

CORNELL UNIVERSITY
STAFF POSITION DESCRIPTION

Date: _____

The university job title classification will be determined in accordance with the [Position Classification Process](#). Please refer to the [Guidelines for Preparing the Staff Position Description](#) prior to completing this document

Current Incumbent, if any: New position Position #: _____
University Job Title: Coordinator Program III Pay Band: G
Working Title (if different): Career Exploration Program Manager Exempt: XX Nonexempt:
Department Name: Graduate School Dept Code: _____
Immediate Supervisor's Name and University Job Title: Susi Varvayanis, Executive Director

POSITION SUMMARY, REQUIRED QUALIFICATIONS and PREFERRED QUALIFICATIONS are combined for any associated posting.

POSITION SUMMARY: Explain the purpose for the position and summarize the responsibilities.

The Program Manager plays a key role supporting career exploration and immersion opportunities for Graduate School students and postdocs across the Ithaca campus. This position works collaboratively as part of the [Pathways to Success](#) suite of professional development and academic success programs for graduate students and postdocs, and is a core member of the "[BEST Plus](#)" program group within the Graduate School.

The Program Manager develops and delivers programs and opportunities for doctoral students and postdocs in all disciplines to explore aspects of various careers through flexible, experiential, empowering opportunities and to help them make informed decisions about their career paths after Cornell and develop skills for their professional development. The Program Manager helps to identify and implement strategies for conducting ongoing needs assessment, with an emphasis on social sciences, humanities and arts, related to career path exploration. Reporting to the Director, the Program Manager assesses faculty/student needs and perceptions, builds support, and creates programs and resources responsive to these identified needs.

The Program Manager proactively provides coaching to and assists graduate students and postdocs with developing career-seeking skills and exploring relevant employment opportunities. The Program Manager provides guidance, advisement, and links to resources and tangible experiences within and beyond Cornell, working in a collaborative team (with Graduate School partners, and others on and off campus) to effect professional development programming and to foster relationships with contacts in key employment sectors to provide ongoing opportunities.

REQUIRED QUALIFICATIONS: Specify required minimum equivalency for education, experience, skills, information systems knowledge, etc.

Master's degree with at least 3-5 years of experience in graduate student services, career and professional development, graduate education, engaged/experiential learning or the equivalent combination of education and experience. Demonstrated experience working effectively with graduate students and developing meaningful programs to support their needs. Initiative, strong leadership skills, and the ability to build and maintain relationships are a must. Excellent presentation and interpersonal skills, and excellent oral and written communication skills are required. Demonstrated ability to identify desired outcomes, develop and implement programs to achieve those outcomes, and adapt/respond to assessments. Must be able to support a diverse population of graduate students and postdocs and effectively collaborate with campus partners to provide graduate student services. Must possess a strong commitment to enhancing cross-cultural understanding across the university and demonstrate a comfort with ambiguity. Proven ability to identify, design and implement cross-population and targeted programs to a diverse group of graduate students. Experience advising graduate level/professional students. Ability to work under pressure with confidential information. Professionalism, tact, excellent judgment, flexibility, and a commitment to teamwork.

PREFERRED QUALIFICATIONS: Specify preferred specialized education, field and/or certifications.

Master's or PhD degree in a social sciences, humanities or arts field and 5-7 years of experience in student services administration, graduate education administration, and project planning. Experience initiating a new project or program. Experience in database management, budget planning and grant administration. In-depth knowledge of promising practices in graduate education, and awareness of the national conversation for improving graduate education and training.

STAFF SKILLS FOR SUCCESS

Additional essential skill requirements for all Cornell University staff

INCLUSIVENESS:

- Shows respect for differences in backgrounds, lifestyles, viewpoints, and needs, with regard to ethnicity, gender, creed, and sexual orientation
- Promotes cooperation and a welcoming environment for all
- Works to understand the perspectives brought by all individuals
- Pursues knowledge of diversity and inclusiveness

ADAPTABILITY:

- Is flexible, open and receptive to new ideas and approaches
- Adapts to changing priorities, situations and demands
- Handles multiple tasks and priorities
- Modifies one's preferred way of doing things

SELF DEVELOPMENT:

- Enhances personal knowledge, skills, and abilities
- Anticipates and adapts to technological advances as needed
- Seeks opportunities for continuous learning
- Seeks and acts upon performance feedback

