

Job Title: Program Operations Coordinator, Noncredit Pre-College Programs

Division: Professional and Continuing Studies (PCS)

Location: Newark, DE (Main Campus) with occasional regional travel to satellite locations.

Classification: Part-time

Compensation: \$20.00 per hour

To Apply: Please email a resume, and cover letter expressing your interest and relevant experience, to Jane Shire (jshire@udel.edu). Please include **“Program Operations Coordinator – [INSERT YOUR NAME]”** in the subject line.

About the Department

University of Delaware Professional and Continuing Studies (UD PCS)

The Division of Professional and Continuing Studies (UD PCS) extends the University of Delaware’s academic resources to the community, serving as a hub for lifelong learning and professional development. PCS offers a diverse array of noncredit programs, certificate courses, and specialized training designed to help individuals at every stage of their career or education reach their full potential. By bridging the gap between the University and the public, UD PCS fosters an environment of accessible, high-quality education that responds to the evolving needs of the workforce and the region.

UD PCS Noncredit Pre-College Programs

Within UD PCS, the Noncredit Pre-College Programs team is dedicated to empowering the next generation of scholars, leaders, and lifelong learners. We provide middle and high school students with unique opportunities to explore academic passions, experience campus life, and gain a head start on college and career readiness.

Position Overview

The Program Operations Coordinator is responsible for the **on-site execution** of University of Delaware’s Noncredit Pre-College Programs. Primarily seasonal with the bulk of work occurring over the summer, this is an operational role focused on implementing pre-planned logistics and ensuring a high-quality experience for K-12 participants and their families. The Program Operations Coordinator will serve as the primary on-site facilitator of the "run of show" as communicated by the Pre-College team.

Key Responsibilities

Program Execution & On-Site Management

- **Plan Implementation:** Execute the daily schedule and logistics exactly as outlined in the program plan.
- **On-Site Logistics Oversight:** Serve as the point of contact for day-to-day services. This includes receiving catering deliveries, verifying room setups against reservations, and distributing materials/giveaways.
- **Incident Response:** Address immediate, "day-of" facility issues (e.g., HVAC, tech glitches, or room access) by contacting the appropriate UD departments as per established protocols.
- **Participant Supervision:** Lead and monitor students during transitions, breaks, and instructional time to ensure safety and adherence to the code of conduct.
- **Direct Point of Contact:** Manage two-way communication as the visible, on-site lead for students, families, and faculty, including fielding questions and performing necessary outreach during program hours.
- **Faculty Support:** Provide "in-the-moment" support to faculty, program support staff, volunteers and guest speakers, ensuring they have the pre-arranged supplies and technology needed for their sessions.
- **Other duties as assigned:** Perform additional operational tasks as needed to ensure the successful delivery of pre-college programming.

Meetings & Collaboration

- **Team Alignment:** Participate in quarterly Pre-College team meetings to stay informed on departmental goals, upcoming cycles, and shared best practices.
- **Stakeholder Briefings:** Attend program-specific update meetings with UD faculty, staff, and subject matter experts (SMEs) as event dates approach. These sessions focus on reviewing the finalized "run of show," clarifying on-site roles, and ensuring all technical or instructional needs are understood prior to the event.
- **Virtual Info Sessions:** Attend and support **pre-college information sessions** (typically virtual) to observe participant FAQs and provide logistical support.
- **Continuous Feedback:** Join post-program debriefs to provide factual observations on how the execution plan worked in practice, helping the planning team refine future logistics.

Compliance & Safety

- **Protection of Minors:** Strictly enforce UD's Protection of Minors policies during all live events.
- **Training & Reporting:** Maintain up-to-date background checks and training certifications. Provide prompt and factual, post-program updates to the Pre-College team regarding any on-site incidents or logistical deviations.

Qualifications

- Reliability and the ability to follow complex, pre-determined schedules with high attention to detail.
- Experience in student supervision or event facilitation (K-12 experience preferred).
- Ability to work independently, manage time effectively, and adapt to evolving priorities.
- Strong "front-facing" communication skills for interacting with parents and university stakeholders.
- **Technical Proficiency:** Ability to moderate Zoom sessions and use mobile communication tools for on-site coordination.
- **Compliance:** Must successfully complete all required UD background checks and Protection of Minors training.
- Must be able to work in-person each summer.