PROGRAM COORDINATOR

Reporting to: Program Manager

Location: Faber, Virginia

About the Monroe Institute

The Monroe Institute (MI) is a non-profit organization with a goal of achieving the global awakening of human consciousness. To achieve this goal, we offer self-taught online courses, fully guided week long online courses and week long residential courses in two facilities on our campus in Faber, Virginia, USA. In addition, we offer, over 100 off-campus programs throughout the U.S., Europe, Latin America and Asia. The Monroe Institute uses a sound technology called Monroe Sound Science that was founded on audio technologies created by Robert Monroe more than 40 years ago. The audio technology has evolved to include more than 50 different techniques to inspire unique experiences. MI also conducts research to prove the technology works and understand how it works. We are also in a significant growth phase as we launch the MI mobile application called Expand.

Job Summary:

The Program Coordinator’s role is to support the Program Manager for virtual, online, and residential program logistics. Primary responsibilities include residential program setup and logistics support program-related administrative tasks.

Preferred Qualifications: Education, Knowledge, Skills, and Abilities

- Bachelor’s degree preferred or equivalent work experience
- Experience in organizational-wide event planning and educational program logistics management
- Proven record of impeccable reliability and accountability
- Demonstrated strong communication skills, written and verbal
- Demonstrated strong attention to detail
- Demonstrated ability or comfort learning to troubleshoot common technical issues with basic connectivity and audio/video/computer program equipment set up
- Intermediate-level computer skills using Microsoft Office, and ability to learn new applications
- Demonstrated ability to work independently, prioritize and manage multiple priorities simultaneously
- Demonstrated ability to develop effective and collaborative relationships with staff, trainers, and participants
- Ability to be on call as program contact during some weekends or evenings
- Familiarity with Monroe Institute products, mission, and values
Responsibilities:

Programs
- Responsible for coordinating/handling residential program setup, logistics, and trainer support
- Provides specific setup for each residential program, including trainer materials, “trainer box,” participant lists/applications, handouts, special materials, flipcharts, videos, etc.
- Inspects each CHEC unit before the start of each residential program, to ensure headphones are working properly, the sound is being delivered through headsets and wall speakers, and the participant brochures and nametags are properly placed in each assigned CHEC unit
- Coordinates massage therapists, hosts, drivers, and yoga staff and communicates with staff, trainers, speakers, massage therapists, hosts, drivers, and yoga staff if changes of location or program cancellations occur
- Creates participant nametags for each program
- Train and oversee program hosts for the participant check-in process
- Coordinates ‘field trips’ associated with several residential programs
- Available as needed to shuttle participants on field trips and/or bookstore visits
- Purchases materials for programs as needed, and/or communicates the need for materials purchase to Director of Operations
- Maintains all residential program handouts, PPT’s and materials in central shared online location, and updates as needed, in coordination with the Program Manager
- Maintains collaborative communication with all Monroe staff regarding programs
  - Liaison for participant concerns/complaints to be escalated to Programs Manager and/or Chief of Programs as needed.
- Compile issues/complaints from program surveys and distribute to appropriate areas of the organization to address, including the Program Manager
- Creates program graduate certificates for the trainer team to distribute to program graduates

Schedules
- In collaboration with the Program Manager, distributes the annual program schedule and communicates information to staff related to keeping the schedule updated and current.
- In collaboration with the Program Manager, schedules program auxiliary staff, (yoga instructors, massage therapists, program hosts, and monitors), for related residential programs.
- Creates wall calendars for Programs staff.

Trainers
- Maintains residential trainer resources in the control rooms at the Nancy Penn Center (NPC), the Robert Monroe Retreat (RMR), and the Dropbox/We Transfer account.

Contracts
- Maintain trainer and speaker documentation concerning up-to-date contact information, liability insurance, CPR certification, and website bio.
• Ensures residential trainer, yoga instructor, and massage therapists’ liability insurance coverage and CPR certification are documented, compliant and accessible.
• Coordinates signing, tracking, and retention of returned contracts.

If you are interested in a position as listed below then send an email to careers@monroeinstitute.org along with a PDF of your resume. We will contact you if we are interested in setting up an interview with you.

Thank you for your interest!