COMMUNICATION:

- Demonstrates the ability to express thoughts clearly, both orally and in writing
- Demonstrates effective listening skills
- Shares knowledge and information
- Asks questions and offers input for positive results

TEAMWORK:

- Builds working relationships to solve problems and achieve common goals
- Demonstrates sensitivity to the needs of others
- Offers assistance, support, and feedback to others
- Works effectively and cooperatively with others

SERVICE-MINDED:

- Is approachable/accessible to others
- Reaches out to be helpful in a timely and responsive manner
- Strives to satisfy one's external and/or internal customers
- Is diplomatic, courteous, and welcoming

STEWARDSHIP:

- Demonstrates accountability in all work responsibilities
- Exercises sound and ethical judgment when acting in behalf of the university
- Exercises appropriate confidentiality in all aspects of work
- Shows commitment to work and to consequences of own actions

MOTIVATION:

- Shows initiative, anticipates needs and takes actions
- Demonstrates innovation, creativity and informed risk-taking
- Engages in problem-solving; suggests ways to improve performance and be more efficient
- Strives to achieve individual, unit, and university goals

RESPONSIBILITIES/ESSENTIAL FUNCTIONS: List the position's assigned responsibilities and estimate percentage of annual time spent on each responsibility. Include only the essential functions that are fundamental and necessary to the position. Date prepared: _____

	APPROX. % OF TIME, ANNUALIZED
<p>Program Delivery, Coaching and Coordination Develop, deliver, assess, and improve career exploration and experiential learning programs (workshops, events, activities, internships, etc.) to empower graduate students and postdocs from all disciplines to explore multiple career opportunities and develop skills for their professional development. Lead and partner on career path exploration programs for humanities, arts, and social sciences with other efforts in the BEST Plus portfolio focused on other (STEM) disciplines, and with other <i>Pathways to Success</i> programs. Cooperate and coordinate with Graduate School partners at Cornell, including the office of postdoctoral studies, other <i>Pathways to Success</i> partners, and the University Career Services specialist focused on supporting PhD students in non-professorial career paths. In cooperation with the Director, develop new career pathways exploration opportunities, modify or enhance current opportunities that will promote the needs and interests of graduate students, postdoctoral scholars and faculty, with special consideration to include social sciences, humanities and arts. Integrate offerings in coordination with other new and existing graduate professional development programming across Cornell. Contribute productively and collegially to the overall vision and programs for <i>Pathways to Success</i>. Proactively coach individuals and small groups of graduate students and postdocs for meaningful professional development opportunities. Maintain contact with participants, cultivate leads & develop relationships to foster alumni interactions to benefit graduate students and postdocs. Recruit, supervise and provide training for a variable number of graduate student volunteers to support programming efforts. Develop and match resources (on and off-campus) to participants' needs. Foster relationships with contacts in key employment sectors to provide ongoing opportunities for Cornell graduate students and postdocs in short-term career-exploration activities.</p>	50%
<p>Planning and Assessment With input from the Director, identify and implement strategies for conducting ongoing needs assessment related to career path exploration for humanities, arts, and social sciences graduate students and postdocs. Engage faculty participation and support in these disciplines. Interface with the faculty Directors of Graduate Studies of relevant Graduate Fields, especially in the social sciences, humanities and arts to ensure that the fields have appropriate levels of support and career pathways engagement opportunities. Periodically reassess to prune less effective approaches and enhance successful programming. Assist with strategic planning and analysis to develop future activities. Develop, improve and maintain efficient, effective, and responsive tracking of programs and participants. Analyze participant data and outcomes to guide future program activities. Prepare summative reports. Prepare reports based on activities to assess impact and model future paths for consideration. Collect & analyze feedback and outcomes on events & activities to refine approaches for new programs Provide timely and complete reporting to and as requested by advisory council and Graduate School leadership. Assess and identify program needs and identify next steps for improvement.</p>	30%
<p>Outreach and Marketing Prepare flyers, electronic, and other promotional messaging, promote events and opportunities; encourage and follow up on inquiries. Actively promote initiatives that support the training of graduate students and postdocs across disciplines, with a particular emphasis on humanities, arts, and social sciences. Seek out and interact productively with relevant graduate student organizations. Contribute to web site content maintenance for BEST Plus and <i>Pathways to Success</i>, newsletters, blog posts, social media posts, and other appropriate forms of communication with target audiences. Assist in outreach about the BEST Plus Program with graduate students, postdocs, and faculty across campus. Develop and make presentations. Initiate and facilitate regular meetings (agenda, take notes, assign actions, follow through) to plan, deliver, and assess programs.</p>	15%
<p>Seize new opportunities Engage in professional development to keep abreast of national trends. Other duties as assigned.</p>	5%
TOTAL	100%

