

Program Support Supervisor

Reports To: Dean, FAES Academic Programs

FLSA Status: Exempt

The Foundation for Advanced Education in the Sciences (FAES), Inc., is an entrepreneurial non-profit organization, located at the National Institutes of Health in Bethesda, Maryland, which conducts advanced educational programs and activities to promote the productivity and attractiveness of professional life on the NIH campuses. FAES programs complement the work of NIH in accomplishing its mission of research and training in the biomedical sciences and FAES seeks to continue to create and sustain cutting-edge programming in all operational areas. We provide full-service event and conference management services as well as limited housing for members of the NIH community and affiliated organizations.

Position Description: The Program Support Supervisor oversees administrative and customer service support for the Academic Programs Department at FAES. This position requires advanced administrative, organization, and time management skills as well as dedication to providing top-tier customer service. The Program Support Supervisor role is currently a hybrid position, with telework and some onsite work.

Responsibilities include, but are not limited to:

- Responsible for the overall supervision of all customer service and student support activities to include timely and polite responses to inquiries and support of the student registration process
- Responsible for assisting with entering data into the registration system (Modern Campus) for courses, workshops, conferences, information sessions, other events, surveys, and student grades; ensure data integrity by checking for accuracy and completeness on a regular basis
- Supervise Program Support Specialists
- Assist with designing processes and process documentation, Standard Operating Procedures (SOPs), communication templates, and other administrative and operational documentation for the department
- Function as department's main point of contact for marketing and advertising efforts by being knowledgeable about all Academic Program offerings and providing information regularly and timely to the FAES administrative team
- Coordinate the student course and workshop evaluation process to include communication with faculty, students, and generating reports for management
- Record meeting minutes at Education Committee Meetings
- Serve as the main point of contact for special programs, such as the FAES-NIH/CARD-UMBC Fellowship and other programs, by maintaining communication with NIH and university stakeholders and administrators and ensuring timely completion of all contracted activities
- Provide support for special events and initiatives
- Collaborate within the department and with the Contracts Manager to distribute and collect faculty agreements
- Provide payment and registration reports to the Accounting department
- Perform accounts receivable and payment collections for outstanding balances for all Academic Programs activities by monitoring unpaid balances in the registration system, communicating with payees, and reconciling payments monthly
- Manage the department calendar and schedule online and onsite meetings as needed, including virtual meeting set up and/or onsite room reservations
- Assist with planning and coordination efforts for information sessions online and onsite courses/workshops

- Provide internal and external meeting coordination for the department, including preparing agendas, taking notes, performing follow-up tasks, and sending out recaps and action items
- Serve as backup support for phone and email inquiries and student registration
- Support all administrative and programmatic duties for the department
- Other duties as assigned

Qualifications:

- Bachelor's Degree
- At least one year of experience at a university, non-profit, or trade association
- At least three years of experience in an administrative or customer service role
- Excellent communication skills
- Excellent writing skills
- Excellent customer service skills
- Excellent teamwork and collaboration skills
- Proficient in Microsoft Excel, Microsoft Word, and other programs in the Microsoft Office Suite
- Experience using Destiny Solutions/Modern Campus a plus
- Experience using Adobe Creative Suite a plus
- Must be able to pass a NIH background check to be employed at FAES
- Must be able to occasionally work onsite at the FAES administrative offices at NIH

FAES is an Equal Opportunity Employer.

FAES provides equal employment opportunity for all applicants and employees. All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of race, color, religion, gender, gender identity, marital status, age, disability, veteran status, sexual orientation, national origin, or any other category protected by applicable federal and state law, or local ordinance. FAES also makes reasonable accommodations for disabled applicants and employees.