

Director, Tufts Gordon Institute Program and Operations
Tufts University

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Posted Jul. 5, 2024, set to expire Dec. 31, 2024

Job Title	Director, Tufts Gordon Institute Program and Operations
Department	Tufts Gordon Institute
Institution	Tufts University Medford, Massachusetts
Date Posted	Jul. 5, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Director/Manager
Academic Field(s)	Development/Institutional Advancement Administration - General
Job Website	https://jobs.tufts.edu/jobs/20666?lang=en-us&iis=Job+Board&iisn=AcademicKeys

Apply By Email

Job Description

Overview

The Director of Program Operations is responsible for the design, accuracy, and integrity of the business processes and practices of Tufts Gordon Institute (TGI) and is a vital member of the core team of Directors for Tufts Gordon Institute (TGI).

What You'll Do

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- **General Administration:**
 - Responsible for the design, accuracy, and integrity of the Institute's business processes and practices, and their consistency with University and School of Engineering(SOE) and Tufts University policies and guidelines.
- **Financial Management:**
 - Be accountable for designing and driving all fiscal operations for the Institute, including:
 - Development of budget plans and resource allocation in response to Institute needs and goals.
 - Oversee day-to-day financial management of individual accounts and transactions, ensuring that all relevant regulations and policies are adhered to, appropriate cost controls are in place and necessary records are maintained.
 - Build multi-year financial models and business plans
- **Own TGI data driven performance analysis and improvement**
 - Analyze and report on financial and outcome performance of all programs
 - Design and develop dashboards and analytic tools to enable faculty, staff, and administration to drive data driven continuous improvement
 - Span business model, instructor, and course performance, including admissions and marketing
- **Strategic Planning: Work closely with Institute Executive Director, Faculty, and Staff to create and successfully execute a long-term strategic plan**
 - May take direct project management responsibility for strategic programs in their pilot phase
 - Develop proposals and coordinate approval of new programs with the University
 - Develop and assure sound business models for the Institutes portfolio
 - Leverage and develop deep working relationships across the university to streamline overall university workflows and outcomes
- **Personnel Administration: Responsible for all Institute personnel activities, including:**
 - Manage departmental administrative staff and/or act as administrative supervisor in cases where administrative staff report directly to faculty.
 - Work closely with School Human Resources Officer and SOE Dean's office in administering various personnel functions
 - Oversee personnel transactions for faculty, staff, students, and others.
 - Partnering with ED, oversee faculty recruitment policies and procedures, and be accountable for all contracts , appointment and promotion procedures.
- **Research Administration**
 - Manage proposal development and submittal process; supervise the staff who work closely with the PI, School of Engineering(SOE) Research Administration, and Office of the Vice-President for Research(OVPR) to ensure that agency requirements and university policies are adhered to.
 - Oversee post-award processing and awards management, working closely with SOE Research Administration, OVPR, the PI and other relevant entities.
 - Establish mechanisms whereby projects are managed effectively from award through project close-out, including all necessary financial reporting.
- **Student Services: Take full responsibility for delivering a successful educational experience for our students (credit, non-credit, workshop participants, etc.) and faculty. Provide day-to-day oversight, ensuring that effective support is provided to the Institute's students and academic program. This includes:**
 - Providing administrative support for course approvals and catalog posting
 - Coordinating course scheduling with university registrar

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- Overseeing In class support as needed
- Overseeing course evaluations
- Coordinating student services for students.
- Overseeing degree and minor certificate approval process
- Facilities and Property
 - Responsible for space planning and allocation for all faculty, staff and students.
 - Ensure appropriate maintenance of all department facilities and equipment
 - Serve as the Institute's representative on all facilities and renovation projects
 - Oversee and coordinate faculty and staff moves within departmental facilities
 - Maintain/manage current department space and equipment inventories.

Other duties may also be assigned

What We're Looking For

Basic Requirements

- Master's degree or equivalent and 8-10 years of program or project management experience
- Highly proficient with Microsoft Office Suite (Word, Excel, PowerPoint)

Preferred Qualifications

- Demonstrated leadership and supervisory skills including conflict resolution in both a higher education environment as well as for profit or non-profit organizations outside of higher education
- Excellent planning and organizational skills.
- Excellent communication skills.
- Strong financial expertise in accounting, budget planning and financial forecasting.
- Ability to work well with all Tufts colleagues
- Demonstrated ability to establish credibility and trust with diverse groups, including faculty, staff and students
- Strong expertise in complex project management.
- Strong interpersonal skills.
- Attention to detail and accuracy.
- Strong analytical and problem-solving skills.
- Strong skills with Microsoft Office suite and G Suite, Qualtrics, Zoom, and other technologies, including Canvas and Tableau
- Strong knowledge of industry standards and/or regulatory requirements.
- Subject matter expertise for area(s) of responsibility,
- Direct experience rolling out the faculty and student support for graduate level programs in higher education, from admissions through student experience while enrolled
- Direct experience developing partnerships with corporations for higher education internships and collaboration



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- Ability to multi-task and manage deadlines.

Special Work Schedule Requirements

As some TGI events and activities take place on weeknights and weekends, this position will require some non-standard work hours, as needed, primarily during the academic year, so flexibility is necessary. TGI is seeking an in-person employee for this position, although some remote work can be arranged with the supervisor.

Pay Range

Minimum \$103,950.00, Midpoint \$129,950.00, Maximum \$156,000.00

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact