To apply for this position, please send your resume and cover letter to innovation@uphs.upenn.edu.

JOB SUMMARY

The Acceleration Lab Program Coordinator is responsible for a range of administrative, event planning, and communications duties to support day-to-day operations of the Acceleration Lab, with a primary focus on administrative support and optimization. This position requires a high degree of engagement and resourcefulness as well as outstanding communication and organizational skills. We are looking for a detail-oriented, proactive team member who is eager to work in a dynamic, creative environment.

The Penn Medicine Center for Health Care Innovation facilitates the rapid, disciplined development, testing and implementation of new strategies to reimagine health care delivery, improve patient outcomes, patient and clinician experience, and reduce the cost of care. We believe the best way to make big improvements to patient health and health care delivery is to experiment quickly at low cost, only scaling once we find high impact solutions. The Center provides an exciting and fast-paced opportunity for motivated, entrepreneurial individuals to effect systemic change at Penn Medicine and across the health care industry.

This position is part-time (20 hours per week). The work schedule will be five days per week, four hours per day.

ACCOUNTABILITIES

Administrative support:
- Assist with Accelerator Program operations including management of logistics (e.g., scheduling, locations, provision of supplies, meeting preparation, etc.) and communications (e.g. creating and maintaining listserves, preparing and distributing communications).
- Provide scheduling assistance to Director of Operations, Assistant Director of Communication and Engagement, and Manager of Strategy and Design for team operations and programmatic needs such as interviews, team meetings, and events.
- Proactively identify and resolve schedule conflicts and room assignments.
- Attend meetings to keep minutes and report out on action items and timelines.
- Prepare and distribute surveys and forms (e.g., staff and participant surveys, program applications, team allocation and project tracking sheets), compile data, and develop reports and presentations for communication to Center leadership and staff, including some basic analysis.
- Collaborate to improve administrative and operational functions at the Center.
- Other duties as assigned to support the Center.

Event planning:
- Assist with event planning including management of all logistics within time limits (e.g., scheduling, locations, provision of supplies, catering, liaison with vendors and stakeholders, event set-up/tear-down, and other duties as required).
- Proactively handle any arising issues and troubleshoot emerging problems to ensure event delivery and participant satisfaction.

Communications:
- Organize internal team communication and documentation.
- Create compelling content of various types, including email, social media content, blog posts, and web copy and edit content produced by other members of the team.

QUALIFICATIONS

Education and experience:
- High school diploma or GED required and 4+ years relevant work experience
- BA/BS strongly preferred and 1+ year relevant work or internship experience