

Program and Service Coordinator

eCampus Ontario

eCampusOntario is a provincially-funded non-profit organization that leads a consortium of the province's 48 publicly-funded colleges, universities and indigenous institutes to develop and test online learning tools to advance the use of education technology and digital learning environments.

Officially registered as the Ontario Online Learning Consortium (OOLC) and referred to as eCampusOntario we:

- Support the development and delivery of quality online learning experiences across all of Ontario.
- Lead in research, development and sharing of exemplary practices in online and other forms of technology-enabled learning.
- Support member institutions in fostering innovation, collaboration, and excellence on behalf of Ontario students and faculty.
- Contribute to the evolution of teaching and learning by responding to emerging tech and the development of state-of-the art online courses and programs.

Program and Service Coordinator

Position Summary

As a key member of the programs and service team, the Program and Service Coordinator will support the day-to-day planning, execution, and monitoring of eCampusOntario initiatives, including ongoing work in Micro-credentials.

The Program Coordinator will help to grow interest in key program initiatives by liaising with post-secondary education partners to drive awareness and increase participation and interest in the program area.

The successful candidate will have a service mindset, along with strong communication, organizational, and stakeholder relations skills. These skills are required to ensure effective day to day communication and collaboration with a diverse set of post-secondary institutional stakeholders and industry partners. In addition to effective communications and stakeholder support, the Program and Service Coordinator will be expected to maintain a keen awareness of shifts in the program area environment in order to engage in idea generation activities related to the ongoing development of the program area.

Accountabilities

The successful candidate will have expertise and experience in one or more of the three areas identified below.

1. Program Implementation

- Work with team members to design and implement program activities, ensuring strong stakeholder engagement and uptake
- Support the day-to-day operational of the program, including arranging and hosting stakeholder activities and tracking progress against targets

2. Stakeholder Relations

- Liaise with external stakeholders and act as a first point of contact for inquiries, support, and consultation, directing and escalating issues as required
- Produce program insights and action recommendations based on stakeholder feedback

3. Communications

- Maintain awareness of perspectives of diverse stakeholder audiences in order to gather, analyze, and communicate key trends and recommended shifts to the program approach
- Identify opportunities to boost awareness of program areas and generate excitement and interest

Duties and Responsibilities

The successful candidate will fulfill the following duties and responsibilities:

- Coordinate with and support member institutions on eCampusOntario-led projects and working groups related to micro-credentials and other program areas
- Act as primary point of contact and liaison between service providers and member institutions to ensure alignment with eCampusOntario's strategic vision and goals
- Provide support in onboarding and training processes, including scheduling meetings and distributing meeting materials
- Assist in the development of reports for a diverse stakeholder audience; review documentation for alignment with program activities and current climate, including micro-credentials
- Support member institutions in communities of practice, including facilitating the sharing of best practices
- Meet with stakeholders one-on-one to share eCampusOntario's work and answer inquiries
- Act as a resource person on eCampusOntario program files, including micro-credentials

- Keep up to date on emerging trends and research on programs related to eCampusOntario, including micro-credentials
- Work with stakeholders to track project progress and performance against targets, including funded projects
- Coordinate with consultants, service providers, member institutions and staff to ensure project advancement
- Collaborate with team members, senior management, and business owners to move projects forward
- Facilitate and contribute to project meetings or presentations
- Maintain project assets, communications, and documentation

Education/Experience

- Undergraduate degree or diploma in arts, business, communications or equivalent combination of knowledge, skills, and experience
- 1-2 years professional experience in a complex service-oriented role with diverse stakeholder community
- Experience in a higher education environment considered an asset
- Experience in a nonprofit environment considered an asset

Skills

- Excellent interpersonal and communication skills; service mindset
- Strong decision-making abilities; ability to work both independently and collaboratively
- Creative and analytical thinker; excellent problem-solving abilities
- Tendency to listen and learn first, and act second
- Able to prioritize multiple and competing demands
- Strong organizational skills
- High tolerance for ambiguity
- Positive impact on organizational culture
- Bilingualism (English/French) considered an asset

Interested candidates should submit a resume and cover letter to jobs@ecampusontario.ca with the subject line: Program and Service Coordinator by May 10, 2021.