Associate Director of Career and Community - Penn Engineering Online

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University Overview

The University of Pennsylvania, the largest private employer in Philadelphia, is a world-renowned leader in education, research, and innovation. This historic, Ivy League school consistently ranks among the top 10 universities in the annual U.S. News & World Report survey. Penn has 12 highly-regarded schools that provide opportunities for undergraduate, graduate and continuing education, all influenced by Penn's distinctive interdisciplinary approach to scholarship and learning. As an employer Penn has been ranked nationally on many occasions with the most recent award from Forbes who named Penn one of America's Best Large Employers in 2023.

Penn offers a unique working environment within the city of Philadelphia. The University is situated on a beautiful urban campus, with easy access to a range of educational, cultural, and recreational activities. With its historical significance and landmarks, lively cultural offerings, and wide variety of atmospheres, Philadelphia is the perfect place to call home for work and play.

The University offers a competitive benefits package that includes excellent healthcare and tuition benefits for employees and their families, generous retirement benefits, a wide variety of professional development opportunities, supportive work and family benefits, a wealth of health and wellness programs and resources, and much more.

Posted Job Title

Associate Director of Career and Community - Penn Engineering Online

Job Profile Title

Associate Director C, Student Services

Job Description Summary

The Associate Director of Career & Community provides strategic leadership and operational oversight for career development, community engagement, and student success programming for Penn Engineering Online's 3000+ online learners. The Associate Director creates scalable structures that ensure that online students receive high-quality career advising, professional development opportunities, and meaningful community connections that enrich their academic experience and support post-graduate success.

The Associate Director supervises a full-time Community Engagement Manager and two part-time Career Advisors and is responsible for designing and delivering programs that support career readiness, onboarding and orientation, peer connection, networking, and academic engagement. The role also maintains key employer and campus partnerships, ensures consistent career advising and coaching operations, and fosters opportunities for learners to engage with faculty, alumni, and industry professionals. This position is ideal for a dynamic, student-centered professional committed to advancing both career mobility and engagement for online learners.

Job Description

Job Responsibilities

Program and Event Management

- Lead the strategy, planning, and execution of in-person and virtual academic, career, and community-focused programs, including Road Trips, webinars, workshops, elective showcases, skill-building sessions, faculty Q&As, SPARC-like initiatives, networking events, onboarding activities, and student clubs.
- In collaboration with the Director for Student Engagement and the Event Director, assist in planning and supporting large-scale community events, including graduation, Homecoming, and other institutional engagement opportunities.
- Develop and oversee program timelines, communications, registration workflows, participant materials, and event tracking in collaboration with the Community Engagement Manager.
- Manage community engagement efforts, including Slack and LinkedIn group oversight, student newsletters, and initiatives that foster belonging and peer connection. Develop and implement alumni engagement programming to strengthen connections across the Penn Engineering Online community.

Career Development & Advising

- Collaborate closely with the on-campus Assistant Director of Career Services to align programming, share resources, and ensure consistent, high-quality career support across online and residential student populations.
- Oversee career advising operations and coordinate schedules, caseload distribution, and workflow with part-time career advisors.
- Ensure accessible career advising on exploration, job search strategy, networking, resume/LinkedIn development, and professional communication.
- Develop and refine a structured career support, onboarding, and advising experience that integrates career readiness into the student lifecycle.
- Support mentorship pathways among students, alumni, employer partners, and program directors.
- Track student engagement with career services and identify gaps or opportunities for resource development.

Staff Supervision & Operational Leadership

- Supervise the Community Engagement Manager and part-time career advisors, providing clear priorities, expectations, and ongoing coaching.
- Coordinate onboarding, contracts, renewals, and delegation of work for part-time staff.
- Maintain standard operating procedures, documentation, and continuity plans across community and career programs.

Employer & Industry Engagement

- Serve as the intake point for employer inquiries related to online student engagement.
- Coordinate employer involvement in events, workshops, mock interviews, networking programs, and career panels.
- Maintain awareness of industry trends and skills in demand to inform programming and advising.
- Build relationships with campus partners such as Career Services to expand opportunities for online learners.

Systems, Platforms & Strategic Initiatives

- Manage systems that support community engagement and career programming, including Slate, Handshake, Canvas modules, and event tracking tools.
- Oversee asynchronous learning materials related to professional development and student onboarding.
- Evaluate workflows and propose enhancements to improve scalability, efficiency, and student experience.
- Regularly solicit and analyze feedback from students and use data to inform decisions and refine programs. Specifically, work with the Penn Engineering lead data scientist to produce and analyze post-graduation data, integrating data from engineering survey, and data gathered from other sources

Qualifications

Required

- Bachelor's degree and 3-5 years of progressively responsible experience in career services, employer relations, student affairs, workforce development, or a related field; or equivalent combination of education and direct experience.
- Demonstrated experience supervising professional staff and/or high-volume advising operations, especially in professional/career development settings.
- Familiarity with job search strategy, resume/LinkedIn optimization, interviewing, and networking.
- Fluency with career platforms and CRM/event tools (e.g., Handshake; experience with Slate/Canvas or similar is a plus).
- Ability to participate in events and trainings outside of normal business hours and to travel occasionally as required.

