

Job Title: University Program Operations Manager

Department: Higher Education

Reports to: Director, Operations Higher Education

Location: San Francisco, CA

Position Summary:

The Program Operations Manager is directly responsible for implementing, maintaining and managing assigned online masters and continuing education programs.

Responsibilities:

- Work with university partners to assure the highest levels of service is provided to students. This includes meeting regularly and coordinating with partners, managing student lists, assuring that students and faculty have access to their online courses and have the course materials they need to start their programs. Plan and host orientation sessions for new students and guide students through their online education experience.
- Create programs, workspaces and/or 'virtual classrooms' in Teachscope XL (LMS), regularly maintain the accuracy of cohorts within the workspaces and assure that students are actively participating in their courses.
- Provide concierge service to students. Service will be provided proactively through personal introduction and will/maybe be the first point of contact of students for any question related to online learning, grades, tuition, course materials, registration, et al.
- Work internally with Product Development and Editorial teams in determining courses that are being produced or revised so the correct versions are available on time and are assigned to workspaces.
- Work closely with Enrollment Counselors in delivering service to applicants and students. This includes program knowledge and the ability to articulate policies and procedures.
- Manage and maintain accurate student records within Teachscope's LMS and CRM systems.
- Coordinate with other Program Managers in providing a full range of administrative support including, but not limited to, answering inbound calls, general data-entry in CRM system and the preparation and coordination of materials and kits.
- Know and understand all marketing initiatives related to the higher education business.

Qualifications:

- Bachelor's degree with at least 3 years relevant work experience in distance learning or online education.
- Excellent ability to work independently and as a team member within the context of shared goals and responsibilities.
- Proven track record in problem solving, customer advocacy and partner relations.
- Excellent technical/computer skills and knowledge of various software programs and their applications, specifically CRMs, SIS, MS Office Suite, et al.
- Excellent verbal and written communication skills and interpersonal/human relations skills. Experience in ACDs or call center environment.
- Planning/organizational, project management and analytical skills.