

Director of Special Programs

SUMMARY: The Director of Special Programs is a full-time, benefits-eligible position responsible for overseeing all programming and partnerships for University events, including managing internal and external event logistics, growing annual conference events and leading signature events. This position reports to the Assistant Vice President of Corporate and Special Programs. *This position is exempt from provisions of the Fair Labor Standards Act (FLSA) and is not eligible to earn overtime pay for hours worked above 40 in a single work week.*

Essential Duties and Responsibilities include

- Responsible for all internal and external event logistics including developing and presenting timelines, venue sourcing, contract negotiations, budgets, registration process, event diagram, food and beverage selection, audio-visual requirements, online event software and platforms including Cvent, Hopin and Streamyard, speaker travel arrangements, off-site functions, post event surveys and all other meeting and event related activities and requirements.
- Manage the growth of annual conference events including working with steering committees to track monthly planning progress, building strong program agendas, and handling all program logistics (promotion, credit approval and processing, speaker and participant needs, and post-event evaluation) to generate revenue, advertise graduate programs and build the brand of Queens.
- These events include but are not limited to: HR Leadership Summit, Estate Planners Day, and TWIST Conference for Women.
- Manage annual Charlotte BusinessWomen of the Year Awards Luncheon and Carolinas Entrepreneur Hall of Fame Awards Dinner with responsibilities including handling all program logistics, selection of winners and execution of events.
- Solicit sponsorships for all annual events, fulfill appropriate benefits and cultivate long-term relationships with organizations to ensure continued partnership.
- Manage existing partnerships with both on-campus departments and community organizations.
- Identify opportunities to collaborate on mission-aligned projects with other university departments to accomplish goals collectively and strategically, specifically related to the university's strategic framework.
- Oversee annual budget for Special Programs including projections, individual event reconciliation and accounts payable and receivable.
- Manage the special programs team and student interns.
- Work directly with the Marketing department to ensure that program and event messaging is being conveyed effectively and according to the Queens' brand guidelines.

Non-Essential Duties

Other duties and special projects as assigned to ensure Corporate and Special Programs and the university achieves its goals and objectives.

Experience, Knowledge and Skills Required

- Strong interpersonal skills and leadership qualities, including the ability to quickly establish rapport with a wide spectrum of people, both external and internal to the university.
- 3-5 years of experience producing and managing events.
- Preferred experience in sales, advancement, marketing, event planning, project management and/or client management.
- Preferred experience facilitating hybrid events for both in person and virtual participants.
- Required general business acumen with understanding to assist with content development for various conference events.
- Demonstrated organization and planning skills; strong attention to detail as well as follow-up and follow-through skills to ensure completion of goals and objectives.
- Creativity and ability to think strategically about future events.
- Excellent communication (verbal, written, interpersonal) and customer service skills.
- Proven ability to plan and make effective presentations to small and large groups.
- Proven ability to quickly learn and apply new information.
- Must be able to work in a fast-paced environment with demonstrated ability to effectively prioritize multiple competing tasks and demands.
- Ability to develop business case for assessment of program success.
- Computer proficiency in Microsoft Office Suite and virtual event platforms.
- Bachelor's degree or equivalent combination of education and experience.

Application Process

Qualified candidates should submit the documentation listed below via email to hr@queens.edu in (.doc) or (.pdf) format. Incomplete applications will not be considered. Include the following:

1. A cover letter addressing the position qualifications, experience, and interest
2. Current résumé
3. Salary requirements
4. Contact information for three professional references.

Be sure to include “**DIR-CSP**” and **YOUR NAME** in your email Subject Line.

(**Example:** DIR-CSP Nolan Wesley)

Submissions received by February 18, 2022 will receive first consideration. Queens will continue to accept submissions until the position is filled.