- Strong data literacy: ability to design surveys, interpret outcomes metrics, and make data-informed decisions.
- Excellent communication, stakeholder management, and project management skills; commitment to student success.
- Proficient with Google Workspace, Microsoft 365 Copilot, and communication tools (e.g., Slack, Teams), and able to adapt to new tools and technologies.

Preferred

- Master's degree in Higher Education Administration or a relevant field.
- Experience in an R1 or highly decentralized research university; familiarity with STEM/engineering labor markets (e.g., software/data/AI); familiarity with supporting students in an online degree program.).
- Direct experience advising master's-level or advanced professional students on job search strategy, resume/LinkedIn, interviewing, and networking.
- Proven record of delivering scalable programs (workshops, panels, recruiting events).
- Prior responsibility for hiring, onboarding, and developing professional advising teams.
- Demonstrated success coordinating with a central career office and/or multi-unit employer-relations ecosystem.
- Background in creating asynchronous learning modules or credit-adjacent career content.
- Knowledge of NACE standards and outcomes reporting; experience improving knowledge rate and storytelling with data.
- Comfort engaging with alumni, corporate partners, and faculty to co-create experiential programming.
- Demonstrated experience designing and implementing community engagement initiatives for large and diverse student populations, preferably in an online environment.

Job Location - City, State

Philadelphia, Pennsylvania

Department / School

School of Engineering and Applied Science

Pay Range

$66,000.00 - $80,000.00 Annual Rate

Salary offers are made based on the candidate's qualifications, experience, skills, and education as they directly relate to the requirements of the position, and in alignment with salary ranges based on external market data for the job's level. Internal organization and peer data at Penn are also considered.

Equal Opportunity Statement

The University of Pennsylvania is an equal opportunity employer. Candidates are considered for employment without regard to race, color, sex, sexual orientation, religion, creed, national origin (including shared ancestry or ethnic characteristics), citizenship status, age, disability, veteran status or any class protected under applicable federal, state or local law.

Special Requirements

Background checks may be required after a conditional job offer is made. Consideration of the background check will be tailored to the requirements of the job.

University Benefits

- **Health, Life, and Flexible Spending Accounts**: Penn offers comprehensive medical, prescription, behavioral health, dental, vision, and life insurance benefits to protect you and your family's health and welfare. You can also use flexible spending accounts to pay for eligible health care and dependent care expenses with pre-tax dollars.
- **Tuition**: Take advantage of Penn's exceptional tuition benefits. You, your spouse, and your dependent children can get tuition assistance here at Penn. Your dependent children are also eligible for tuition assistance at other institutions.
- **Retirement:** Penn offers generous retirement plans to help you save for your future. Penn's Basic, Matching, and Supplemental retirement plans allow you to save for retirement on a pre-tax or Roth basis. Choose from a wide variety of investment options through TIAA and Vanguard.
- **Time Away from Work:** Penn provides you with a substantial amount of time away from work during the course of the year. This allows you to relax, take vacations, attend to personal affairs, recover from illness or injury, spend time with family-whatever your personal needs may be.
- **Long-Term Care Insurance:** In partnership with Genworth Financial, Penn offers faculty and staff (and your eligible family members) long-term care insurance to help you cover some of the costs of long-term care services received at home, in the community or in a nursing facility. If you apply when you're newly hired, you won't have to provide proof of good health or be subject to underwriting requirements. Eligible family members must always provide proof of good health and are subject to underwriting.
- **Wellness and Work-life Resources**: Penn is committed to supporting our faculty and staff as they balance the competing demands of work and personal life. That's why we offer a wide variety of programs and resources to help you care for your health, your family, and your work-life balance.
- **Professional and Personal Development:** Penn provides an array of resources to help you advance yourself personally and professionally.

- **University Resources:** As a member of the Penn community, you have access to a wide range of University resources as well as cultural and recreational activities. Take advantage of the University's libraries and athletic facilities, or visit our arboretum and art galleries. There's always something going on at Penn, whether it's a new exhibit at the Penn Museum, the latest music or theater presentation at the Annenberg Center, or the Penn Relays at Franklin Field to name just a few examples. As a member of the Penn community, you're right in the middle of the excitement-and you and your family can enjoy many of these activities for free.
- **Discounts and Special Services**: From arts and entertainment to transportation and mortgages, you'll find great deals for University faculty and staff. Not only do Penn arts and cultural centers and museums offer free and discounted admission and memberships to faculty and staff. You can also enjoy substantial savings on other goods and services such as new cars from Ford and General Motors, cellular phone service plans, movie tickets, and admission to theme parks.
- **Flexible Work Hours:** Flexible work options offer creative approaches for completing work while promoting balance between work and personal commitments. These approaches involve use of non-traditional work hours, locations, and/or job structures.
- **Penn Home Ownership Services:** Penn offers a forgivable loan for eligible employees interested in buying a home or currently residing in West Philadelphia, which can be used for closing costs or home improvements.
- **Adoption Assistance:** Penn will reimburse eligible employees on qualified expenses in connection with the legal adoption of an eligible child, such as travel or court fees, for up to two adoptions in your household.

To learn more, please visit: https://www.hr.upenn.edu/PennHR/benefits-pay

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