
MIT Job Description

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| Job Title: Academic Programs Administrator | Position Title: |
| Reports to: Department Head and Director of Finance and Administration | % Effort or Wkly Hrs: Full time |
| Department: Urban Studies and Planning | Prepared by: Karen Yegian |
| Date: November 2023 | |

Position Overview:

The Student Services group in the Department of Urban Studies and Planning (DUSP) is staffed by two co-directors and a Senior AA, working together to oversee our PhD, Master's in City Planning (MCP) and undergraduate degree programs. Each co-director specializes in the programs they manage, with one individual managing both PhD and undergraduate degrees; and the second managing the MCP degree, including several dual-degree options. Co-directors cross-train with their colleague to ensure continuity and redundancy as occasionally needed.

We are seeking an Academic Programs Administrator to specialize in advising 120-130 students in the MCP program, a two-year professional degree program that admits 60-65 students each year. This position advises students on all academic, administrative, social and other matters, from admissions through graduation; works with faculty leadership to develop and implement strategy for improvements and updates to policies and procedures for student advising and academic programming, including core curriculum requirements; and sets and monitors progress on goals for advising and academic programs. The co-director informs and provides recommendations to faculty on management of students' academic and personal issues; monitors students' progress toward completing degree requirements; and directs the implementation of programs to facilitate students' academic success and social well-being. The co-director directs and oversees the annual admissions process, with approximately 350-400 applicants to the MCP program. The individual serves as a full voting member with leadership role on the DUSP MCP degree committee, and collaborates as member of the DUSP HQ team, participating in key strategic and operational planning activities, particularly as they relate to effective management of student services and administration.

Principal Duties and Responsibilities (Essential Functions):

- Co-direct the Department's academic services operations, including supervising the Sr. AA.
- Manage the recruitment and admissions process for graduate degree programs, including the MCP, SB/MCP, MS, and MST degrees, and serve as primary contact for all applicants including dual degree students. Schedule and prepare Admissions Committee meetings, track readers' progress through the admissions process, oversee preparation of admittance and rejection letters, and correspond with applicants as necessary. Collect and prepare admissions statistics reports.

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- Oversee orientation for incoming Masters students; participate in orientation sessions and lead individual sessions as appropriate. Manage new student onboarding through content designed to orient incoming graduate students to Institute and Department systems and processes.
 - Supervise student groups (DUSP Student Council, Students of Color Committee, Queers in the Built Environment, LatinX, etc.) to coordinate student-led activities and ensure their compliance with Institute policies and procedures. Work with student leaders of said groups to ensure adherence to fair practices and procedures in dealing with competing student interests and requests for resources.
 - Oversee the course registration process; identify and resolve registration issues. Prepare audits prior to registration process.
 - Serve as full member of MCP degree committee.
 - Advise students regarding wide range of academic and student life matters, drawing on in-depth knowledge of individual degree-program requirements and MIT P&P, and exercising independent judgment.
 - Advise degree candidates on thesis procedures and Institute specifications; review theses for compliance with specifications; inform students of modifications needed; confirm degree candidates' academic eligibility for graduation.
 - Conduct academic review meetings, warning letter preparation, withdrawal and medical leave preparations for students in academic trouble. Attend Graduate Academic Performance meetings and coordinate with the OGE on Dean's warning letters and required withdrawals.
 - Serve as primary resource for content and preparation of the Department's handbooks, website, and other brochures/publications as they relate to the MCP program.
 - Provide reports and statistics for MCP program for DUSP accreditation process.
 - Research, propose and implement new or updated systems and processes to increase efficiency and accuracy of DUSP student services in a continually changing environment.
 - Other duties and responsibilities as needed or required.

Contacts Required to Perform Duties:

Department Head, Director of Administration and Finance (DAF), departmental student services team members, departmental faculty and program group heads, OGE staff, Student Services, Office of the Dean for Student Life, Graduate Admissions Office, International Students Office, Office of the Registrar, MIT Medical, Ombuds Office.

Supervision Received:

Works under minimal supervision; reports to Department Head and DAF, collaborates regularly with faculty serving as degree program chairs.

Qualifications & Skills:

A Bachelor's degree and minimum of 3 years of experience in an educational or relevant administrative setting is required. Experience in a student-services setting and/or student advising is a plus. Must be highly motivated and possess the organizational skills needed to manage a complex set of tasks with frequent interruptions and competing demands. Individual must have excellent interpersonal and communication skills in working with faculty and staff, and ability to relate to and empathize with students. Ability to work both independently and as part of a team, exercising independent judgment. Excellent computer skills required; familiarity/expertise with database management, Filemaker, WebSIS, and the MIT graduate admissions software is desirable. Infrequent evening/weekend work is required around the timing of departmental open houses and admissions events. Must deal with confidential and/or sensitive information using high level of discretion and judgment.