

JOB DESCRIPTION

TITLE: Program Manager, Executive MBA Program – Europe (London) – Maternity Cover (16 months)

GENERAL SUMMARY: two positions open: fixed term, full-time and a maternity cover (July 2021 – August 2022) positions for highly motivated individuals with experience working in a service-oriented environment (experience with students especially helpful). Each position is a balance between administrative work and direct work with students, professors and other administrators. Work on Saturdays and some Sundays and evenings during class week is required.

PROGRAM DUTIES AND RESPONSIBILITIES

- Coordinate logistics leading to and during class weeks and exams. Plan ahead for materials photocopying and distribution, assisting faculty with logistics, setting up rooms, producing various class lists and student directory.
- Process and manage course materials orders, production and distribution each quarter.
- Request course materials budget, monitor transactions and forecast Q1 and Q2.
- Manage relationship with caterers, including assessing catering needs, placing orders, tracking expenses and evaluation of the service each class week.
- Request catering budget, monitor transactions and forecast Q1 and Q2.
- Maintain relationships with a variety of suppliers and execute orders for campus supplies, student business cards and course packs.
- Manage communication, visa letters, hotel, airport transportation, etc. faculty coming to London.
- Update and run scala announcing system during session weeks
- Oversee Faculty and Teaching Assistants' course evaluation logistics.
- Create and monitor class list, study group list, email distribution mailing lists.
- Request speaker and gifts budgets.

STUDENT SERVICES DUTIES AND RESPONSIBILITIES

- Act as main point of contact for student questions related to campus activities, including campus services, events, IT questions, class week logistics, etc.
- Update and produce various information guides (student guide, faculty guide), needed throughout the academic year.
- Issue visa support letters to students.
- Assist with planning, coordination and execution of special events such as Orientation, Family Day, International Weeks and Graduation.
- Attend Booth events, when necessary, as a representative of the Executive MBA Program.
- Develop activities to build community within the Executive MBA student population.
- Counsel and refer students to resources (internal and external).
- Access confidential information in central and local systems.

KNOWLEDGE, SKILLS AND EXPERIENCE

1. Bachelor's degree required.
2. Several years of experience in administrative tasks, preferably in an academic environment
3. Self-motivated, proactive and able to take initiative.
4. Superb customer service orientation within a multicultural environment.
5. Excellent interpersonal, oral and written communication and presentation skills required.
6. Proven ability to multi-task and set priorities effectively.
7. Demonstrated organizational skills and a superior level of attention to detail.
8. Proven ability to adapt to unpredictable work levels.
9. Ability to work successfully as part of a team required.
10. Will access confidential information in central and local systems and will protect the confidentiality of the data and uphold FERPA.
11. Proficiency in Microsoft Office applications: Word, Excel, Power Point, Outlook.

12. Ability and willingness to work Saturdays and some Sundays and evenings during class weeks.
13. Must be eligible to legally work in the UK.

SCHEDULE

Normal working hours are 9 a.m. – 5:30 p.m. Monday to Friday during non-session weeks. Early morning, evening hours and Saturdays/Sundays are required when Executive MBA students are in session.

Salary and Benefits: Chicago Booth offers an attractive benefits package including Private Medical Insurance, a contributory pension scheme, interest-free travel card loan scheme, Cycle to Work scheme and more.

If you wish to be considered for this position, please send a detailed cover letter and CV to:

Natasa.Blecic@ChicagoBooth.edu.