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	JOB DESCRIPTION		<i>Date Effective</i> <i>Approved By</i>
<i>DIVISION</i> PROGRAM OFFICE	<i>SECTION</i> MBA DAY PROGRAM	<i>POSITION</i> PROGRAM MANAGER (MBA)	
1. DEFINITION AND PURPOSE OF POSITION			
<p>The job of Program Manager [MBA] exists to facilitate, as a one-window operation, resolution of Program related queries and issues impacting both students and faculty. The content of this job is largely administrative and advisory. Knowledge of Program content, schedules, requirements for courses, rules for electives, and support available from other service departments is crucial for successful performance of this role.</p>			
2. NATURE AND SCOPE			
2.1	Reports to:	<ul style="list-style-type: none"> • Program Director, MBA 	
2.2	Supervises:	<ul style="list-style-type: none"> • Incharge Program Office (City) • Office Assistant 	
2.3	Quantifiable Dimensions of the Position:	<ul style="list-style-type: none"> • The incumbent services a body of 200 students and 20 teachers [2010] 	
2.4	Membership in Committees:	<ul style="list-style-type: none"> • None 	

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2. NATURE AND SCOPE			
<p>2.5 Key Interactions:</p> <p><i>External:</i></p> <ul style="list-style-type: none"> • Students’ parents <p><i>Internal:</i></p> <ul style="list-style-type: none"> • Faculty • Students • Controller of Examinations • Assistant Network Manager • Administration Officer • Transport Incharge <p>2.6 Key Performance Indicators:</p> <ul style="list-style-type: none"> • Incidence of Program related complaints <p>(Specific performance indicators are mutually agreed by incumbents and their supervisors on annual basis)</p>			

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3. FUNCTIONS OF THE POSITION			
<p>3.1 Principal Functions:</p> <p>3.1.1 Keep abreast of Program Objectives, schedules, minimum requirements, faculty assignments, and student loads</p> <p>3.1.2 Prepare the Program’s semester and examinations timetable</p> <p>3.1.3 Serve as Program Front Office for students, minimizing need for direct contacts with program Directors and faculty</p> <p>3.1.4 Receive and process students’ written requests for issue of transcripts, change of courses, transfers to other Programs and venues, etc.</p> <p>3.1.5 Prepare and dispatch Deficiency Reports to students’ parents, and discuss with them measures needed to improve students’ performance</p> <p>3.2 Routine Functions:</p> <p>3.2.1 Receive student’s requests for Program related information through, phone calls, emails, and personal contact</p> <p>3.2.2 Advise students on options available to them and lead them to optimal choices given attendant circumstances</p> <p>3.2.3 Ensure through personal visits readiness of classrooms for academic sessions, with particular focus on cleanliness, air-conditioning, audio-visual equipments, and any special facilities requested by faculty</p> <p>3.2.4 Obtain and implement instructions for conduct of examinations and assignment of exam duties</p>			

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3. FUNCTIONS OF THE POSITION			
<p>3.2.5 Respond in confidence to parents' concerns on academic plans and progress of their wards</p> <p>3.2.6 Organize holding of make-up classes as instructed by faculty, including reservation of academic room space and special teaching aids</p> <p>3.2.7 Notify to Assistant Network Manager any lapses in Lab facilities reported by students or faculty</p> <p>3.2.8 Refer to Maintenance Incharge instances of electrical failure in class rooms and any unsafe conditions</p> <p>3.2.9 Coordinate with Transport Incharge for resolving issues related to students' travel between campuses</p> <p>3.2.10 Notify students and faculty of changes in timing or venue of scheduled classes</p> <p>3.2.11 Liaise with Finance functionaries for settlement of dues of visiting faculty</p> <p>3.2.12 Receive from students and pass on the office of Controller of Examinations missing documentation related to their academics</p> <p>3.2.13 Assist Controller of Examinations in finalization of exam results, as requested</p> <p>3.2.14 Perform any other work assigned by his immediate superior</p>			
ACKNOWLEDGEMENTS			
<i>Incumbent</i>	<i>Immediate Superior</i>	<i>Functional Head</i>	
Name/Initials/Date	Name/Initials/Date	Name/Initials/Date	