



JOB DESCRIPTION

Director of Operations for Online Learning

Submission Date: 02/5/2018
FLSA: Exempt

General Summary:

The Duke University Talent Identification Program (Duke TIP) is a nonprofit organization dedicated to serving academically gifted and talented youth. Duke TIP works with students, their families, and educators to identify, recognize, challenge, engage, and help students reach their highest potential.

Occupational Summary:

Duke TIP is currently seeking a Director of Operations for Online Learning. The Director of Operations for Online Learning manages and oversees the operations of TIP's online programming, serving over 3,000 students annually in term-based courses; and online social-learning communities and resources, engaging a range of TIP's stakeholders, including its 400,000-student base, parents, teachers, and program alumni. The Director manages divisional customer-service and support operations and oversees the systematic integration of those operations with the work of the supporting divisions across TIP to ensure that materials, processes, plans, and support are in place for the successful development and delivery of online learning programming and resources. This position reports to TIP's Director of Educational Innovation and Online Learning. If you are interested in applying for this position, please complete the application process, along with a cover letter and resume via the Duke HR Careers Site prior to the close of the position on **February 26, 2019**. To apply directly, please visit: : https://sjobs.brassring.com/TGnewUI/Search/Home/Home?partnerid=25017&siteid=5172#jobDetails=1347551_5172

Work Performed:

Program Implementation –

- Lead the administration, coordination, direction, and oversight of the daily operations and planning of Duke TIP's online-learning programming, social-learning communities, and resources, inclusive of two program models, offering 100+ term-based online courses serving over 3,000 students annually; an online social-learning community serving 12,000+ students annually; and an educator resource blog serving 10,000+ educators annually.
- Manage divisional customer-service and support operations. Direct tasks and responsibilities of the operations team providing proactive and responsive operational and technical support to the more than 13,000 students and families and more than 150 seasonal staff engaged in TIP's online programming and social-learning community year round. Oversee the development and distribution of effective orientation, training, and support materials to facilitate stakeholder engagement with TIP's online programming and learning communities.

- Provide ongoing operational process ownership; conduct ongoing workflow process evaluation, and standardize operational processes, where possible, across programs to ensure efficient and effective utilization of divisional resources and alignment with standardized, organization-wide processes. Differentiate operational processes, where needed, to meet programmatic goals and stakeholder needs. Formulate policies, procedures and schedules to support divisional operations and initiatives. Direct the development and maintenance of workflow and policy documentation.
- Develop the administrative framework, including operational processes and customer-service and support models, for new initiatives, capitalizing on existing processes and infrastructure and differentiating support and processes as needed to meet programmatic, divisional, and organization-wide goals and stakeholder needs.
- Lead divisional evaluation and implementation of technology tools to facilitate collaboration and improve communication and operational efficiency.
- Manage performance, train, coach, and motivate the division operations team. Directly supervise, manage, and evaluate the three year-round direct reports and designated seasonal TIP staff that implement and/or support online programming and communities. Identify further opportunities for training and development of staff.
- Recommend various personnel actions including, but not limited to, hiring, promotions, performance appraisals, development plans, and vacation schedules for both full time and seasonal staff.
- Direct the development, implementation, evaluation, and ongoing revision, as needed, of processes for gathering qualitative and quantitative data to evaluate programming effectiveness and stakeholder engagement. Analyze and synthesize data to identify and investigate trends. Recommend and operationalize modifications to improve program effectiveness and stakeholder engagement.
- Develop budget recommendations for existing programming and for new initiatives. Provide ongoing budgetary oversight and manage the timely review and reconciliation of actual expenses to budget. Collaborate on the development of pricing recommendations and models.

Collaborations -

- Collaborate with the Director of Educational Innovation and Online and Director of Curriculum and Instruction for Online Learning on the development and implementation of new online-learning initiatives that are consistent with Duke TIP's mission, educational philosophy, and strategic priorities. Advise the Director of Educational Innovation and Online Learning on operational implications of new strategic initiatives.
- In collaboration with divisional team members and TIP's External Relations & Communications (ERC) staff, oversee marketing activities promoting online programming, communities, and resources, to include conceptualizing and writing

newsletters, promotional materials, email blasts, and website updates. Develop plans and schedules for release of publicity materials, and manage ongoing collaboration and communication with ERC staff.

- Work with divisional team members and TIP's Admissions and Customer Service staff to provide program and course offering information needed for programming application periods. Develop and maintain schedules for regular review and revision, as needed, of program application copy and functionality, phone trees, etc. Collect, analyze, and evaluate quantitative and qualitative data from admissions and customer service to inform recommendations for future program and course offerings.
- Collaborate with members of the Educational Innovation and Online Learning team and with Duke TIP's Director of Research on program evaluation to ensure appropriate alignment with organization-wide engagement and evaluation goals, while also ensuring necessary differentiation of tools, instruments, and questions for the unique needs of online learning.
- Serve on committees within Duke TIP to foster both appropriate alignment and differentiation of operational processes across programs and divisions.
- Represent Duke TIP's Educational Innovation and Online Learning at various events on and off campus.

Divisional Communication

- Establish and maintain consistent communication with the Director of Educational Innovation and Online Learning, the division's operations and curriculum and instruction teams, and other TIP staff to ensure all deliverables, timelines, and expectations are being met.
- Assist the Director in managing the planning and execution of divisional and/or programmatic meetings and retreats. Oversee the preparation and distribution of reports, analyses, and presentations and make data-driven recommendations regarding program direction and operations.
- Perform other related duties incidental to the work described herein.

Qualifications:

Education:

Work requires analytical, organizational and communication skills generally acquired through completion of a bachelor's degree program. Master's degree or equivalent preferred.

Experience:

Five years of administrative management and supervisory experience, or an equivalent combination of relevant education and/or experience preferred. The candidate for this position should also possess well-developed administrative and organizational skills,

excellent ability to work with people, computer skills, strong writing and editing skills, service orientation, and excellent verbal and oral communication skills.

Preferred Work Experience:

Experience in educational technology or a related field highly desirable. Preference will be given to experience in multimedia technology, distance education and operations and process management.

Skills:

- Commitment to Duke TIP's mission and ability to lead the implementation of TIP's online programming and communities.
- Excellent oral and written communication skills. Must be able to communicate professionally and confidently with a wide variety of constituents, including Duke TIP staff, Duke University administrators, current, prospective, and alumni families.
- Natural ability to provide positive customer service to students, parents, and staff, especially when discussing confidential and challenging student or staff related concerns.
- High level of creativity, initiative, motivation and team orientation and willingness to set an example for effective leadership and teamwork.
- Proficiency in project management strategies and tools, database tools, and Microsoft Office Programs: Excel, Word, PowerPoint.
- Demonstrated ability to handle sensitive and confidential information and issues on a daily basis.
- Ability and willingness to work evenings and weekends, especially while programs are in session.

Duke University is an Affirmative Action/Equal Opportunity Employer committed to providing employment opportunity without regard to an individual's age, color, disability, genetic information, gender, gender expression, gender identity, national origin, race, religion, sexual orientation, or veteran status. Essential Physical Job Functions: Certain jobs at Duke University and Duke University Health System may include essential job functions that require specific physical and/or mental abilities. Additional information and provision for requests for reasonable accommodation will be provided by each hiring department.