



UNIVERSITY OF DELAWARE  
**PROFESSIONAL &  
CONTINUING STUDIES**

**University of Delaware**

**Position Title: Program Assistant, Customized Learning**

**Date Prepared: 5/15/2025**

**Department: PCS-Professional & Noncredit Programs**

**Pay Range: \$20 - \$23 per hour, commensurate based on experience**

**Context of the Job:**

In cooperation with the academic colleges and departments, the University of Delaware (UD) Division of Professional and Continuing Studies (PCS) develops, delivers, and administers face-to-face and online continuing professional development certificates, conferences, courses, organizational learning solutions, and lifelong learning opportunities. Operating in a financially self-supporting mode, PCS provides educational programs that benefit students, individuals, communities, and organizations.

Under the limited supervision of the Program Coordinator, Customized Learning, the Program Assistant for Customized Learning manages diverse tasks that are time-sensitive and support the operational and administrative functions of the rapidly growing customized learning team at PCS.

Responsibilities include faculty and subject matter expert interaction, independent problem solving, coordinations of program logistics, compensation and contracts, project management, customer and vendor communications. Incumbent will support the Manager of customized learning and Program Coordinator of customized learning to deliver world-class training experiences to our customized learning customers.

**Major Administrative Responsibilities:**

- Support the Manager of customized learning and Program Coordinator of customized learning with back office support functions, including and not limited to the following tasks:
  - Customized learning contract management (drafting, routing, storing and maintenance)
  - Drafting, routing and submitting compensation for faculty and instructors
  - Invoice and payment management
  - Requesting pre and post training surveys
  - Digital badge and certificate management
  - Supporting customized learning participants use of UD's learning management system, Canvas
  - Training logistics management and material production
- Act as back up to the Program Coordinator for onsite customized learning delivery
- Attend and support the bi-annual professional development information sessions, as needed.

- Provide back-up support for other Professional Development team members on an as-needed basis.
- Perform miscellaneous job-related duties as assigned by the manager. Responsibilities and tasks provided in this position description are not exhaustive and may change as determined by the needs of the manager.
- Adhere to University of Delaware standards, policies and procedures.
- Attend team meetings and employee development training.
- Ability to work weekends, evenings, and travel to regional event locations, as needed.

#### **Qualifications:**

- High school diploma or GED, Associate's degree or equivalent college-level course work preferred, with at least 2 years of professional experience. Strong customer service skills with an entrepreneurial spirit.
- Ability to work independently and handle multiple assignments concurrently, in a time-sensitive, thorough, detail-oriented and well-organized manner meeting tight, critical deadlines.
- Proficiency in current Microsoft Office Suit, including MS Teams, Google Apps and Zoom.
- Strong knowledge of office practices and procedures.
- Excellent oral and written communication skills.
- Familiarity with LMS (Canvas) a plus.
- Experience providing support to online educational programs preferred.
- Familiarity with UD resources and systems a plus, such as Concur, Canvas, UDX, UD Workforce, etc. Event planning experience preferred.
- Ability to travel to regional training and event locations as needed and must have reliable transportation
- Ability to lift 35 lbs
- Committed to fostering a workplace culture of belonging, where diversity is celebrated and equity is a core value.

Note: This position is a part time, non-benefited position. Incumbent can work up to 29 hours per week max. We estimate this position will work an average of 20-25 hours per week, 4 days per week, between the hours of 8 am to 5 pm. However, due to unpredictable training schedules and office needs, the incumbent may be asked to work 29 hours based on the needs of the organization. Exact working hours will be jointly determined based on the availability of the incumbent and the need of business.

Applicants must be authorized to work in the United States without the need for current or future sponsorship.

This position can work remotely, however, the incumbent must be able to come to Newark, Delaware office location when needed, such as producing training materials. UD PCS will provide the incumbent with all required technology and hardware needed for this position.

All interested candidates should submit resumes to Laura Valadakis via email, at [lval@udel.edu](mailto:lval@udel.edu) for consideration. A cover letter is not required but strongly encouraged.