

JOB OPENING: PROGRAM COORDINATOR, IMS ONLINE

IMS is seeking a full-time Program Coordinator for our rapidly growing online education program. The Program Coordinator is responsible for the successful planning and execution of select IMS Online programming. Reporting to the Director of IMS Online, the Program Coordinator will oversee a portfolio of online programs, shepherding each program from approval to live event and on-demand availability. The IMS Online Program Coordinator may work remotely or in our Barre, MA offices.

Principal Responsibilities

Online Program Delivery

- Manage all day-to-day responsibilities associated with program planning, operations, and delivery.
- Effectively and efficiently coordinate effort with other IMS Online Program Coordinators and related staff to ensure that all program sessions are properly managed, technology is optimally functioning, and program participants have their needs met.
- Recognize potential issues with program planning and execution; identify and implement smart solutions.

Administrative Responsibilities

- Perform daily, weekly, and monthly data collection, analysis, and reporting.
- Prepare pre-program briefs for teachers and relevant staff and post-program briefs for management.

Technical Duties & Responsibilities

- Schedule program sessions and ensure technology is secured to support program needs.
- Host program sessions.
- Maintain user portals and IMS dashboards.

Training Responsibilities

- Support teachers delivering online programs.
- Deliver training for students and teachers on the use of instructional technologies.

Organizational Responsibilities

- Attend regularly scheduled departmental and staff meetings as required.
- Participate in maintaining a positive, professional work environment in the department and throughout the organization.
- Meet IMS's expectations for service excellence.
- Support and protect the silent retreat environment on campus; uphold ethical principles.
- Other duties as assigned.

Qualifications, Skills & Experience

- Excellent organizational, planning, project management, communication, and interpersonal skills.
- Background in instructional design, instructional technology, distance learning, online program development, or a related field preferred.
- Demonstrated success in the online learning environment.
- Demonstrated proficiency with learning management systems (including at least one of the following: teachable, thinkific, kajabi) required.

- Demonstrated proficiency with live video production and streaming (e.g. vimeo, zoom, YouTube, etc.)
- Demonstrated proficiency with survey and e-communication tools (e.g. Survey Monkey, Constant Contact, MailChimp, etc.) required.
- Flexibility, resourcefulness, and an orientation toward progressive evolution in an ever-changing online environment is essential.
- Demonstrated ability to own and manage multiple projects while communicating effectively with internal and external constituents.
- Strong customer service background with a proven commitment to continual improvement.
- Bachelor's degree or equivalent combination of education and experience required.
- Excellent attention to detail and thorough follow through.
- Clear and concise communicator able to work effectively with faculty, students, staff, colleagues, and other constituents.
- Ability to plan, prioritize, and manage multiple tasks with capacity to self-direct.
- Solid work ethic with strong organizational, time-management, and problem-solving skills.
- Ability to work well independently and as part of a team and to maintain good working relationships with meditators, teachers, staff, volunteers, and vendors.
- Familiarity with, or sincere interest in, meditation or mindfulness preferred.
- Flexible and comfortable with changing needs and priorities.

This full-time position offers a friendly and caring work environment, health and dental benefits, retirement plan, and a generous paid time off program.

Qualified applicants, please send cover letter, résumé to: IMSjobs@dharm.org