

Online Programs Manager  
Stevens Institute of Technology

Direct Link: <https://www.AcademicKeys.com/r?job=264094>

Downloaded On: Dec. 7, 2025 10:00pm

Posted Oct. 16, 2025, set to expire Jul. 25, 2026

**Job Title** Online Programs Manager

**Department** College of Professional Education (CPE)

**Institution** Stevens Institute of Technology  
Hoboken, New Jersey

**Date Posted** Oct. 16, 2025

**Application Deadline** Open until filled

**Position Start Date** Available immediately

**Job Categories** Director/Manager

**Academic Field(s)** Alumni Relations

Academic Advising

Continuing Education/Distance Learning

Enrollment Management/Registrar

**Job Website** [https://stevens.wd5.myworkdayjobs.com/External/job/Hoboken-NJ---Main-Campus/Online-Programs-Manager\\_RQ29662-1](https://stevens.wd5.myworkdayjobs.com/External/job/Hoboken-NJ---Main-Campus/Online-Programs-Manager_RQ29662-1)

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**Job Description**

**Summary**

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The Online Programs Manager oversees all operational aspects of Stevens' online cohort-based graduate degree programs within the College of Professional Education (CPE). This role requires strong collaboration with internal and external partners to ensure excellence across recruitment, admissions, enrollment, retention, and learner success. The Online Programs Manager will play a critical role in delivering a *next-generation learning experience* that aligns with CPE's mission to offer high-quality, engaging, and industry-relevant programs for working professionals.

This position reports to the **Chief Business Officer** (CBO) of the College of Professional Education. While the primary focus is on online cohort-based programs, the incumbent will be cross-trained on processes supporting traditional online and corporate education.

### Primary Responsibilities

#### Admissions & Recruitment

- Serve as the primary point of contact for internal and external partners on all matters related to recruitment, application, and admissions processes for online cohort-based programs.
- Ensure that application review, decision release, and applicant communication processes are timely, transparent, and student-centered.
- Collaborate with the systems team to streamline and enhance the digital admissions experience, supporting the College's goal of reducing funnel attrition (melt) by 10–15%.

#### Enrollment & Advising Support

- Coordinate with enrollment and faculty advisors on academic advising, course selection, registration, billing, and financial aid processes.
- Ensure accurate student coding, course registration, and program-of-study tracking in the student information system.
- Provide proactive student support to foster retention and program completion.

#### Student Success & Support Services

- Serve as a primary liaison for faculty advisors, student success coaches, and learner experience teams, ensuring that online students receive high-touch, white-glove support.
- Partner with faculty program directors and instructional design teams to enhance content quality, promote project-based learning, and support GenAI-enhanced teaching and learning initiatives.
- Contribute to initiatives that deliver a **next-generation learning experience**—including standardized project-based designs, immersive learning options, and AI-assisted course

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development.

### Term Preparation & Program Operations

- Lead term preparation activities: course scheduling, section creation, faculty assignment coordination, and student registration.
- Collaborate with program directors to ensure instructors are briefed on cohort nuances and deliver high-quality learning experiences.

### Data, Analytics & Reporting

- Oversee data management and reporting for online cohort-based programs, including census reconciliation, enrollment tracking, and learner satisfaction surveys.
- Partner with the CPE data and analytics team to generate timely insights that drive continuous improvement across recruitment, admissions, and learner engagement.

### Alumni Engagement & Learner Programming

- Support CPE's goal of fostering lifelong connections among online learners by organizing **1–2 alumni meet-up events during FY 2025** (virtual or hybrid).
- Collaborate with CPE leadership and the Stevens Alumni Office to develop post-graduation engagement pathways for online learners, including mentoring opportunities, speaker panels, and networking events.
- Partner with Marketing and Communications to highlight alumni success stories that strengthen the visibility and reputation of Stevens Online programs.

### Qualifications

- Bachelor's degree required; Master's degree preferred.
- Minimum of 3–5 years of professional experience in higher education or online program administration.
- Strong organizational skills with the ability to manage multiple projects, priorities, and deadlines in a fast-paced environment.
- Excellent written and verbal communication skills with keen attention to detail.
- Proven ability to collaborate effectively across departments and with external partners.
- Experience with Slate CRM and/or Workday Student preferred.
- Experience with online program management (OPM) partners and understanding of the online learner lifecycle is a plus.
- Flexibility to work evenings and weekends on occasion, as program needs dictate.

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**Department**

College of Professional Education

**Compensation Range**

In compliance with the New Jersey Wage Transparency Act, the annual base salary range for this position is \$71,000.00 - \$97,066.67. This range represents the University's good faith estimate of possible compensation at the time of posting. Stevens Institute of Technology determines compensation based on factors including the position's scope and responsibilities, the candidate's experience, education, skills, internal equity, market data, and organizational considerations. The final salary will be set considering departmental budget, qualifications, and relevant credentials. This pay range represents base pay only and excludes additional forms of compensation, such as incentives, stipends, or other applicable pay components.

**Contact Information**

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

**Contact**

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