



Program Operations Manager

Overview

The Program Operations Manager (POM) is responsible for the coordination and management of many logistical aspects of Academic Impressions' live trainings, both online and in-person. Through collaboration with the Content Team and the Operations Team, the POM will collect learning materials and resources, organize information for all events and publish materials to the website, ship materials as needed for in-person programs, and oversee all aspects of our leadership assessments for applicable leadership programs. To be successful, the POM must have meticulous attention to detail to maintain internal data on our trainings for reporting purposes, as well as strong project management skills to set and keep deadlines for each step of the process. It is a role that requires a high level of organization, quality control, and efficiency in a fast-paced environment. Finally, because of the integral role the POM has with internal team members, external vendors, and many of our leadership program participants, the POM must be a team player who prioritizes superior customer service in every facet of their work.

Job Duties:

- Program support for in-person and online trainings:
 - Manage all materials for in-person conferences and custom workshops
 - Responsible for setting deadlines and working with the local print vendor to produce the program binder that consists of copies of presentations and supplemental materials.
 - Responsible for compiling and shipping all materials to the event destination.
 - Aid in the compilation and organization of all online event materials and resources, particularly for longer-duration bootcamps
 - Deploy and manage all leadership assessments (ex: 360 Assessment, Leadership Audit, and 5 Paths to Leadership Assessment) for participants in the majority of the leadership bootcamps and conferences.
 - Manage order fulfillment of all book orders
 - Manage the organization of all online training recordings in cloud storage
 - Provide support for bootcamp programs, such as course webpage updates, scheduling consultation times with subject matter experts, and other internal coordination with Learning & Development Managers as needed
 - Create and manage all event evaluations
 - Process certificate of completion requests
- Internal process/administrative responsibilities:

academicimpressions.com

5299 DTC Blvd., Ste. 1400
Greenwood Village, CO 80111

T: 720.488.6800
F: 303.221.2259



Program Operations Manager

- Input data for all programs within our internal systems to aid in the production process, tracking, and record-keeping
- Manage the company's internal program/event calendar
- Aid infrequent office management responsibilities including but not limited to office supply orders / inventory checks, reception, building and vendor maintenance requests, etc.
- Customer service
 - Provide tactful and timely support to leadership program participants and their evaluators as they complete a 360 Assessment of their leadership skills including safeguarding confidential information
 - Strong professional communication skills, both written and verbal
 - Assist in the response and resolution of inbound customer/member inquiries as an integral member of the customer service team.

Skills & Qualifications:

- Strong project management skills to manage a lot of detail and moving parts concurrently; ability to balance a variety of tasks with differing timelines and deadlines
- Strong organization skills and meticulous attention to detail
- A drive to seek efficiencies and constant improvements
- Ability to build and maintain strong cross-functional relationships to collaborate well with team members
- Strong technology skills with the ability to learn and troubleshoot new systems
- Adaptability and ability to pivot as priorities shift
- Meeting planning experience a plus
- Experience with customer service a plus
- Bachelor's degree preferred
- Previous experience in higher education preferred

Salary range:

\$50,000-60,000/year*

*Salary negotiable outside of this range with commensurate experience.

TO APPLY:

<https://academicimpressions.bamboohr.com/jobs/view.php?id=60&source=aWQ9Nw%3D%3D>

academicimpressions.com

5299 DTC Blvd., Ste. 1400
Greenwood Village, CO 80111

T: 720.488.6800
F: 303.221.2259



Program Operations Manager

----- About Academic Impressions-----

We work to serve and empower higher education administrators and faculty at colleges and universities through conferences, webcasts, publications, and membership. Each year we conduct thousands of hours of research and network with hundreds of experts to uncover the most innovative and impactful practices in areas like student enrollment and learning, faculty support and engagement, alumni and donor support, and increasing organizational productivity. Our highly focused and practical training sessions prepare and empower higher education administrators and faculty to effect meaningful change at their institutions. Consistent with our belief that our employees are our most valuable resource, Academic Impressions offers a competitive benefits package:

- 100% Paid Medical, dental, and vision insurance for employee coverage plus 50% coverage for child dependents
- 401(k) retirement plan with company match
- Fully paid LTD, STD, FSA, and life insurance
- 15 days paid time off in addition to paid company holidays, including your birthday
- Closed the week between Christmas and New Years
- Dynamic growth and professional development opportunities
- Flexible work environment

academicimpressions.com

5299 DTC Blvd., Ste. 1400
Greenwood Village, CO 80111

T: 720.488.6800
F: 303.221.2259