



WISCONSIN LUTHERAN COLLEGE

Position Description

Position Title:	Program Director – Master’s in Sport and Recreation Management
College:	College of Professional Studies (CPS)
School:	School of Business
Reports to:	Dean, CPS re: growth/operations; w/matrix to Chair, School of Business re: academic curriculum, outcomes, and course delivery
FLSA Status:	Exempt
Called Position	Yes
Revised:	October 1, 2022

Job Summary: The Program Director is responsible for day-to-day efficient operations and execution of the Sport and Recreation Management (SPRM) Master’s Program to ensure the outcomes and value proposition for our students are met with excellence. This includes responsibility for setting annual course schedules with School Chair to accomplish required curriculum, engaging course facilitators, teaching agreements, facilitator training, and supervision/visits of instruction serving as coach and mentor on course delivery systems and tools, and approaches to ensure sound academic quality teaching standards. Similarly, sets quality standards, processes, and mentoring of advising process to maximize student learning outcomes and retention session to session to maximize persistence to graduation. Additional responsibilities are to utilize market data to identify and analyze SPRM demand areas and recommend potential growth opportunities in support of Dean’s goals to sustain and grow WLC mission and ministry. Serve as a partner to assess growth potential, ROI, and viability of corresponding business plans. Such opportunities may involve outreach into community to identify potential corporate or community partners for SPRM programming. Ensures that SPRM operations provides exceptional service, quality, and care while accurately representing Wisconsin Lutheran College (WLC) as a partner that meets students’ professional growth needs and educational goals within a Christian learning environment.

Core Accountabilities:

- I. WLC SPRM program operations direction and responsibility to engage students and facilitators through excellence in operations and program experience.
- II. Ongoing SPRM program assessment, course correction, and opportunity analysis for program development in partnership with Dean and School Chair.

Primary Responsibilities:

- Maintain a teaching load of 9 credits annually.
- Collaborate with colleagues to continually identify areas of improvement and ensure strategies are in place and executed to achieve annual SPRM goals.
- Facilitate an exceptional student experience by ensuring efficient SPRM operations, processes, facilitator course delivery, and student advising to convey distinctive care in support of SPRM students’ needs and goals, within program parameters.
- Maintain a detailed knowledge of SPRM academic program and policies, along with academic outcomes, admissions requirements, course delivery methods, and expectations for quality course facilitation, and advising.
- Ensure engagement and agreements of quality course facilitators to ensure academic program quality across all SPRM courses.
- Conducts regular operational and student volume work flow analysis around new starts, student retention, and persistence. Reports findings, tracking verses budget targets and suggested course corrections to Dean to help SPRM operations stay on plan.

- Collaborate with ADC operational partners in enrollment, financial aid, advising, and registrar through conducting of regularly scheduled operational coordination and review meetings to ensure continuous operational improvement.
- Partners with Instructional Design Center to ensure course management and online course functionality, development, and training as needed.
- Builds strong working partnerships across WLC support functions to include but not limited to: IT, HR, Finance, and Academic Support using their expertise to help efficiency and synergy of operations.
- Work with School Chair and Dean to continually assess and improve facilitator onboarding, as well as student onboarding/advising processes, including resource analysis and partnering to accomplish advising standards across student volume levels.
- Work with School Chair to establish a culture of assessment and collaborative continuous improvement.
- Visit classes, assess, and mentor facilitators as needed.
- Prepare and ensure SPRM Capstone activities, preparation, and schedules.
- Coordinate case and academic policy scenarios for exception review with School Chair and Dean.
- Assist School Chair with regular budget input and assessment on cost of SPRM operations in correspondence with annual operational goals, standards, and any recommended improvements to processes, systems, and/or staffing.
- Perform other duties as assigned by the Provost, and/or in support of other ADC team members to achieve ADC and WLC goals.

REQUIREMENTS

Knowledge, Skills, and Abilities:

- Excellent organizational and communication skills; goal driven with the desire to work in a fast paced team environment and manage multiple responsibilities.
- Exceptional service orientation, attitude, and desire for interpersonal interaction with both the customer service and problem solving skills to deliver.
- Proven verbal, written and presentation skills; ability to communicate effectively with a variety of audiences that include internal and external partners such as students, faculty, staff, and administration using judgment and appropriate professionalism in each situation.
- Build constructive working relationships and function collaboratively and cooperatively as a member of a team to support and contribute to the College's success.
- Strong ability to establish priorities, problem solve and proceed to accomplish objectives without supervision, yet discernment with a solutions orientation that engages and motivates business partners as needed for the best outcomes.
- Technological skills; ability to use software packages such as Microsoft Office Suite, learning management systems, and experience with database utilization.
- Ability and capacity to work some evenings and weekends as needed to serve students and accomplish goals.

Education and Experience:

- Master's degree in sport management, coaching, or related field required, PhD or DBA preferred.
- Minimum five years of professional experience with developed skills in areas such as course delivery, project/process management, relationship development, and customer service.
- Demonstrated strong record of teaching excellence.
- Proven successful operations, process improvement, and financial/budget responsibility.

- Demonstrated success in consistently achieving desired goals and educational outcomes with a proven ability to both partner and engage others to execute and course correct to achieve outcomes/goals in a goal driven, busy, team environment.
- Demonstrated successful experience in prioritized execution of needed activities resulting in project and goal achievement.
- Ideal candidate possesses experience with college academic programs, policies, and outcomes, with a Christian education worldview.
- WELS/ELS membership in good standing required, with demonstrated experience and passion in serving others and respect of all others as God's creation, in alignment with and desire to support WLC's mission and ministry values in accordance with WLC's Christian code of conduct.