GORDON COLLEGE

Position Description

Title: Office Manager and Program Promotion Coordinator, Extended Learning
24 Hours Per Week: August 27, 2018 – May 31, 2019

Function: Reporting to the Program Administrator of Extended Learning, works daily with the professional staff in Extended Learning programs (Global Education, Summer Term, Dual Enrollment, Service Learning, Continuing Education, etc.) to accomplish department goals.

Description of Duties and Tasks

Essential Responsibilities:

1. Receives visitors to office, answers phones, and responds to general Extended Learning inquiries.
2. Assists in scheduling appointments for the Dean of Academic Initiatives & Global Education and the Director of Service Learning.
3. Works with the GEO travel agent to arrange all office and program travel.
4. Assists students traveling internationally on programs with flight arrangements.
5. Assists program directors and contributing instructors when necessary.
6. Maintains, organizes and restocks office space and supplies via appropriate channels.
7. Draft routine correspondence (e.g., emails, letters, memoranda, reports, etc.) and presentation materials.
8. Arranges weekly staff meetings; maintains meeting notes for office records.
9. Provides Italian Visa process support for students and members of the office; occasionally making visits to the Consulates in Boston.
10. Assists International Seminar Leaders with administrative tasks not covered by Seminar Program Assistant (ex: bill paying, credit card requests, etc.), as necessary.

Application Process:

1. Works with Program Administrator of Extended Learning to track and facilitate student application processes (Global Education, Summer Term, Dual Enrollment). Keeps hard copy files of all student application processes, and update database on server daily.
2. Corresponds with students and faculty regarding GEO application processes.
3. Schedules interviews with appropriate members of the GEO staff.
4. Connects with non-Gordon applicants and their school representatives to facilitate a smooth application process. Coordinates delivery of materials.

Program Promotion:

1. Maintains accurate web copy for all Extended Learning pages.
2. Communicates with campus groups regarding deadlines, information sessions, and special events – including Lane Window Display Requests and CTS screen schedules.
3. Creates and disseminates informational emails regarding the GEO. This includes the GEO newsletter, program updates and contact with College Communications.
4. Coordinates with the Design Center to request redesign and reprint of necessary materials.
5. Monitors branding for off campus distribution of Study Abroad materials.
6. Manages Social Media and blog presence of the GEO online. Social Media oversight includes Facebook, blogger and Pinterest.
7. Assists with the planning and execution of on-campus events sponsored by the GEO in support of the Student Care Administrator.
8. Hosts the GEO table at prospective student “connect” sessions with Admissions.
9. Acts as main point of contact for representatives of outside programs, arranging schedule during campus visits and acting as liaison between vendors and campus community.

Additional Tasks
1. Performs additional tasks as requested by the Program Administrator for Extended Learning that match the individual’s skills and expertise.

Required Knowledge, Skills and Abilities:
In order to fully perform the above functions, the incumbent must possess the following knowledge, skills and abilities, or demonstrate that the major responsibilities of the job can be accomplished, with or without reasonable accommodation, using some combination of skills and abilities.

1. Must profess faith in Jesus Christ as Lord; must accept Gordon’s Statement of Faith; must practice Christian values in daily interactions with students, faculty, staff, and the public as outlined by Gordon’s Statement of Life and Conduct; and must work to advance Gordon’s mission through this position.
2. Demonstrates a mature, growing relationship with Jesus Christ.
3. Tactfulness, Courteousness, Judgement, and Confidentiality.
4. BA/BS is required. Experience working in higher education is preferred.
5. Task-oriented, Organized, and Cross-Culturally aware.
6. Excellent computer skills on both Mac and PC, including proficiency in Microsoft Office (including: Word, Excel, Power Point, etc.).
7. Competent in Jenzabar data entry skills (training will be provided as needed)
8. Basic Design knowledge is required to complete design projects. Knowledge of Adobe Creative Suite (including: Photoshop, Illustrator, InDesign, etc.).
9. Competent in the usage of Social Media platforms: Facebook, blogger, Flickr, WordPress, Pinterest, etc.
10. Understanding of online bill tracking systems.

Position Code: GEO-IPHOP-1
Grade: 3
FLSA Status: Non-exempt