



## **Senior Program Manager Executive MBA Programs**

### **Overview**

The Senior Program Managers for Executive MBA Programs operate as a project team, providing operational direction for the Fuqua School's portfolio of Executive MBA programs (The Duke MBA – Weekend Executive and The Duke MBA – Global Executive programs). Working in conjunction with Executive MBA Programs senior leadership (Deans and Directors), the Senior Program Managers design and direct program activities that comprise Fuqua's Executive MBA programs, apart from specific course content delivered by faculty. The Senior Program Managers supervise all aspects of program delivery in support of teaching faculty and students, from the time of matriculation through graduation.

The Senior Program Managers must be able to operate as strong project team leaders, working closely with other Senior Program Managers and Executive MBA Programs team members in a complex and fast-moving environment. The position requires excellent organizational, logistics, and planning skills. Additionally, the position requires strong interpersonal, cross-cultural, and communication skills in order to interact effectively with faculty, students, Executive MBA Programs project teammates, Duke University and Fuqua School offices, and outside vendors. The ability to make independent judgments in situations with high levels of ambiguity is also important. Some Executive MBA program activities are conducted outside of the United States, so international travel may be required. The ability to adapt to diverse cultural conditions is essential. Senior Program Managers represent Duke University and The Fuqua School of Business in all interactions with Executive MBA participants and external constituencies, and thus a person with a high level of professionalism, maturity, confidence, quick decision making skills, and contingency planning experience is essential. Senior Program Managers report to a member of the leadership team within Executive MBA programs, depending upon the specific job assignment.

### **Specific Responsibilities**

Tactical Implementation – The Senior Program Manager is primarily responsible for program planning for at least one of Fuqua's Executive MBA programs, while assisting other Senior Program Managers and Directors in the implementation of the portfolio of Executive MBA programs. During times when not assigned to lead a student cohort, staff will perform auxiliary and administrative tasks across all EMBA programs until a program is assigned. The Senior Program Manager is wholly responsible for the tactical implementation of his/her primary assigned programs/responsibilities, along with continuous improvement of program operations.

#### *Examples:*

- Ensure a smooth transition between admitted applicants and matriculation.
- Maintain a physical presence when the students are in residence.
- Monitor the flow of information within the program.
- Manage interactions with meeting planners to ensure all logistics are scheduled appropriately.
- Develop contingency plans for on-site changes and crises.
- Create long- and short-term scheduling plans for the program.
- Develop and maintain positive relationships with student leaders. Oversee elections of the student representative positions.

Management of Logistics -- Program operation and logistics activities include, but are not limited to, pre-program communications with the incoming students; design and delivery of a one-week program orientation; coordination of registration for all classes during the program; communications with students via internet-enabled communication



technologies; scheduling, planning and implementation of special events (such as graduation); and on-site management of events. In each case, the Senior Program Manager designs and directs the event or activity. Each event requires coordination of internal and external constituents, an assessment of possibilities, a judgment about the best use of resources for educational value, and a continuous improvement analysis.

*Examples:*

- Oversee the pre-enrollment communications that provide information and set expectations for incoming students. This requires coordination with admissions, content development, writing/editing instructional materials, etc.
- Work with admissions to oversee accounting and math assessment administration for admitted applicants.
- Design and manage special events including orientation, graduation, and other social events. Requires negotiation with vendors, arrangements with faculty, frequent interaction with providers (JB Duke Hotel, various hotels worldwide, etc.), materials preparation, frequent communication with students, and physical presence during events.
- Oversee the day-to-day operations of the program, including class scheduling, content procurement, and providing administrative support for students. Consult with faculty, directors and deans to assure all aspects of the student experience are coordinated and running smoothly.
- Work with Fuqua Registrar to ensure accurate and timely registration of students for courses.
- Work with EMBA financial specialist, University Bursar's office, Fuqua Registrar, and Fuqua Accounting office on billing issues. Follow-up as necessary with students who have unpaid bills. Assist in enforcement of school's policy regarding non-payment of tuition and fees.

Program Assignment – A Senior Program Manager's assignment to a specific Executive MBA cohort will vary based upon the ongoing needs of the Fuqua School. A new Senior Program Manager may shadow one of our Assistant Directors and be assigned numerous administrative tasks that will help them better understand the Executive MBA programs, processes and procedures. Typically, a Senior Program Manager will begin working with a student cohort at the time of matriculation and maintain either a primary or secondary assignment with that group through the cohort's graduation. Over time, Senior Program Managers may expect to work with cohorts from either program within Fuqua's Executive MBA portfolio, including the Weekend Executive MBA or Global Executive MBA.

Requirements – At least three years of experience working in an academic setting with experience in planning and executing initiatives is required. Bachelor's degree required. Masters in a business discipline or higher education administration preferred. Experience with diverse populations in a business or higher education setting is desired. Previous international travel experience is highly desired. The successful candidate will be a person with a high level of maturity and confidence. The ability to handle multiple priorities in an independent manner is a must. Strong computer skills required. Superior written and verbal communication skills are foundational in representing The Fuqua School to our constituencies. Likewise, outstanding attention to detail is a critical aspect of the required skill set, given Fuqua's commitment to delivering a world class, end-to-end experience for our students and constituencies.

Note: The above job description is not to be construed as a complete listing of assignments that may be given to any employee, nor are such assignments restricted to those precisely listed in this description.

To apply, qualified candidates should apply online at <https://hr.duke.edu/careers/apply> to requisition 401518918. Additionally, qualified candidates should send a cover letter, resume and salary history to Senior Program Manager position via email to [hr@fuqua.duke.edu](mailto:hr@fuqua.duke.edu).

Duke University prohibits discrimination and harassment, and provides equal employment opportunity without regard to race, color, religion, national origin, disability, veteran status, sexual orientation, gender identity, sex, age, or genetic information. Duke is committed to recruiting, hiring, and promoting qualified minorities, women, individuals with disabilities, and veterans.