

InnovateUS Program Coordinator – Position Overview

Summary of Role

The Program Coordinator will play a crucial role in helping [InnovateUS](#) accomplish its day-to-day priorities and achieve its mission of improving lives by enabling public professionals to deliver more effective and equitable policies and services through upskilling. We are seeking someone with experience in and passion for governance innovation, communications, and/or online learning to support learner and partner communications and help us grow to serve more than 100,000 participants in our online [workshops](#), [courses](#), and other programs through effective operations.

In this role, you will work closely with and report to the InnovateUS Team Lead, and you will be integral to supporting strategy, tactics, and cadence for engaging current and potential learners who work in the public sector for government agencies across the United States. Outreach to, communication with, and support for public-professional learners will make up nearly half of your responsibilities—helping learners move forward through programming and take new workshops and courses.

You will also help to shape and implement approaches for regularly engaging InnovateUS program partners, including government partners across U.S. states and other jurisdictions and various collaborating organizations and networks to the end of growing program participation.

To advance InnovateUS's internal processes and relationship management activities, you will work with the team to collect and analyze data, spot trends and insights, and prepare summary findings and reports, and you will support project operations and track project timelines and deliverables.

For more about InnovateUS, see our [website](#) or this [snapshot](#) of current work. InnovateUS is a project of the [GovLab](#) and affiliated with the [Burnes Center for Social Change at Northeastern University](#). In this role, you will be a full-time employee of Northeastern University.

Minimum Qualifications

- 2-4 years of relevant experience in areas such as: service delivery, operations or policy implementation at any level of government; governance innovation; civic

technology, communications, or online learning. Experience working in or with government agencies is preferred.

- Strong communication skills, both written and verbal.
- Proficiency with Generative AI is preferred.
- Proficiency with productivity and collaboration tools such as Google Workspace, Trello, Slack, and Airtable.
- Proficiency with communications tools like Wordpress, MailChimp, and JotForm.
- Experience with spotting trends and insights from data, and preparing summary reports or dashboards.
- Excellent organizational skills and attention to detail.
- Experience in program coordination, project management, operations, or related roles is preferred.
- Technical support or customer service experience is preferred.
- Ability to work independently and collaboratively within a team.
- Proficiency in email marketing platforms, website content management systems, and/or social media platforms is a plus.

Key Responsibilities and Accountabilities

Learner Communications, Outreach, and Support (45%):

- Proactively create and manage online communications with past, current, and potential future participants across our programming.
- Develop marketing emails, social media, web postings, and other collateral to engage and inform program participants.
- Serve as the first point of contact for learner inquiries, providing prompt and helpful responses.
- Assist program leadership in supporting learners who participate in the [InnovateUS Google Certificate program](#).
- Update tracking systems to amplify learner feedback and input, and act as the “voice of the customer” in team meetings and decision-making processes.

Program Partner Engagement (25%):

- Develop marketing emails, social media, web postings, and other collateral to engage and inform program partners.
- Develop and maintain promotional materials and draft regular updates for government partners across U.S. states and other jurisdictions, key program funders, and other partner organizations, to ensure consistent communication cadence with clear data and insights from our online programming for public-sector professionals.
- Assist program leadership in fostering relationships with state government partners including, but not limited to: following up on partner requests, sending out next steps

from meetings, and working with the program team to make sure projects are on track to deliver on state partner needs.

Tracking and Reporting (15%):

- Gather data, spot trends and insights in that data, and compile summary findings for use in internal team meetings and in communications to program funders and partners.
- Prepare and update reports and dashboards that provide insights into program performance and impact, both for internal use and for use with program funders and partners.
- Quickly learn new tools and technology to support the analysis of data and the preparation of information for reporting.

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

- Support all project-related day-to-day operations for the InnovateUS program, ensuring smooth execution. This includes but is not limited to: tracking deadlines needed to support state government partners, working with members of the project team to connect the dots across workstreams, and flagging issues that may impact important deadlines.
- Draft and edit content for the InnovateUS website, social media channels, and related platforms, in collaboration with InnovateUS subject-matter experts.
- Partner with design and tech teams to ensure InnovateUS website content is up to date, accurate, and reflects program goals.

Interested in Applying?

Please respond by **April 22, 2024**.

If this role sounds like it might be a fit for you, we encourage you to apply even if you don't meet all of the expressed qualifications.

To express your interest in applying, please email a resume, cover letter, writing and/or project samples, and salary range expectations to jobs@theburnescenter.org.

Visit <https://hr.northeastern.edu/benefits/> for benefits information.

To learn more about Northeastern University's commitment and support of diversity and inclusion, please see www.northeastern.edu/diversity.

Position Location: [Based in Boston](#), remote work is possible.