JOB POSTING
OFFICE OF HUMAN RESOURCES
November 11, 2021

POSITION: Online Program Coordinator

DEPARTMENT: Online Education

DIVISION: Academic Affairs

LOCATION: Remote

HOURS: Full-Time, 35 hours per week, Monday-Friday, 8:30 a.m. to 4:30 p.m.

General Description

The Online Program Coordinator provides programmatic support to the Master of Science program in Human Anatomy and Physiology Instruction (MSHAPI) and the Master of Science program in Applied Clinical Nutrition (MSACN) and administrative support to the Dean of Online Education in accordance with the established Academic Affairs procedures and policies. The position is a full-time appointment requiring 35 hours per week of service to the College.

Organizational Relationships

- Reporting to the Dean of Online Education.

Specific Duties and Responsibilities for Online Programs

1. Administrative duties including, but not limited to: answering and routing incoming telephone calls, scheduling appointments, copying, filing, shredding, drafting routine correspondence for signature, handling mail, ensuring that administrative deadlines are adhered to, processing purchase requisitions, check requisitions, and budget transfers. Coordinate the selection, acquisition and maintenance of software, hardware, office supplies, periodicals/books and ancillary program services as needed.
2. Coordinate with the Northeast College bookstore, publishers, faculty, and dean to ensure course adoptions are current and accurate while communicating booklist to all required Northeast College departments. Distribute complimentary materials to program faculty.
3. Establish and maintain administrative program files and databases including, but not limited to: correspondence files, student, faculty and course files, committee files, budget documents, subject recruitment materials, and appointment schedules for faculty and staff.
4. Document and communicate student concerns, complaints, and special needs.
5. Coordinate and schedule interviews, meetings, conferences, travel reimbursements for dean and faculty.
6. Participate in programmatic and institutional meetings as deemed necessary by the dean.
7. Establish and maintain a test bank for MSHAPI students. Extract individual student test questions, format, and compile into one document for distribution by faculty.
8. Coordinate communications between Northeast College administration and faculty for the delivery of necessary materials/documents to run courses smoothly.
9. Coordinate with the IT department and provide information on program needs to assist in the smooth delivery of online courses. Monitor technical issues from both faculty and students to provide to the IT department. Provide direct technical support to students and faculty.
10. Monitor attendance/enrollments to assist in the successful identification and retention of full cohorts, including the coordination with admissions staff for interviews with prospective student candidates and records keeping of current student attendance.
11. Coordinate and support students, faculty, and staff to facilitate fulfillment of the annual MSHAPI practicum objectives, which include but are not limited to: registration, travel logistics, accommodations, payments, attendance, and waivers.
12. Under the guidance of the dean, compile and monitor input from students and instructors including assessment of needs and trends and past performance.
13. Collect and review syllabi from instructors at the beginning of each trimester and distribute them to the appropriate Academic Affairs offices for record keeping.
14. Coordinate the processing of student welcome packets, student evaluation reports, and faculty performance reviews as necessary.
15. Perform other duties as needed and determined by program dean.
16. Attend faculty meetings and record meeting minutes.

Methods of Accountability

- Performance evaluations by the Dean of Online Education.
- Satisfaction of faculty and staff with the office management of departmental services.

Mental and Physical Requirements

- Working knowledge of departmental and campus policies and procedures; knowledge of educational program content and objectives; knowledge of online program coordination and management.
- Excellent organizational, written and oral communication skills are necessary with an emphasis on customer service philosophy.
- Ability to effectively interact and communicate with all College constituents.
- Ability to support the daily operations of the online programs efficiently.
- Working skills to assist in the production and delivery of online programs.
- Ability to perform multiple tasks flexibly and independently.
- Attention to detail and accuracy is essential.
- Possess good listening skills.
- Ability to evaluate and prioritize workload.
- Ability to function well in a highly diverse and time-sensitive environment.
- Ability to handle high level of discretion and confidentiality.

Education and Experience

- Suggested minimum of an Associate Degree and a minimum of 2-3 years of office management experience, preferably in an educational setting.
- Demonstrated proficiency in Microsoft office suite software.
- Desire to become proficient in web technologies and applications to an academic environment.
Equipment and Tools

- General office equipment and supplies.
- Computer, printer and software.

If you are interested in applying for this position; please submit a cover letter of interest, resume and contact information for three professional references to: the Office of Human Resources, 2360 State Route 89, Seneca Falls, NY 13148, or e-mail your response to: humanresources@northeastcollege.edu

* Employment is subject to the favorable result of a background investigation and where applicable, confirmation of appropriate degrees and credentialing.

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