

# MAINE MARITIME ACADEMY

A College of Engineering, Management, Science, and Transportation

## **Program Coordinator Loeb-Sullivan School of International Business & Logistics**

### **POSITION OVERVIEW**

Reporting to the Dean of the Loeb Sullivan School, the employee provides primary administrative, admissions and program support for the Loeb-Sullivan School (LSS). The employee will coordinate program marketing and promotion through numerous outlets while being mindful of budget and working cooperatively with the communications department. This employee acts as the primary point of contact for the LSS office, demonstrating significant customer service skills. Tasks normally are accomplished within well-defined procedures with opportunity for non-routine work. This employee will also support the administrative needs of other academic department heads on campus.

### **DUTIES**

- Regular attendance is required.
- Coordination and administration of the Loeb-Sullivan School Graduate Student Admissions for both on campus and online programs including but not limited to the promotion of the program, collection of applications, managing the documentation for the admissions process for both domestic and international students.
- Data entry and management in the campus information system, currently PowerCampus.
- Coordinate and communicate with the Registrar's Office, Residential Life, Finance and Financial Aid and Career Services departments.
- Maintain Student and Exchange Visitor Information System (SEVIS) certification standards.
- Provide administrative support to other academic department chairs.
- Take initiative to develop, plan, coordinate, and execute the graduate orientation program, monthly department meetings, and graduate graduation tasks.
- Create, edit, publish and maintain the Graduate Catalog in webpage software with assistance from the IT and Communication departments.
- Ensure compliance and coordination with all other MMA departments, MMA administration and accreditation institutions for the Catalog.
- Create/maintain/update other informational documents used in the graduate school catalog, LSS webpage, and other promotional material including social media.
- Plan, create, edit, and manage blogs and other social networking sites such as Facebook, LinkedIn, and Twitter.
- Prepares purchase order requests, controls supplies and equipment, maintains proficiency in purchasing software.
- Act as LSS department administrative assistant during department meetings to include calendar creation, coordination of meeting location, creating an agenda, act as recording secretary by recording and distributing meeting minutes.
- Act as first-line, point person for the LSS programs for informational purposes in a positive, friendly, and professional manner; answer, resolve, or redirect correspondence to proper party.

- Plan and manage adjunct positions postings in advance of need, working collaboratively with human resources.
- Attendance at all department and campus wide mandatory meetings.
- Other duties as assigned.

*This job description reflects the general duties of the job but is not a detailed description of all duties which may be inherent to the position. The Academy may assign reasonably related additional duties to individual employees consistent with policy and collective bargaining agreements.*

## **ESSENTIAL SKILLS**

- Excellent written, verbal and interpersonal skills required; ability to interact with the public and all levels of staff including management
- Ability to maintain composure in stressful situations and ability to foster a respectful and productive workplace environment
- High degree of professionalism.
- Collaborative team player.
- Strong customer service skills
- Professional presentation, appearance and work ethic
- Excellent organizational skills
- Ability to work with people in a close, intense environment while providing effective service and advice.
- Proven record of ability to manage time and work to strict deadlines.
- Strong initiative and highly motivated
- Ability to tailor communication style to meet the needs of the recipient particularly with respect to program promotion.
- Strong attention to detail and demonstrated ability to organize and adapt to changing needs and technology
- Ability to prioritize and the capacity to handle and complete multiple tasks with interruptions
- Proficiency to work both independently and as a team player
- Expertise in Microsoft Office suite with the aptitude to learn new applications as required.
- Demonstrated integrity with previous experience maintaining confidentiality and professional relationships dealing with sensitive situations
- Ability to enforce academic policies and procedures in person, by phone and email, on behalf of the institution even in tense situations.
- Commitment to MMA's policy of equal opportunity and the ability to work harmoniously with colleagues and students of all genders, cultures and backgrounds

## **MINIMUM QUALIFICATIONS**

- Bachelor's degree in communication, marketing, business, or related subject preferred.
- Two (2) or more years of demonstrated achievement in office/program management with an emphasis on marketing, communication and administration preferred.

- Superior computer proficiency, with significant working knowledge of Microsoft Office Suite, Adobe, FrontPage, Publisher, Campus Portal, Learning Management Systems, social media outlets, and email/internet.
- Ability to learn other software products as needed such as PowerCampus and Argos

**PHYSICAL/ENVIRONMENTAL FACTORS**

- Background check is required.
- Tobacco-free campus.
- Frequent interpersonal contacts.
- Position is generally sedentary.
- Frequent use of keyboard, mouse and computer screen.
- Close office setting, generally sedentary.
- Exerting up to 10 pounds of force to move or pick-up objects.

