

**POSITION TITLE:** Program Operations Assistant

**ANTICIPATED START DATE:** July 6, 2026

**SCHEDULE:** The preferred work schedule is half days Monday through Friday, or slightly longer hours for four days per week, for up to 22 hours in total per week.

**LOCATION:** Newark Campus

**ESTIMATED PAY:** \$22-\$24/hour commensurate with experience

**TO APPLY:** Please email a cover letter and resume expressing your interest and relevant experience to Felicia Harrington ([feliciah@udel.edu](mailto:feliciah@udel.edu)). Please include “**Program Operations Assistant – [INSERT YOUR NAME]**” in the subject line.

#### **ABOUT THE DEPARTMENT:**

The University of Delaware’s business school, the Alfred Lerner College of Business and Economics, is a hub for innovation, business and economics research and career success. With hands-on experiences and a technology-driven curriculum, Lerner equips students to navigate the evolving business world and drive change worldwide.

Horn Entrepreneurship serves as the University of Delaware’s creative engine for entrepreneurship education and advancement. Built and actively supported by successful entrepreneurs and thought leaders, Horn Entrepreneurship empowers aspiring innovators and entrepreneurs as they pursue new ideas for a better world.

#### **CONTEXT OF THE JOB:**

As a member of the Youth Programs team, the Program Operations Assistant plays a critical behind-the-scenes role in ensuring the smooth execution of Horn’s dual-enrollment and companion-enrollment offerings. This detail-oriented role focuses on managing courses and participant data, supporting student enrollment processes, and contributing to program quality through accurate records and reporting. The role reports to the Assistant Director, Horn Youth.

#### **RESPONSIBILITIES:**

- Collect and organize course rosters and enrollment data for dual enrollment and companion enrollment processes.
- Manage registration workflows, including reviewing submissions, validating required forms, and tracking enrollment status.
- Coordinate with school partners and internal stakeholders to ensure student data is accurate and complete.
- Track completion of pre-program surveys; manage end-of-year survey administration and support data cleaning for reporting.

- Conduct quality checks on enrollment records, manage course adds/drops, and confirm registration accuracy with University systems.
- Assist with billing, invoicing, and related documentation for dual enrollment students and partner schools.
- Enter and maintain accurate records of program participation in CRM and related databases.
- Support other administrative tasks related to program operations as assigned.

**QUALIFICATIONS:**

- Bachelor's degree or equivalent combination of education and experience.
- Strong organizational skills and keen attention to detail.
- Experience with data entry, data quality assurance, and/or program administration.
- Proficiency with spreadsheets (Excel or Google Sheets) and ability to manage data accurately.
- Familiarity with CRM systems (e.g., Salesforce), learning management systems (e.g., Canvas), and registration platforms, preferred.
- Ability to work independently, manage time effectively, and adapt to evolving priorities.
- Customer service mindset and strong written/verbal communication skills.