

Program Manager, Executive Leadership Institute (ELI)

Summary: Queens' Executive Leadership Institute (ELI) provides top-tier leadership development services to organizations across the Carolinas. ELI is hosted by the McColl School of Business and delivers best-in-class professional development for executive populations in the manufacturing, financial services, healthcare, retail and consumer, professional services, education, construction, and hospitality sectors. This full-time, benefits-eligible position manage and, in instances, executes the design, development, delivery and evaluation of tailored leadership development programs for a portfolio of clients. In addition, the roles assists the Executive Director with the pricing and contracting of engagements; with business development pursuits and proposals; and with client relationship and service provider management. This role makes a significant contribution in the acquisition of new clients and the retention of existing ones. This position reports to the Executive Director of Queens' Executive Leadership Institute. *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:

- **Program & Module Design, Development & Delivery** – assist in the high level and detailed design of programs and modules within programs; in instances, assist as an instructor/facilitator in the development and delivery of program content.
- **Program Logistics** – responsible for logistical planning, scheduling, and communications with client representatives, faculty, executive coaches, and other third parties involved in the delivery of services to clients. Regular communication and support provided to faculty and other assigned stakeholders.
- **Program Management** -managing client relationships to help with meeting and exceeding expectations; effective and timely communications to set program expectations and updates throughout program lifecycle; ensuring catering and facilities match program requirements; procurement and delivery of materials in support of program needs; and administering tools/instruments/surveys.
- **Program Evaluation** - as requested, help Executive Director with developing and delivering a strong program evaluation strategy for clients to assure that learning outcomes and other success criteria are met. Helps provide evaluation results to clients, staff, and faculty for review and continuous improvement.
- **Executive Coaching** – support Executive Director with the Executive Coaching line of service.
- **Business Development and Marketing** –Support Executive Director with triaging prospective clients, helping to sell additional programs and services to existing clients; and developing proposals and pricing strategies to deliver specified margins on specific engagements.
- **Teamwork** – working as a member of a small team that operates in a fast-paced, innovative, entrepreneurial environment that is known for delivering best-in-class experiences for mid-to-senior level executives.

Secondary Duties and Responsibilities:

- Other duties and special projects may be assigned to meet department and university needs.

Experience, Knowledge and Skills Required:

- Solid problem-solving skills and the ability to analyze components and arrive at a logical course of action while knowing when to ask for assistance or direction.
- Excellent organization, follow-through, and follow-up skills to ensure quality completion of assignments within established timeframes.
- Strong event- and project-management skills and a track record of planning and delivering top-quality, in-budget client experiences.
- Strong written and verbal communication skills and identifying information that should be escalated immediately.
- Proven attention to detail, accuracy, and timeliness.
- Program evaluation experience that includes developing and delivering a strong program evaluation strategy to ensure achievement of learning outcomes and other success criteria; delivering evaluation results to client/staff/faculty for review and continuous improvement.
- Strong computer skills (Microsoft Office, PowerPoint, Word, Excel, Adobe Acrobat) and ability to quickly learn and apply knowledge to improve procedures and processes.
- Adept at use of popular video conference platforms like Ring Central, Zoom, Webinar, MS Teams, and Google Hangout. Capable of using this knowledge to inform the design, delivery, and troubleshooting of on-line programming.
- Ability to thrive in a fast-paced environment and to effectively prioritize assignments to meet given deadlines.
- Excellent interpersonal and customer service skills and experience interacting with multiple constituencies (clients, staff, faculty, vendors, et al).
- Ability to remain calm and resourceful in stressful situations.
- Ability to work independently and as a member of a high-performing team.
- Ability to use absolute discretion when dealing with sensitive, confidential material.
- Bachelor's degree or the equivalent in experience and education.
- (Nice to have) Business development experience including needs analysis, proposal development and presentation in a team-based environment

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 "**PM-ELI**" and **YOUR NAME** in your email Subject Line.
(**Example:** PM-ELI Shawn Frances)

Review of submissions will begin on August 15, 2021, and continue until the position is filled.

About 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.

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.

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, child birth and conditions related to pregnancy or child birth), 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.

Physical Requirements *(with or without reasonable accommodation)*

- *Visual Abilities:* Read reports, create presentations, and use a computer system – 75-100% of the time
- *Hearing:* Hear well enough to communicate with co-workers, vendors, and students – 75-100% of the time.
- *Dexterity, Grasping, Feeling:* Write, type, and use the telephone, copier, and computer systems – 75-100% of the time.
- *Mobility:* Kneel for physical inspection of storage areas; Open files and operate office machines; move between departments and attend meetings across campus – 50-74% of the time.

- *Talking*: Frequently convey detailed or important instructions and ideas accurately, loudly, or quickly – 75-100% of the time.
- *Lifting, Pulling, Pushing*: Exert up to 30 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects – 50-75% of the time.
- *Cognitive/Emotional*: Ability to critically think and concentrate. Must be able to respond quickly to changes in conditions – 75-100% of the time.

Work Conditions

- Capable and comfortable working from a variety of settings such as office, home, and other remote locations.
- Work requires close interaction with clients, staff, students, faculty, service providers, and vendors.
- Work has deadlines, multiple interruptions, high volume and may be stressful at times.
- Evening and weekend work is sometimes required to accomplish objectives of the position, as is the willingness and ability to travel for client events.
- On occasions, this role involves delivery of programs in other locations - domestic and international.

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.