



The Community  
College Project

**Program Operations Coordinator**  
**Job Description**  
**Updated November 2018**

**About One Million Degrees:**

**THE CHALLENGE:** 65% of Illinois public college students attend community college, but only one in five of them will graduate with a degree within three years. One Million Degrees (OMD) changes that.

**THE SOLUTION:** One Million Degrees is the only organization in Illinois and one of few in the country dedicated to providing comprehensive supports to low-income, highly motivated community college students to help them succeed in school, in work, and in life.

From tutors and coaches to financial assistance and professional development, OMD offers the support that empowers Scholars to transform their lives and those around them for generations. OMD Scholars graduate at twice the state average with the skills and experiences necessary to launch economically mobile careers.

Currently in its 11th year of programming, OMD continues to expand the number of Scholars it supports to be a catalyst for change in Chicago. OMD partners with 10 Chicago-area community colleges, serving over 800 Scholars across the region in the 2017-2018 academic year and aiming to expand its programming to 1,000 Scholars next year.

**Position Summary:**

One Million Degrees is seeking a talented, accountable, and detail oriented Program Operations Coordinator to join a team of dedicated program support professionals. The Program Operations Coordinator is responsible for managing OMD's academic supports, including its one-on-one tutoring program for 200+ scholars. As part of the Program Operations team, the Coordinator will also work closely with scholar support staff and the Program Operations Manager to coordinate scholar events and provide logistical assistance to the program team. The OMD Program Operations Coordinator will work in our downtown Chicago office located at 180 N Wabash.

The role requires both meticulous attention to detail and creative, independent project-management. The successful candidate is a positive, goal-oriented, high-energy team player with a passion for education and the transformative power of education and opportunity. Creative thinking, problem solving skills, and a can-do attitude are highly valued.

One Million Degrees is a friendly, small, diverse office with ambitious goals and a relentless drive to achieve them.

**Specific duties and responsibilities include:**

**Tutoring Management and Development**

- Implement OMD's academic support program (using the assistance of interns when available):
  - Collaborate with OMD Program Managers and Coordinators to quickly match students with a qualified tutor.
  - Collect, maintain, and manage weekly schedules for OMD tutors and scholars
  - Ensure that tutors and scholars are communicating with each other and OMD staff in a timely fashion.
  
- Project academic needs at each campus and ensure OMD is adequately staffed with qualified tutors who can support students' academic needs and schedules.
  
- Interview, train, and on-board tutors who will work with OMD Scholars at the seven City Colleges of Chicago. Develop and facilitate tutor orientations and on-going trainings. Ensure proper collection of payroll records and on-time payment of tutors.
  
- Coordinate with Program Operations Manager on projects related to academic supports at all campus programs.

**Program Logistics**

- Execute planning and preparation for all scholar events, including monthly Scholar Development Sessions and annual Speed Networking, Scholar Awards, and Scholar Orientations:
  - Create and manage project plans for all events.
  - Ensure adequate space is reserved for all Program events.
  - Communicate with event vendors and coordinate timely payment for services within designated budget.
  - Oversee materials preparation for events, such as signage, programs, name tags, and event scripts.
  - Coordinate and communicate staffing requirements at all Program events.
  
- Provide logistical support for OMD scholar and staff events such as monthly Scholar Development Sessions, Orientation, recruitment, and career exploration and professional events. (Requires some evening and weekend hours.)
  
- Maintain shared program calendar for all staff members.
  
- Manage transfer university scholarship opportunities for current scholars. Coordinate presentations, communication, application process, and college visits between partners and OMD programs.
  
- Assist with special projects as assigned to fulfill the mission of One Million Degrees.

## Qualifications and Requirements:

Qualified candidates must have excellent communication skills, both verbal and written, and the desire to work collaboratively in a fast-paced environment. This position is ideal for a highly-motivated, entrepreneurial individual who wants to play a pivotal role in strategy and organizational development.

- Education – associate’s degree required, bachelor’s degree preferred
- Comfortable working in a fast-paced environment and prioritizing multiple tasks with limited time
- Strong interpersonal and communication skills; a proven ability to effectively communicate with diverse audiences
- Excellent attention to detail
- Proven ability to make data-driven decisions
- Experience coordinating and planning events
- Strong organizational skills and experience independently managing projects
- A self-starter who can operate independently and in teams to accomplish goals and objectives
- Experience managing and approving invoices a plus
- Highly proficient with technology including a willingness to use Salesforce
- Cultural sensitivity – ability to work effectively with diverse staff, clients, and community partners
- A positive outlook and a total belief in the potential of all scholars to succeed and excel
- Reflective, thoughtful team player who is willing to give and to receive candid feedback

## Compensation and Benefits:

- **Salary** – Commensurate with experience.
- **Health Benefits** – Full health insurance for the employee, including medical, dental, and vision.
- **Retirement Benefits** – After 90 days, employees are eligible for a Simple IRA plan with matched contributions up to 3% of salary.
- **Professional Learning Opportunities** – OMD supports employee development in areas relevant to professional and organizational goals and will pay for training such as workshops and conferences as agreed upon by employee and supervisor.
- **Paid Time Off** – 3 weeks paid vacation plus 9 paid holidays.
- **Salary** – Commensurate with experience.

To apply, submit cover letter and resume to [ksomerfield@onemilliondegrees.org](mailto:ksomerfield@onemilliondegrees.org). Write “OMD Program Operations Coordinator” in the subject line of the email.

*One Million Degrees is an equal opportunity employer. We encourage applications from all individuals regardless of age, gender, race, ethnicity, religion, or sexual orientation, and evaluate all candidates based on merit.*