National Coordinator, Career Preparations Operations

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National Coordinator, Career Preparations Operations

Job #: 042416
Location Syracuse, NY
Pay Range: $62,400 - $67,000
Hours:

Standard University business hours

8:30am - 5:00pm (academic year)
8:00am - 4:30pm (summer)

Hours may vary based on operational needs.

Job Type: Full Time

Job Description:

The National Coordinator, Career Preparation Operations supports the Director of Career Preparation and Training in executing and delivering career preparation programs across a national network of military installations and online platforms. This role works closely with the Director to operationalize strategic goals and ensure consistent, high-quality program delivery. This position provides coordination and support to a geographically dispersed team of military installation managers, user experience managers, academic advisors, enrollment coordinators, and support staff.

Key responsibilities include assisting with process standardization, supporting resource allocation efforts, and helping maintain excellent participant experiences across all locations and modalities. The coordinator also contributes to staff development initiatives, performance management processes, and continuous improvement efforts that enhance program scalability and sustainability. This role requires a detail-oriented professional with strong organizational, communication, and analytical skills who can coordinate complex logistics and support program excellence in a dynamic, mission-driven environment.

This position is anticipated to be filled on a fully remote basis if the identified candidate is not currently located in the Syracuse, NY area (within 50 miles). Not all geographical areas within the United States are eligible. Employment offers at Syracuse University are based on a combination of factors including, but not limited to, the job responsibilities; the candidates education, training, work experience and key competencies; the universitys strategic priorities; internal peer equity; applicable federal, state, local laws, grant funding and contractual requisites; and external market analyses.

Education and Experience:

- Bachelors degree required.
- 3+ years in program operations or workforce development.
- Experience coordinating with geographically dispersed teams.

Skills and Knowledge:

- Strong attention to detail with ability to review, comprehend, and execute standard operating procedures.
- Ability to manage multiple concurrent projects and meet deadlines in a fast-paced environment.
- Experience creating and maintaining resource documents, and identifying process improvement.
- Excellent verbal and written communication skills, including presentations, training, advocacy and negotiations.
- Proficiency in Microsoft office suite; Salesforce and Learning Management Systems (LMS).

- Demonstrated proficiency with generative AI tools to enhance operational efficiency and problem-solving.
- Preference given to those with a military service connection, or who have worked with veteran, military, and/or family stakeholders, universities or think-tanks, and familiarity with related government programs and services for veterans, families, and related civilian human services programs.

Responsibilities:
Operations & Program Support (45%)

- Support the Director of Career Preparation and Training in tactical execution of strategic initiatives, enabling leadership focus on long-term planning while maintaining operational excellence across the network.
- Provide operational support to Onward to Opportunity (O2O) installations during cohort delivery cycles, including administrative coordination, Salesforce troubleshooting, data management, and Learning Management System (LMS) administration.
- Serve as backup coverage for program managers to ensure uninterrupted program operations.

Standard Operating Procedures & Quality Assurance (25%)

- Implement and execute SOPs for online and installation teams by translating written procedures into practical action with appropriate technical requirements and resources.
- Conduct quarterly reviews of portfolio SOPs and resource documents to recommend adjustments and develop targeted solutions.
- Conduct regular reviews of correspondence to O2O participants to ensure accuracy, proper branding compliance, and clear, effective messaging.

Continuous Improvement & Analysis (15%)

- Identify and resolve operational gaps or challenges that could impact program scalability, quality, or participant satisfaction.
- Monitor participant experience quality by tracking feedback, addressing issues, and implementing improvements to program delivery.
- Provide data collection and analysis support in collaboration with Data Solutions and Evaluation teams to inform operational decisions.

Team Coordination & Development (10%)

- Coordinate training initiatives, onboarding activities, and professional development opportunities for geographically dispersed team members.
- Plan and facilitate regularly scheduled internal team meetings, including logistics and agenda development.

- Support the Director in tactical execution of strategic initiatives through administrative and operational coordination.
- Assist the O2O advising team with processing and reconciling exam payment requests as needed.
- Other duties as assigned.

About Syracuse University:

Syracuse University is a private, international research university with distinctive academics, diversely unique offerings, and an undeniable spirit. Located in the geographic heart of New York State, with a global footprint, and over 150 years of history, Syracuse University offers a quintessential college experience.

The scope of Syracuse University is a testament to its strengths: a pioneering history dating back to 1870; a choice of more than 200 majors, 100 minors, and 200 advanced degree programs offered across the Universitys 13 schools and colleges; over 15,000 undergraduates and over 6,000 graduate students; more than a quarter of a million alumni in 160 countries; and a student population from all 50 U.S. states and 123 countries. For more information, please visit http://www.syracuse.edu.

About the Syracuse area:

Syracuse is a medium-sized city situated in the geographic center of New York State approximately 250 miles northwest of New York City. The metro-area population totals approximately 500,000. The area offers a low cost of living and provides many social, cultural, and recreational options, including parks, museums, festivals, professional regional theater, and premier shopping venues. Syracuse and Central New York present a wide range of seasonal recreation and attractions ranging from water skiing and snow skiing, hiking in the Adirondacks, touring the historic sites, visiting wineries along the Finger Lakes, and biking on trails along the Erie Canal.

Application Deadline:
Full Consideration By:

To apply, visit https://www.sujobopps.com/postings/111698

Syracuse University is an equal-opportunity institution. The University prohibits discrimination and harassment based on race, color, creed, religion, sex, gender, national origin, citizenship, ethnicity, marital status, age, disability, sexual orientation, gender identity and gender expression, veteran status, or any other status protected by applicable law to the extent prohibited by law. This nondiscrimination policy covers admissions, employment, and access to and treatment in University programs, services, and activities.

Syracuse University has a long history of engaging veterans and the military-connected community through its educational programs, community outreach, and employment programs. After World War II, Syracuse University welcomed more than 10,000 returning veterans to our campus, and those veterans literally transformed Syracuse University into the national research institution it is today. The Universitys contemporary commitment to veterans builds on this historical legacy, and extends to both class-leading initiatives focused on making an SU degree accessible and affordable to the post-9/11 generation of veterans, and also programs designed to position Syracuse University as the employer of choice for military veterans, members of the Guard and Reserve, and military family members.

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