Queens University of Charlotte

Located in the heart of the nation's second fastest growing metropolitan area, Queens University of Charlotte leverages the city's diverse and thriving environment as an extended classroom. Nationally recognized for undergraduate programs in international and interdisciplinary education, Queens blends the best of liberal arts learning with professional preparation and community engagement. Focused on supporting success for diverse learners, faculty build close and collaborative relationships with students and help them build intentional and individualized roadmaps for flourishing at Queens and beyond. At the graduate program level, the University offers innovative educational experiences that help learners advance professionally and retool for new opportunities. Our environs afford faculty myriad opportunities to advance their own professional growth and teaching and research interests by collaborating with vibrant industry, non-profit, and community organization sectors.

Because of our history of innovation and our legacy of strong leadership, **Queens is positioned to be among the new forerunners of American higher education.** This is a defining moment for Queens. While other institutions are focused on sustaining and surviving, we are thinking much bigger.

Institutions that understand what is needed and are willing to reimagine what is possible can position themselves to thrive and strengthen their market position after the pandemic with innovative approaches that are deeply connected to the world and its greatest challenges.

By 2030, **Queens aspires to become the leading, private, national university of Charlotte** with deep, meaningful, and reciprocal connections to the needs of our local community and economy; inventive and multidisciplinary academic programs that are connected to the world's most pressing challenges and biggest areas of opportunity; a fully connected, integrated, and innovative set of experiences that support holistic wellness and wellbeing; a culture of continuous improvement and investment that enables faculty and staff to flourish and achieve their full potential; and a comprehensive approach to diversity, equity, and inclusion that begins on campus and radiates throughout the community.

Queens University of Charlotte is an equal opportunity employer and is firmly committed to supporting and celebrating all forms of diversity. Queens does not discriminate on the basis of race, color, gender, sex (including pregnancy, childbirth and conditions related to pregnancy or childbirth), sexual orientation, gender identity or expression, religion, age, national origin, disability, political beliefs, veteran status, genetic information or any characteristic protected by law in the administration of its educational and admissions policies, scholarship and loan programs, athletic programs, employment and hiring policies, or other University-administered programs.

Any individual with a disability who needs any reasonable accommodation under the Americans with Disabilities Act to apply for a position or otherwise to participate in Queens' job search/selection process should contact the Director of Human Resources at 704.337.2222.

Benefits

Queens offers comprehensive benefits to eligible employees, including: medical, dental and vision insurance, domestic partner benefits, defined contribution (matching) and supplemental 403(b) retirement plans, vacation and generous paid holidays, tuition remission and tuition exchange, Queens- paid life insurance, supplemental life insurance, dependent life insurance, accidental death and dismemberment insurance, flexible spending accounts (medical, dependent care, Health Savings Account), sick leave and long-term disability leave, paid parental leave, FMLA leave when eligible,

reduced cost meals at Morrison Dining Hall, employee assistance program (EAP), free access to the Levine Center, wellness programs. In addition, employees may choose benefits such as pet insurance, critical care insurance and legal assistance.

Physical Requirements (*with or without reasonable accommodation*)

- Visual Abilities: Read reports and use a computer system
- Hearing: Hear well enough to communicate with co-workers, vendors and students
- Dexterity, Grasping, Feeling: Write, type and use the telephone, copier, and computer systems
- Mobility: Open files and operate office machines; move between departments and attend meetings across campus
- Talking: Frequently convey detailed or important instructions and ideas accurately, loudly, or quickly
- Lifting, Pulling, Pushing: Exert up to 30 pounds for force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects
- Cognitive/Emotional: Ability to critically think and concentrate. Must be able to respond quickly to changes in conditions

Work Conditions

- Must be willing and able to occasionally work a flexible schedule (e.g., nights and/or weekends) to meet requirements of the position.
- Work in office environment, involving contact with students, faculty, staff, community members, service providers, and vendors.
- Work has deadlines, interruptions, high volume and may be stressful at times.

This description is not intended to be an all-inclusive list of the duties and responsibilities of this positions, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended to describe the general nature of this position.