OHR/OD&ES
7/6/99

ADDITIONAL COMMENTS: USE EXTRA PAGES IF NECESSARY.

FACTOR EVALUATION

I. Education

Describe the minimum level of knowledge/education or equivalency required to perform competently in the position. Specify the field of study or area of training/certification. Include any formal training, certification and/or degrees required:

Description and specific examples:

Master's degree with at least 3-5 years of experience in graduate student services, graduate-level career and professional development, graduate education, engaged learning or the equivalent combination of education and experience in initiating a new project or program. Preferred: Master's or PhD degree in a social sciences, humanities or arts field and 5-7 years of experience in graduate student services administration.

II. Experience

Describe the minimum amount of job-related experience (including on-the-job training), areas of experience and specific skills and abilities needed in addition to the above-noted level of knowledge/educational equivalency to perform competently in the position:

Description and specific examples:

Demonstrated experience working effectively with graduate students and developing and delivering programs to meet their needs. Preferred: Experience in database management, in-depth knowledge of policies and practices supporting effective graduate education and career exploration. Initiative, strong leadership skills, and the ability to build and maintain relationships are a must. Excellent presentation and interpersonal skills, and excellent oral and written communication skills are required. Demonstrated ability to identify desired outcomes, develop and implement programs to achieve those outcomes, and adapt/respond to assessments. Must be able to support a diverse population of graduate students and postdocs and effectively collaborate with campus partners to provide graduate student services. Must possess a strong commitment to enhancing cross-cultural understanding across the university and demonstrate a comfort with ambiguity. Proven ability to identify, design and implement cross-population and targeted programs to a diverse group of graduate students. Experience advising graduate level/professional students. Ability to work under pressure with confidential information. Professionalism, tact, excellent judgment, flexibility, and a commitment to teamwork.

III. Supervision Received

Describe the extent of supervision, instruction, or direction the position receives in performing the job responsibilities:

Description and specific examples:

Supervised by the Director

IV. Supervision Given

Describe the position's responsibility for supervising, directing, or instructing others, including student and temporary employees:

Description and specific examples:

Recruits and directs graduate student and postdoctoral volunteers

V. Complexity and Scope

Describe in detail the frequency, complexity and scope of the position's requirement for the application of reasoning, analytical thought, creativity, and innovation:

Description and specific examples:

Must be able to conduct appropriate and meaningful needs assessment, develop and deliver programs in response to meet those needs, and assess outcomes and make improvements as appropriate.

VI. Accountability

Describe the position's decision making responsibility and accountability through scope of impact on operations and/or resources of a section, department, college, unit or University :

Description and specific examples:

Must be able to oversee basic budget assigned to program and conduct activities to stay within budget. Works in close communication with the Director to make decisions about appropriate programs and opportunities to deliver.

VII. Contacts

Describe the type and extent of contacts with individuals, including other University employees, individuals outside the University, and students:

Description and specific examples:

Frequent and independent contact with graduate students, postdocs, faculty, administrative staff. Develops effective relationships with employers outside the university and with alumni.

VIII. Information Management

Describe the role of the position in managing information and communication utilizing computers and other technologies. Include the complexity, degree of programming and other skills required.

Description and specific examples:

Professional working proficiency with Microsoft Office suite (Word, PowerPoint, Excel); Adobe InDesign, Photoshop; Zoom
Experience with website maintenance (e.g. WordPress) and database management
Knowledge of basic HTML a plus

IX. Work environment

Describe the type and extent of physical effort, mental and visual concentration, and exposure to potential hazards in which the position regularly operates:

Close concentration required. Typically lifts less than 10 lbs. Limited exposure to hazards.

GENERAL COMMENTS