Program Coordinator

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Program Coordinator

About the Opportunity

This job description is intended to describe the general nature and level of work being performed by people assigned to this classification. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

About InnovateUS

InnovateUS delivers training to public professionals in AI, data, and innovation skills. With partnerships in more than 30 states and cities and over 120,000 learners, InnovateUS is the nation's fastest-growing effort to build capacity in the state and local workforce.

About the Role

This is a The Program Coordinator plays a crucial role in helping InnovateUS achieve its mission of improving lives by enabling public professionals to deliver more effective and equitable policies and services through upskilling. We're looking for someone with strong writing and organizational skills-and a passion for public service, digital communications, and lifelong learning-to lead day-to-day communications with learners and partners. This is an execution-focused role: you'll write, post, edit, organize, and connect people and information across our growing network of learners and partners.

Minimum Qualifications

- 2-4 years of hands-on experience producing and managing digital communications, preferably in education, public service, or mission-driven organizations.
- Experience working in or with government agencies or other public-sector organizations is preferred.
- Strong writing, editing, and verbal communication skills.
- Proficiency with Generative AI tools for drafting, summarizing, and content creation.
- Experience using Canva, Google Workspace, Trello, Slack, and Airtable.
- Experience with WordPress, MailChimp, and JotForm (or similar communications tools).
- Comfort gathering and interpreting data to produce simple reports, dashboards, or engagement summaries.
- Excellent organizational skills and attention to detail; ability to manage multiple deadlines.
- Demonstrated ability to work independently and collaboratively within a distributed team.
- Experience in program coordination, project management, operations, customer service, or technical support is a plus.
- Familiarity with email marketing, CMS platforms, and social media is a plus.

Key Responsibilities

Learner communications, outreach and support (45%):

- Draft and send learner and partner emails using MailChimp and other communications tools.
- Respond promptly to learner and partner inquiries, including support for participants in the InnovateUS Google Certificate program.
- Prepare and send regular updates and summaries to government and program partners
- Support the planning, promotion, and organization of events and workshops.

Program Partner Engagement (25%):

- Create and format newsletters, announcements, and workshop promotions.
- Write, edit, and coordinate publication of newsletters, blog posts, and articles in collaboration with subject-matter experts and designers.
- Proof, update, and maintain accurate, up-to-date materials across InnovateUS platforms.
  Work closely with program, design, and data teams to ensure consistent voice, brand identity, and communications quality.

Tracking and Reporting (15%):

- Maintain and update contact lists, mailing lists, and CRM databases.
- Collect and analyze data to identify trends and prepare reports, slide decks, and dashboards summarizing program activity.
- Keep project timelines and communications deliverables on schedule.

Project Operations/Website and Social Media Updates (15%):

- Post and update content on the InnovateUS website and social media channels, especially LinkedIn.
- Coordinate with designers to create visuals, flyers, and other digital assets for communications.
- Write and publish original essays, articles, and podcasts highlighting insights from InnovateUS courses, workshops, and partners, and contribute articles for external media outlets

Additional Information:

This is a fixed term appointment, with the possibility of renewal based off of continuing external funding

Interested in Applying?

If this role sounds like a fit for you, we encourage you to apply-even if you don't meet every qualification listed.

To apply, please send your **resume, cover letter, writing and/or project samples.**

For more about InnovateUS, visit our website or explore our current work.
InnovateUS is a project of the GovLab and affiliated with the Burnes Center for Social Change at Northeastern University.

Position Type

General Administration

Additional Information

Northeastern University considers factors such as candidate work experience, education and skills when extending an offer.

Northeastern has a comprehensive benefits package for benefit eligible employees. This includes medical, vision, dental, paid time off, tuition assistance, wellness & life, retirement- as well as commuting & transportation. Visit https://hr.northeastern.edu/benefits/ for more information.

All qualified applicants are encouraged to apply and will receive consideration for employment without regard to race, religion, color, national origin, age, sex, sexual orientation, disability status, or any other characteristic protected by applicable law.

Compensation Grade/Pay Type:
107S

Expected Hiring Range:
$52,820.00 - $74,607.50

With the pay range(s) shown above, the starting salary will depend on several factors, which may include your education, experience, location, knowledge and expertise, and skills as well as a pay comparison to similarly-situated employees already in the role. Salary ranges are reviewed regularly and are subject to change.

To apply, visit https://northeastern.wd1.myworkdayjobs.com/en-US/careers/job/Boston-MA-Main-Campus/Program-Coordinator_R137073

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