This includes when to close the sale directly, when and who to elevate the sales lead to.
- Determine approach and method to liaising with and creating networking opportunities for participants

SIGNATURES:

Date

_____ _____

Incumbent

_____ _____

Manager

_____ _____

Department Head/Director or Designate